Handbook for Building Management

Coinamatic®

Contents

Overview

Dear Building Manager,

Coinamatic has been asked to supply you with the best laundry equipment available on the market today.

Your central laundry room has been equipped with smart card activated, electronically controlled washers and dryers. With smart cards, residents in your building no longer need to worry about correct change. The building will be safer as there is no cash to steal and no reason to vandalize the equipment.

The laundry machines are activated with the smart card and the cost of a wash or dry is deducted from the card balance. Residents can check the balance of their card by inserting it into a washer or dryer.

The laundry equipment will have additional features. Super Wash will add wash and rinse time for heavily soiled or bulky loads. The dryers also have the ability to add additional drying time in increments of 25 cents. Most front load washers provide the ability for residents to independently select cycle type and water temperature, and the ability to adjust wash length for light, medium or heavily soiled items.

A Card Reload Centre is a device used to transfer value to the smart card. There are three kinds of Card Reload Centres:

• A Card Reload Centre that accepts $5, $10 and $20 bills and transfers this value to the smart card.
• An Interac-certified Card Reload Centre that accepts a bank debit or credit card for payment and transfers the selected value to the smart card.
• PinMate stations where residents use pin codes purchased online to add value to their smart cards.

*Typically **one** of these types of reload centres is installed in your building.* The operating instructions are clearly identified on the Card Reload Centre.

Residents should be reminded to treat their card like cash as it contains value. If the card is lost – they not only have lost their card but the value on the card.

If you or your residents have any questions please contact our Customer Care Centre at 1-800-561-1972 or online at fixmylaundry.com. One of our multilingual Customer Care Representatives will be happy to help!

Card Administration

Initial Card Supply

• Coinamatic provides the initial supply of cards (one per suite) as well as educational information.
• Coinamatic also provides a float of cards along with card administration instructions to the designated site manager.

Card Orders

• To order additional smart cards, please complete the smart card order form available on our website coinamatic.com and email it to smartcardorders@coinamatic.com. You may also call our customer care department to place an order.

The cost of cards is $5 per card plus applicable taxes and the minimum order quantity is 10. Please allow 10 business days for delivery of card orders. A minimal shipping and handling fee will be applied to the order. The fee will vary depending on preferred shipping methods.

Initial Card Distribution – New Installation

• Prior to the installation of new equipment, each suite will receive educational material.
• The designated On-Site Person will be provided with the float of cards. This person is responsible for issuing additional and replacement cards to each suite as required. It is recommended that this person maintain the listing of card serial numbers assigned to each suite. For ease of card administration, think of assigning a card to each suite as opposed to assigning a card to a resident.

Regular Card Administration

Tenant Moving
• Obtain card from tenant when they return other items such as building keys.
• **Note*** If your building uses PinMate, please advise tenant to call Coinamatic to un-register their card.
• Re-issue card to the new tenant moving into that suite.
• Important Note: Coinamatic does not refund unused value on card when tenants move. When tenants provide their notice, please recommend they limit the value they load on card to only what they will use prior to moving. Any unused funds remaining on the smart card will be available for the next person who receives the card.
• If a new card is assigned to a suite, update the card to suite listing to reflect the new card serial number.

Additional Card Required
• If an apartment/suite requires an additional card to accommodate for roommates or a second lease holder, provide an additional card for the suite. Update the Card to Suite Listing to reflect a second card.

Card Administration

Lost Cards

• If a tenant loses a smart card, issue them a new card from your float. You may want to charge a replacement fee for lost cards.

Defective Card Replacement

Occasionally a smart card will become defective and fail to operate through no fault of the user. If this happens:

• They should call Coinamatic's customer care team at 1-800-561-1972 which is available 24/7. They will be asked for their name, civic address and suite number, serial number of the defective card and value on card prior to it becoming defective.

• The Resident may be requested to mail their defective card directly to Coinamatic using a pre addressed, pre-stamped envelope provided by Coinamatic.

• Alternatively, property management may provide the replacement. When you place your next card order, you may request replacement cards free of charge for the cards that were given out. Please note directly on the card order in the space provided.

Regular Customer Refunds

• If a machine deducts value from the smart card, but does not provide the intended service, the resident should call Customer Service at 1-800-561-1972 to report the machine malfunction and request a refund.

• Customer Service will verify the card serial number, address and telephone number of the Resident, make note of the problem and the machine number, and the value that the Resident says was deducted from the card. The Resident may be requested to submit proof of payment if the Malfunction involved a Card Reload Centre.

• Service will be dispatched to repair the machine in question, and a refund cheque will be generated and mailed to the Resident for the funds deducted from his card. Please note it can take 10 business days for a refund cheque.

Frequently Asked Questions

What kind of laundry equipment is being installed in our laundry room?
Your central laundry room will be outfitted with smart card activated, electronically controlled washers and dryers. Smart Cards will activate the washers and dryers instead of coins.

