

Frequently Asked Questions (FAQs) for Coinamatic's Contactless Laundry Payment System

What is a contactless laundry payment card?

Our Coinamatic laundry card is similar in size to your credit or debit card. Cash can be stored as electronic value on this laundry card. When you activate the laundry machines, the cost of a wash or a dry is deducted from your card balance.

How do I obtain a card?

Your Building Manager should provide you with a card. Many of our Reload Kiosks also have a card dispenser. You may purchase a card at the card dispenser for a fee. Please note this feature is not available at all locations.

How do I load funds onto the card?

There will be a reload kiosk located in your building that you can use to load value onto your card using a debit or credit card. Simply put your laundry card in the card holder and then follow the instructions on the display.

You can also purchase a value code online by visiting www.smartlaundry.ca. You can redeem that value code at the reload kiosk.

How can I check the balance on my laundry card?

Always check the balance at the Reload Kiosk by placing your card in the cardholder. Your card balance will be displayed. Your card balance will also be displayed *after* using your card at the washer or dryers. DO NOT check your card balance on the washers or dryers if you don't intend to use them, as the card reader will deduct the vend price from your card. If you don't press start, the reader will remember that it took the value, and will have it for next time you use the machine.

What happens if I don't have sufficient funds on my laundry card when I do my laundry?

If you do not have enough funds to start a machine, you need to visit the Reload Kiosk to add additional value.

Why is there a \$99 limit on the card?

The limit is to protect you in case of accidental loss or theft of your card. Please treat your card like cash. If it is lost, not only have you lost the card, but you have lost the value on the card.

Why should I register my card at www.smartlaundry.ca?

By registering your card you now have access to view machine availability, print transaction receipts and obtain a itemized list of your transactions. You can also report problems quickly. If you don't want to use the reload kiosk, you can also purchase a value code for your card, that you can redeem at the reload kiosk and transfer value to your card.

I am moving to a new building that uses laundry payment cards. Can I use the same card?

No. The cards are programmed to be unique to each building and therefore, are not transferable between buildings. Please try to use up the remaining value on your laundry card prior to moving and return your card to your Building Manager with your keys.

My laundry card is lost or has been stolen. How do I get a new one?

Please report your lost or stolen laundry card to your Building Manager. In the event someone turns it in, they can return it to you. In the meantime, you need to obtain a new laundry card from your Building Manager. Alternatively you may purchase a card from the Reload Kiosk. Please note card dispensers are not available on all Reload Kiosks.

My laundry is not working on the machine. What do I do?

Contactless laundry cards are very reliable. If you have a card that doesn't work, you need to determine whether your card is defective or the machine you are trying to use it on is malfunctioning. Or perhaps the card you are trying to use is not programmed for the building you are trying to use it in!

Take your laundry card to the Reload Kiosk and place it in the cardholder. If the Reload Kiosk provides you with your card balance, then there is nothing wrong with the card.

If the reload kiosk can't read your card or provides an error

code, either your card is not programmed to work in the building, or the card may be defective.

Remember, cards are programmed to be unique to each building and are not transferable between buildings. You need to obtain a new card from your property manager.

If you believe you have a defective card, please call 1-800-561-1972. Our Customer Service Representatives will be pleased to provide you with a replacement card.

If your building does not have a Reload Kiosk with a card dispenser, you need to report your defective card to your Building Manager. They will provide you with a replacement card. You can obtain a return envelope in order to mail your defective card back to Coinamatic. The value on your card will be verified and a new card issued with replacement value. It will take 5 business days to process a replacement card.

Loading my laundry payment card

How do I add value to my card?

Please visit the Reload Kiosk to value to your laundry card. Carefully follow the instructions on the display. Typically a Reload Kiosk is installed in the laundry room or a common area in your building.

Alternatively, you can purchase a value code online using a debit or credit card. You will receive a value code that you can then redeem at the Reload Kiosk. Follow the instructions for Value Code. In order to

purchase a value code online, visit www.smartlaundry.ca.

Can I use the Reload Kiosk to perform any other transaction?

No, the Reload Kiosk is strictly used for loading value onto your Coinamatic contactless laundry payment card.

The Reload Kiosk did not transfer the value to my laundry card. What should I do?

Please check your receipt. If your receipt indicates “not completed” or “cancelled”, the transaction failed. The funds will not have been removed from your account. Please try the transaction again.

If your receipt indicates the transaction was “approved”, but the funds failed to load to your card, the transaction will be reversed. Wait 24 hours and you will see that the funds have been returned to your account.

If the reversal has not occurred after 24 hours, please call 1-800-561-1972. You will need the authorization code, date, time and amount of the transaction from the receipt. Upon verification, we will provide you with a value code for the amount not transferred.

The reload device did not print a receipt. Can I get one?

Occasionally the reload device has a paper issue and cannot print a receipt. You may obtain a receipt by visiting www.smartlaundry.ca. You will need to register your card.

Use of Washers & Dryers

How do I start the washers or dryers.

Load your laundry in the machine. Place your detergent in the dispenser - remember use liquid only in the dispenser and no more than ¼ cup. Make all your temperature and cycle selections. Close the door. Place and hold laundry card at the reader for 4-5 seconds or until you hear a beep and press start.

What is the “Top Up” feature on the dryer?

Most dryers are equipped with a “top up” feature. This allows you to purchase additional drying time. To activate, simply hold your laundry card to the reader while the dryer is running and reselect cycle. Additional time will be displayed.

Proper Use of Detergent

How much detergent do I use?

If you are using a front loading washing machine, you should be using ‘high efficiency’ or HE detergent. It is specially formulated with a low sudsing formula that allows for excellent wash quality with little suds. Please use no more than ¼ cup of regular detergent.

Remember - more is not better! Detergent comes in regular, concentrated and 2X or 3X concentrated form. Too much detergent causes poorly rinsed clothes that can result in skin irritation. Oversudsing can also cause the washer to shut down as the machine struggles to remove excessive detergent and bubbles.

For best results, use the automatic dispenser provided on the machine. If you are using a top loading washer, add the detergent and/or bleach directly into the tub and let it agitate for a few minutes before you add the clothes.

Refunds

I lost money using your machines. Can the Coinamatic service technician provide me with a refund?

No. For the safety of our Technicians they do not carry or have access to cash. Our multilingual Customer Service Representatives will be happy to assist you with a refund. They can easily provide you with a refund value code that you can redeem at the reload kiosk. Please call 1-800-561-1972.

I am moving. Can I return my laundry card for a refund?

If you are planning to move, please ensure that you load only the amount that you are going to use prior to your move as the unused value cannot be refunded by your Building Manager or Superintendent. Return your card to your Building Manager with your building keys.