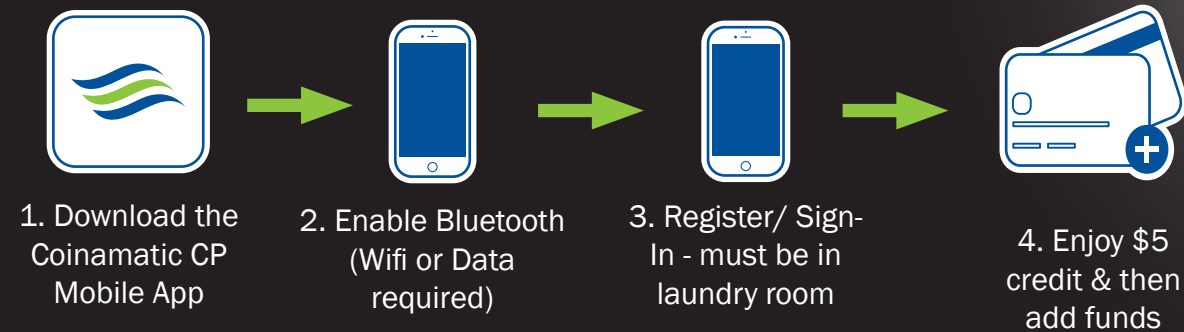


YOU CAN NOW PAY FOR LAUNDRY WITH YOUR PHONE!

Coinamatic has a mobile app! No more cards, no more coins, no more hassle!

HOW IT WORKS



Coinamatic CP Mobile

Download the app **AND** register **TO RECEIVE A \$5 CREDIT!**



FEEDBACK FROM APP USERS

"I love it because it is so convenient. I don't have to worry about having my laundry card with me and I can reduce touch points. I feel safer."

Joy - Calgary

"I love the app. I love all the features and it really makes doing laundry a lot easier!"

Barb G - Toronto

Coinamatic[®]
Laundry & Beyond Simply Clean

Frequently Asked Questions



WHAT IS THE COINAMATIC CP MOBILE APP?

This is a Mobile App for your smart phone. It is available from the Apple Store or Google Play. Once downloaded, you can load funds to your account and use the app to pay for laundry instead of using a laundry card or coins!

I DOWNLOADED THE APP. HOW DO I REGISTER?

Register by filling in your email and creating a password. If you already have an existing smartlaundry account, register with the same email address and password.

Please note: You must be in the laundry room to complete the registration. You will need your Bluetooth enabled and you must have data to complete this process.

HOW DO I LOAD FUNDS ONTO MY MOBILE ACCOUNT?

Tap **"Refill My Account"** which will take you to a separate secure browser. Sign in again with your same email and password.

Select the desired amount you want to load and whether you want to use credit card, Interac Online or a prepaid credit card great for online purchases.

HOW CAN I CHECK THE BALANCE ON THE APP?

Your Coinamatic CP Mobile balance is always available within your app. Alternatively, you can sign into **www.smartlaundry.ca** using your same email and password and access your account.

HOW DO I USE THE APP TO START THE MACHINE?

You simply load your laundry into an available machine. Place liquid detergent in the dispenser (if using the washer) and select desired cycle on the machine.

Once you are ready, using your Coinamatic CP mobile app, enter the machine number you wish to use. This is the number displayed on the card reader i.e. 21.

A pop up message will display the vend price and machine number. Tap OK on the app. You will see a processing message. Press the machine start button. The funds will be deducted from your mobile account balance.

THE APP SEEMS TO BE FROZEN? WHAT DO I DO?

If the app seems to be frozen you can delete the app and then download it again. Using your same email and password sign back into your account and all should be good.

I STILL HAVE BALANCE ON MY LAUNDRY CARD. CAN I TRANSFER IT TO MY MOBILE ACCOUNT?

Please use up as much remaining value as you can on your Coinamatic laundry card. Once the value is equal to or less than the vend rate in your building, call Coinamatic at **1-800-561-1972** during business hours. The CSR will happily transfer any remaining card balance to your mobile account. They cannot transfer anymore than \$2.50. They will also need your laundry card number as they must disable this card. You will then be asked to destroy the card.

I USED MY APP TO START THE MACHINE. THE VALUE WAS DEDUCTED FROM MY ACCOUNT BALANCE BUT THE MACHINE DIDN'T PROVIDE THE INTENDED RESULTS. THERE SEEMS TO BE A MACHINE MALFUNCTION.

No problem. Use our online service request portal located at www.coinamatic.com to request a refund or call **1-800-561-1972** and one of our valued CSR's can happily assist you and return value to your mobile account.

I AM MOVING TO A NEW BUILDING. CAN I STILL USE THE APP?

The laundry machines must have a special Bluetooth machine reader installed. This is fairly new and won't be available in all locations. If you are unable to use your mobile app in your new building, please call **1-800-561-1972**. One of our CSR's can confirm your final account balance and issue you a refund cheque. They will decrement your mobile account balance to zero and then disable your mobile account.

I DON'T HAVE A CELLPHONE. WHAT DO I DO?

No problem. You can continue to use the laundry card or coins - whatever payment method you were using previously. In some cases we have mobile only locations which have been required to combat vandalism. In these locations mobile will be you only option.

NEED ASSISTANCE?

Check out our new mobile app video available at www.coinamatic.com under the Resources/Video Section! It contains all the info you need to know!