What is a smart card?
A Smart Card looks very similar to a credit card with a computer chip embedded at one end. Cash can be stored as electronic value on this chip.

How do I add value to my smart card?
There are three kinds of Card Reload Centres that may be available to you; An Interac certified device using credit or debit cards, a reload device accepting $5, $10 and $20 bills, or a Pinmate system that will load value using pin codes purchased online.

What happens if I don't have sufficient funds on my card when I do my laundry?
If you do not have enough value on your card to activate the machine, you will have to add more value to your card at a Card Reload Centre.

Why is there a $50 limit on the card?
The limit is to protect you in case of accidental loss or theft of your card. Please treat your card like cash. Coinamatic cannot refund value for lost or stolen cards.

What if my card doesn't activate a machine?
First, try your card in another machine. If your card still doesn't work, it may be dirty. Wipe the chip with a cloth to clean away any residue. If your card still doesn't work, call our Customer Care team at 1-800-561-1972. They will take some information and will process a replacement card.

Are there any precautions I should take to prolong the life of my card?
Keep your card clean, do not punch a hole in the card, and do not keep your card in your wallet. These actions can prevent damage to your smart card.

What if I lose my card or need an extra?
You can obtain a new card from your Property Management for a small fee.

I am planning to move. What happens to my card and the remaining value on my card?
Coinamatic does not refund unused value on card when tenants move. Return your card to your Building Manager or Superintendent with your building keys.

Can I use my Coinamatic smart card to do laundry in other buildings?
Your card is programmed to work only in this building.

What is "Supercycle/Super Wash"?
Supercycle/Super Wash is an option featured on the washers. For 25¢, Supercycle/Super Wash will add extra wash and rinse time. This is recommended for heavily soiled and bulky loads.

What is the "Top Up" feature on the dryer?
The Top up feature allows you to purchase additional drying time. For single loads dryers the cost is 25¢ for 7 to 10 minutes. For double load dryers the cost is 10¢ for 2 minutes. To activate, insert your card into the dryer while it is running and reselect your settings.

Defective Card Replacement

STEP 1

The cardholder reports their defective card to Coinamatic by calling 1-800-561-1972. They will be asked for their name, civic address and unit number, serial number of the defective card and value on card prior to it becoming defective.

Coinamatic will mail a replacement card with value (if applicable) to the cardholder within 24 hours of receiving the call. The replacement card should be received within 5-7 business days.

If the cardholder needs a replacement card as soon as possible to continue their laundry, the cardholder will be advised to obtain a replacement card with zero dollar value from their property management.

STEP 2

The cardholder will be provided with a pre-addressed/pre stamped return envelope from building management to return the defective card to Coinamatic.

STEP 3

The cardholder fully completes the Refund Request form (attached to the pre-addressed/pre-stamped envelope) with their name, full mailing address, serial number of the defective card and value on card prior to it becoming defective. Both the defective card and the Refund Request form need to be included in the envelope. The envelope should be mailed the same day to ensure the refund is processed in a timely manner.

INSTRUCTIONS FOR BUILDING MANAGEMENT

When placing an order for Smart Cards, property management may list the serial numbers of defective cards and they will be provided to residents free of charge by Coinamatic. Orders can be emailed to smartcardorders@coinamatic.com or taken over the phone by calling 1-800-561-1972.

Coinamatic Smart Card Refund Request
Demande de remboursement sur carte à puce Coinamatic

Please place fully completed form and smart card in envelope.
Veuillez insérer le formulaire complété ainsi que la carte à puce dans l'enveloppe

Name/Nom:		
Street Address/Adresse:		Unit/Suite/Apt #:
City/Ville:	Province:	Postal Code/Code postal:
Daytime Tel. #/Tél jour: ( )	Evening Tel. #/Tél soir: ( )	
Number printed on card/No de la carte:	Value remaining on card/Valeur sur la carte:	
Reason for Return/Raison du retour:		

To quickly expedite your refund, please notify Customer Service at 1-800-561-1972 or online at fixmylaundry.com
Afin de recevoir rapidement votre remboursement, prière d'aviser le Service à la clientèle au 1-800-561-1972 ou par sosbuanderie.com

Please visit www.coinamatic.com for answers to all your Frequently Asked Questions!
Visitez notre site www.coinamatic.com pour les réponses aux questions fréquentes!

Using the Debit/Credit Machine

What cards are accepted?
Debit cards, MasterCard and Visa.

What amounts can I load onto my smart card?
The minimum transaction is $10.00. You have the choice of transferring $10.00, $20.00, or $30.

I am concerned about fraud. Is this device safe to use?
This device is safe and fully certified. Keep in mind, anywhere you use a credit or debit card you must be diligent. If using your debit card, ensure that you Protect Your PIN entry by covering your key strokes with one hand.

