



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 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: How do I get a refund if I swiped my debit/credit card at the machine?

A: To request a refund for a debit/credit card, please call us at 800-342-5932. You will then be given the option to receive a refund via Zelle.

Q: Why was my debit/credit card charged \$8?

A: When using a debit/credit card as a payment option, your card will be pre-authorized for \$8.00. After three hours, you will be charged the exact amount of your laundry. However, it may take 24-72 hours for your card issuing bank to settle the transaction. If the charges are not removed after 72 hours, please contact your bank.

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: Are there resources available online?

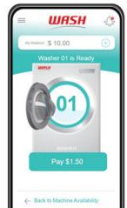
A: We have a robust library of helpful website resources for WASH-Connect and beyond that can be found here: <https://www.wash.com/request-help/>

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



GET IT ON

Google Play

Download on the

App Store




2 REGISTER IN LAUNDRY ROOM
OR ENTER LOCATION CODE

■ Enter location code

3 LOAD MONEY

■ Select **Add Funds**

■ Enter payment method

4 DO LAUNDRY

■ 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

