



Getting Started with Smart Laundry

Q: What is WASH-Connect?

A: WASH-Connect is WASH's proprietary app and was specially created for the laundry experience. WASH-Connect is a one-stop-shop for mobile payments, service requests, refund requests, and more. It's convenient, secure, easy-to-use and can be downloaded for free from the App Store or Google Play.

Q: Is WASH-Connect secure?

A: Yes, WASH-Connect mobile payments are completely secure. Credit card information is never stored in the app and your data is kept completely confidential. Plus, mobile payment with WASH-Connect offers extra layers of security by removing cash from your property, which reduces the risk of theft and vandalism.

Q: How do I use the WASH-Connect app?

A: For video instructions on how to get started and use WASH-Connect, check out our [YouTube video](#) on our @WASHolutions channel.

Q: How do I get a refund in the WASH-Connect app?

A: To request a refund in-app, tap on **Support** then tap **Request a Refund**. Select the transaction you'd like a refund for, fill in the required fields and tap **Submit**. Credits will be automatically funded back to your in-app wallet.

Q: What happens if I lose my laundry card?

A: You can purchase a new laundry card for \$10 from the kiosk. Please note that new laundry cards purchased from the kiosk contain a balance of \$0 and will need to be loaded with funds once purchased.

Q: How do I get a refund on my laundry card?

A: For laundry card refunds, contact your property manager for a mail-in refund kit. If your location does not have a property manager, please mail-in your laundry card to the following address:

WASH
ATTN: Card Refund Processing
2200 W. 195th St
Torrance, CA 90501

Please include the following information:

- Community/building Name
 - Full Name
- Address with unit/apt #
 - Phone #
- Estimated Value on the card
- Reason for refund: (i.e.: New payment system)

Q: How can I reach support for WASH-Connect?

A: We have a mobile support team available if you need help with creating an account or using the new app. They can be reached at mobilesupport@washlaundry.com.

Q: What resources are available with WASH-Connect?

A: The WASH-Connect app has a ton of helpful content and resources such as: stain removal tips, laundry symbol guide, app support, laundry basics and more. These can be found by tapping **More...** then **Resources** in the WASH-Connect app.

Q: Are there resources available online?

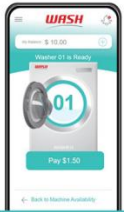
A: We have a robust library of helpful website resources for WASH-Connect and beyond that can be found here: <https://www.wash.com/request-help/>

Q: I am trying to sign up for WASH-Connect but I can't find the location code.


A: Once WASH-Connect has been installed in your laundry room, you can find the 7-digit location code clearly written on the laundry room sign inside of your laundry room.

Making Laundry Easier!

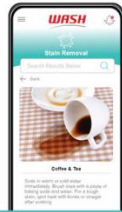
One App Does It All




Mobile Payment
Pay with your phone, view transaction history and request refunds in-app





Request Service
Easily create, submit and get confirmation of service requests



Resources
Get stain removal advice, helpful laundry tips, fabric washing guides and more!



1 DOWNLOAD THE WASH-CONNECT APP

2 REGISTER IN LAUNDRY ROOM
OR ENTER LOCATION CODE

3 LOAD MONEY

4 DO LAUNDRY

- Enter location code
- Select **Add Funds**
- Enter payment method
- Search for available machines
- Load laundry and detergent
- Select machine & pay
- To start cycle, select fabric setting or push start button on the machine

Text **washconnect** to **77222** to stay informed about our latest app features and promotions

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Location Code

