

CONGRATULATIONS

UNIVERSITY OF CALGARY STUDENTS
YOU CAN NOW PAY FOR LAUNDRY

WITH YOUR PHONE

Coinamatic now has a MOBILE APP ~ No More Cards ~ No More Coins ~ No More Hassle!!!

**WE ARE GOING MOBILE FOR AN IDEAL WAY TO PAY
FOR AND MANAGE YOUR LAUNDRY EXPENSES**

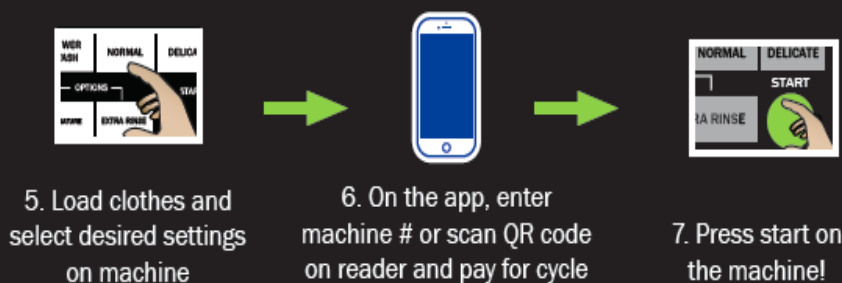
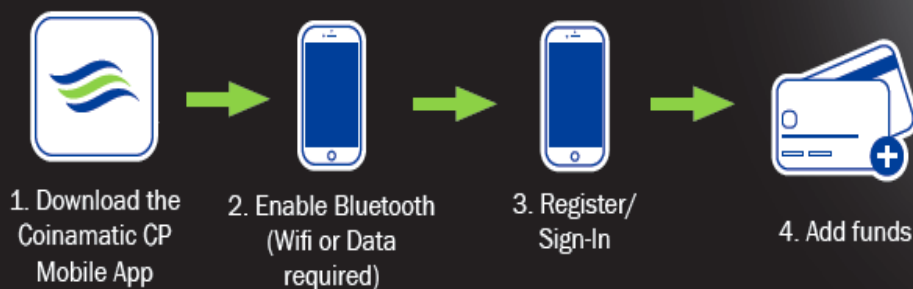
**NO NEED TO CARRY A LAUNDRY CARD
NO NEED TO RE-LOAD THAT CARD AT A LAUNDRY
CARD RE-LOAD KIOSK**

MANAGE YOUR LAUNDRY REQUIREMENTS WITH YOUR SMART PHONE



COINAMATIC CP MOBILE

HOW IT WORKS



Download the app **AND** add funds
TO RECEIVE A FREE WASH AND DRY!



FREQUENTLY ASKED QUESTIONS

Frequently Asked Questions (FAQs) for Coinamatic's CP Mobile Payment

What is Coinamatic CP Mobile Payment

This is a Mobile App for your smart phone. It is available from the Apple Store or Google Play. Once downloaded, you can load funds to your account and use the app to pay for laundry!

I downloaded the app. How do I register?

Register by filling in your email and creating a password.

Please note: you must be in the laundry room to complete the registration. You will need your bluetooth enabled and you must have data to complete this process.

How do I load funds onto my mobile account?

Tap "Refill My Account" which will take you to a separate secure browser. Sign in again with your same email and password.

Select the desired amount you want to load and whether you want to use credit or Interac Online. If using credit, you can tap "Save" to save info or tap "No Thanks".

What payment types can be used to load the mobile app?

Users can load their app using a valid Visa or MasterCard. They can also use IOL (Interac Online) however for this type of payment, only 2 major banks are supported - RBC or TD. Check the full list of available financial institutions on IOL.

How can I check the balance on my Mobile App?

Your Coinamatic CP Mobile balance is always available within your app. Alternatively, you can sign into www.smartlaundry.ca using your same email and password and access your account.

How do I use the app to start the machine?

You simply load your laundry into an available machine. Place liquid detergent in dispenser (if using washer) and select desired cycle on the machine.

Once you are ready, using your Coinamatic CP mobile app, enter the machine number you wish to use. This is the number displayed on the card reader i.e. 21.

A pop-up message will display the vend price and machine number. Tap OK on the app. You will see a processing message. Press the machine start button. The funds will be deducted from your mobile account balance.

I am moving to a new building that uses Coinamatic. Can I use the same app?

Yes, you can use the Coinamatic CP mobile app at any location with Coinamatic laundry equipment however the laundry machines must have a special bluetooth machine reader installed. This is fairly new and might not be available in all locations. Check the signage in the laundry rooms for more information.

I still have a balance on my laundry card. Can I transfer it to my mobile account?

If you have remaining value on your laundry card, obtain a Card Return Envelope from the housing office and send your laundry card back to Coinamatic for a full refund. Please complete all information required - please print

if possible so we can properly read the required information. We will verify the remaining card balance and send a refund cheque within 2-4 weeks of receipt.

The App seems to be frozen. What do I do?

If the app seems to be frozen, you can delete the app and then download it again. Using your same email and password sign back into your account and all should be good.

I used my app to start the machine. The value was deducted from my account balance, but the machine didn't provide the intended results. There seems to be a machine malfunction.

No problem. You can report the issue through the mobile app, but if you require a refund visit www.coinamatic.com and complete the online service request form. Alternatively, you can call 1-800-561-1972 and one of our valued CSR's can happily assist you and return value to your mobile account. They will ask you for your email address that you used to establish your mobile account.

I don't have a cell phone or I am an International Student with a cell phone issued from a different country?

No problem. You can sign up for an account on the CleanPay Central kiosk located in the laundry room. Register with an email and password and load your account.

You can use CleanPay Central to start the machines just like you would if you had a smartphone.

You can also access your account by visiting www.smartlaundry.ca and using the same email address and password to access your account.

LAUNDRY

It is very important to reduce the amount of detergent you use when you are using front load washers!

There is much less water and so much less detergent is required.

Please use no more than 1/4 cup of detergent.

Liquid detergent is placed into the detergent dispenser drawer.

If you are using powdered detergent or detergent pods - place directly into the washer drum. DO NOT use the dispenser.



When too much detergent is used the excess suds that can't be cleared cause the machine to not spin properly and your laundry comes out wet and covered in suds.

That is when we get calls that the machines are not working properly - and there is nothing we can do.

If this is constantly happening to you, please reduce your detergent amounts.

Concentrated detergents available now are very effective and you don't need a lot.



Before you load your laundry into a washer or a dryer - look inside the drum and check for any remaining items that may have been left by the person before you!

Then make sure you check your laundry's pockets and remove any items.

Load items loosely so they will be cleaned properly.



Overloading washers and dryers is a constant and ongoing problem. An overloaded drum is hard on the machine and it is hard on your laundry. The laundry will not move freely through the water and will not get cleaned or rinsed properly.

A rule of thumb: do not fill any drum (whether it is front load washer, top load washer or dryer) more than 2/3 full.



If you are using BLEACH - please ensure you use the proper dispenser.

If you put it in the wrong area - such as the area meant for FABRIC SOFTENER - it will be dispensed during the rinse cycle and that is NOT GOOD for your laundry items.

Have a good look and determine which is the BLEACH dispenser and use it wisely. If you are not sure you should avoid using bleach altogether.



When you are finished doing your laundry, leave the washer door open (or lid up) to let the machine air out and always leave the dispenser a little bit open to allow for airflow.

Check the machine thoroughly to see if you left any items in the drum.

Always clean the lint filter after you have finishing using the dryer.



BEST PRACTICES