

Got Laundry?

Answers to Frequently Asked Laundry Questions...



How do I operate the laundry equipment?

The washers and dryers in your laundry room do not accept coins. Instead, they are activated with a Visa or Master Card.

On wash day, instead of using coins, you will simply:

- Select your desired cycle.
- Swipe your Credit or Debit card (Stripe up and to the right).
- Press the START button on the machine.

How much does it cost to wash and dry my clothes?

Washers are \$1.00 per cycle and dryers are \$.75 for a 45 minute cycle.

How is my credit/debit card processed?

The system pre-authorizes your credit/debit card for \$15.00 worth of laundry. The \$15.00 is placed on "hold" for up to 3 hours. All transactions done during the 3 hour time frame will be added up. After the 3 hours expire, the \$15.00 "hold" will be released and you will be charged the exact amount you spent during the 3 hour time frame.

What if I do not have \$15.00 available in my credit/debit account?

You must have a minimum of \$15.00 in your account or your transaction will be declined.

What credit/debit card types are accepted?

The system accepts all credit/debit cards with a Visa or MasterCard logo.

Can I use a pre-paid debit card?

Most Visa or MasterCard pre-paid debit cards are accepted, but we cannot make any guarantees that all brands will work. The pre-paid debit card account must have a balance of at least \$15.00 or the transaction will be declined. Reloadable pre-paid cards are recommended.

Can I use an EBT card?

Unfortunately, we are unable to accept EBT cards.

These Machines are High Efficiency Machines and work best when you use HE detergent and Fabric Softener.

Features:

No Coins Necessary

A credit card can be used for payment on each individual washer and dryer.

Fully PCI Compliant

The system meets all the security standards set forth by the "Payment Card Industry." All transactions are encrypted to the highest standards and no credit card information is stored on site.

Online Laundry Status

Check the status of your laundry from your home computer by visiting our WaveVision web site at www.washview.com. Get an e-mail or text message when your laundry is complete.

Have a problem with the machine?

If you are having problems and need a refund call WASH Service Company at **800-421-6897**.