Why is there a charge for credit card use?
There may be a small charge for the convenience of using credit card. By Coinamatic providing this payment option, we also take considerable risk. If you are not happy about the charge, you may load your card with debit or cash.

I got an invalid message. What does that mean?
It means that you are not using a valid smart card. Ensure that you use the correct card and that it is inserted properly. If your card still doesn't work, contact the Customer Care at 1-800-561-1972.

Can I use the debit/credit Card Reload Centre to perform any other transactions?
No. This device is strictly used for loading your smart card.

Can I cancel a transaction once I have started?
You can cancel a debit transaction at any time prior to entering your PIN number by simply pressing the cancel button. Do not cancel the transaction after this time, as the funds will have already been removed from your account.

For a credit card transaction, you can cancel the transaction at any time prior to the amount being confirmed. Once you have confirmed the amount you want to remove from the account, the transaction cannot be cancelled.

I selected "YES" for a printed receipt and no receipt printed. What happened?
The device is probably out of paper. Please call 1-800-561-1972 to report that the paper roll is empty.

Can I get more than one receipt?
No, the device allows only for one printed receipt.

Using Cash to Card Reload Centre

Please read the screen and follow the instructions

Step 1 Insert the smart card all the way into the card slot.
If inserted correctly, the card will not be visible.

Step 2 The screen will display the value remaining on the card.

Step 3 Insert the bill ($5, $10 or $20 bills only) into the bill acceptor.

Step 4 The new balance on the card will now be displayed on the screen.

NOTE: The cash reload machine will display a green light indicating the correct procedures are being followed.

IF YOUR BILL WAS NOT ACCEPTED

Step 1 Reinsert your card and the follow the steps above.

Step 2 Ensure the bill you are inserting is facing the correct way - as indicated on the picture directly below the acceptor.

* When you have completed your transaction the new balance will be displayed and the card will automatically be ejected. Please ensure that the correct value is displayed on the screen before you leave by reinserting it in the machine.

Using the PinMate add value station

Easily add value to your smart card online using your home or work computer and a valid MasterCard or VISA credit card!

Please read the screen and follow the instructions

Step 1 Register your card with PinMate by visiting coinamatic.com, and selecting PinMate under the Residents tab online.

Step 2 Follow the instructions to register on the website, and make sure you select your correct building address.

Step 3 Once your account has been created, you may purchase pin codes to load your smart card with value.

Step 4 Once you have received your pin code, visit the PinMate Add Value Station in your building, insert your card, enter the six digit PIN code and the value will be loaded onto your card.

Detergent TIP

The Front Load Washers Installed In Your Laundry Room Uses Less Detergent than a Top Load Washer

= $aving You Money & Environment Friendly.

How Much Detergent Should I Use In A Front Load Washing Machine?

The High Effcieny (HE) washers installed in your building **only require a 1/4 cup of regular detergent**. These advanced machines **save you money** by not using as much detergent.

Put powder detergent directly into the drum with your clothes.

Powder Detergent
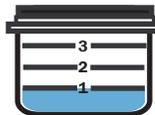
Regular Powder
or
Regular Liquid
Detergent
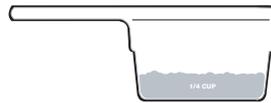
Maximum
1/4 Cup
Regular Detergent

More than 1/4 cup of regular detergent will cause over sudsing.

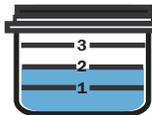2x Concentrate
Liquid Detergent
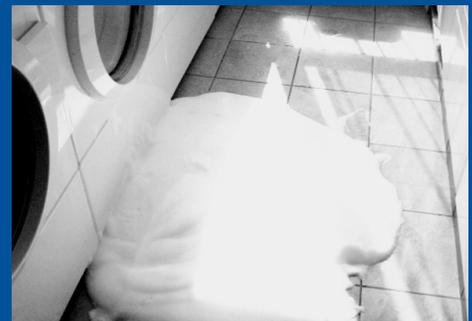or
2x Concentrate
Powder Detergent

Small Cap
Full Load

HE Liquid Detergent
or
HE Powder Detergent

Small Cap
Full Load

What too much detergent can do

Remember
Use ONLY 1/4 cup
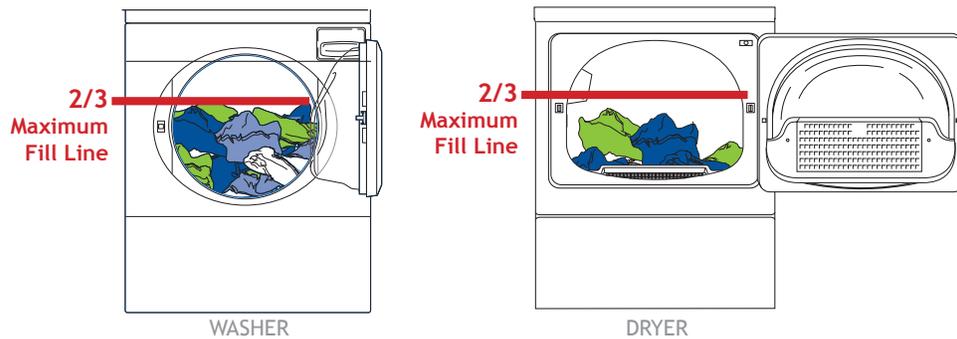of regular detergent to
prevent over-sudsing.

