



Service

Why Coinamatic's Service Team is the Best in Canada

Providing exceptional service from coast-to-coast

- We provide services to over 525 communities across Canada, from Victoria to Halifax!
- Full audit capabilities are available on our equipment.
- Customers have access to Coinamatic via live voice, multilingual customer service representatives 24/7.
- Our qualified operators receive 7,800 calls per month and are able to resolve approximately 2,300 calls in-house by educating residents on proper equipment usage.
- Our certified technicians resolve dispatched calls within 24-48 hours.
- Coinamatic has a 95% first time completion rate for all service calls.
- Our sophisticated inventory system ensures that each technician has the right part for every service call.
- Detailed Laundry Room Signage is provided with proper operating instructions.
- Surveys are conducted on a monthly basis, telling us that 93% of our customers are more than satisfied with our services!
- Our extensive Frequently Asked Questions (FAQ) database is available on our website for easy access to all clients and their residents for education and training.



With customer-focused employees and an exceptional service record, Coinamatic understands how vital good service is to successful laundry operations. We believe that quality service is key to Client satisfaction.

For more information on Coinamatic Services, please contact
1.877.755.5302 ■ info@coinamatic.com ■ www.coinamatic.com

*Coinamatic is part of WASH Multifamily Laundry Systems.
Visit them online at www.washlaundry.com.*

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