Usage of…
Washers&Dryers

1

1/4 CUP = (EQUALS) 3 2 1

**For the best cleaning performance,
1/4 cup of cold water detergent is all you need.**

2

2/3
Maximum
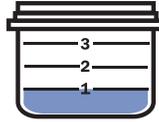Fill Line

2/3
Maximum
Fill Line

WASHER

DRYER

**ONLY FILL the drum 2/3 of the way for proper
washing and complete drying of items.**

3

DO NOT dry comforters in the dryers.

Liquid Only Dispenser

STOP

Please **DO NOT** use powdered products

- **Liquid Detergent** (he)
  (no more than 1/4 cup,
  High-Efficiency recommended)
- **Liquid Bleach** (if required)
- **Liquid Softener**

*If you must use powdered detergent, please
put directly in the washer drum with clothing*

Coinamatic®
Laundry & Beyond. Simply Clean.

DRYER CLEANING INSTRUCTIONS

Lint Screen MUST Be Cleaned Every Load

CAUTION
Failure To Follow These Instructions Will Result In Low Efficiency Drying

Laundry 101

Step 1: Read the Tags

The first step to knowing how your garments should be cleaned is to read the international laundry care symbol on the tag of every garment.

Step 2: Sort the Clothes

Separate whites and light colours from darks and bright colours. Each colour group requires a different temperature. Separating them will ensure that colours do not 'bleed'. Your colour groups should include:
• Whites
• Pastels
• Dark and like colours
• Bright colours
• Multi-coloured items

Lint givers such as towels should be washed separately from lint catchers such as corduroy or wrinkle free fabrics. Sort garments according to similar fabric types. Take care to wash new, dark coloured fabrics in a separate load to prevent 'bleeding' or running of colours.

White cotton items such as undershirts and underwear require hot water and fairly vigorous washing. More delicate items require a gentle, short wash cycle to prevent damaging the fabrics. Delicate items will last much longer if washed and dried in a mesh laundry bag to keep them from getting wrapped around other items.

Step 3: Prepare your Clothes and Treat Stains

1. Always check the pockets and remove all items.
2. Remove dirt caught in cuffs.
3. Inspect clothes to see if there are any rips or tears that might get worse in the wash.
4. Check for pins, belts or accessories you don't want washed.

It is important to check for and treat any stains as quickly as possible to increase the chance of successfully removing the stain. A variety of stain removal products are available that can be applied directly to the stain. Always follow the manufacturer's instructions.

Laundry 101

Step 4: Use the Right Detergent for the Right Machine

There are two types of washers – top loading and front loading and there are many different types of laundry detergents available. If you are using a front loading washing machine, you should be using 'high efficiency' or HE detergent. It is specially formulated with a low sudsing formula that allows for excellent wash quality with little suds. Look for this symbol on your detergent container.

Regardless of the type of detergent you choose, always follow the manufacturer's measurement directions. Remember - more is not better! Detergent comes in regular, concentrated and 2X or 3X concentrated form. It is very important to note the difference and adjust the amount of detergent used. Too much detergent causes poorly rinsed clothes that can result in skin irritation. Oversudsing can also cause the washer to shut down.

For best results, use the automatic dispenser provided on the machine. If you are using a top loading washer, add the detergent and/or bleach directly into the tub and let it agitate for a few minutes before you add the clothes.

Step 5: Choose a Wash Cycle

Hot water Wash, Warm Water Rinse: Whites, cottons, linens, t-shirts, underwear, and heavily soiled items
Cold Water Wash, Cold Water Rinse: Lightly soiled or bright colours that you don't want to fade or bleed into other colours.
Warm Water Wash, Cold Water Rinse: Pastels, light colours, and some delicates.

Step 6: Drying

• Always check and clean the lint filter to maximize air flow.
• Shake clothes loosely before placing in dryer.
• Do not overload the dryer. The clothes need to tumble. One wash load usually equals one dryer load.
• Check to ensure stains were removed prior to drying the item. If a stain remains, retreat and rewash.
• Always check the labels. Certain articles should not be put in a dryer.
• Never put rubber, vinyl, leather or any kind of shoes in a dryer.

Making your building a safer, more convenient property for you and your residents.

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1-800-561-1972