# Frequently Asked Questions

A list of common questions and answers for **Snap Laundromat - Taringa**

## Account Balance

### How do I check my account balance?

- go to to the *Getting Started* page on the menu
- each page washer/dryer page shows the balance

### How do I add credit to my account balance?

1. Select one of the Top Up options from the menu
2. Press the *Pay Now* button
3. Complete your credit card details and press *Next* and confirm

### I just added credit to my balance. But, I'm not sure if my balance increased. How can I check if my balance has been correctly credited?

- under the My Account Menu, select  *Payments History* (paymentslist.php)
- if the payment has a status of DONE then it was successfully added to your balance.
- if the payment has a status of PENDING, Eziwash is still waiting for status from your Bank. If you navigate to the getting started page, Eziwash will automatically check with your bank again and update your account.
- if the payment has a status of FAILED, the payment was declined by your Bank.
- if the payment has a status of SUSPENDED, you did not complete the payment pages.

## Payments

### What options do I have for payment?

- Credit card only Visa, Master Card, Amex, Diners.

### What is Ezi Wallet?

- When you create a secure Ezi Wallet, by linking your card details, it makes future payments easy. Once linked, you may choose to top up your account without entering your card details again. This is secure and Ezi!
  **Note:** Card details are stored in Ezidebit's secure card vault. At no time will Eziwash have

access to your details or take a payment without your permission.

## I have an old smart phone and its really hard to see the payment screen. What can I do?

- We suggest topping up your account using your home computer before you come to the laundromat.

## I don't have much data on my phone, does Eziwash use much mobile data?

- Eziwash does not use much data.
- Use the FREE WiFi at Snap Laundromat - Taringa.

## How long is my balance valid for?

- Your balance is valid for up to 12 months at Snap Laundromat - Taringa.

# Using the Washing Machines

## How do I select and activate a machine?

1. Stand in front of the machine you want to use.
2. Look at the Eziwash sticker on the machine and note the machine number eg "[5]"
3. Find the machine number on the Eziwash menu and select it.
4. The next screen confirms the machine name, the account credit ($$) required to use and your current balance
5. Select the service code field and enter the service code printed the Eziwash sticker.
6. Press the *Charge Now* button
7. Watch the coin value count down on the LED display (on the front of the washing machine)
8. Ensure the door is latched / closed
9. Select the cycle type and water temperature and press the (green) start button on the machine

## How do I know if it worked?

- The coin value on the machine should count down to zero. The LED display will show 0.00
- If the door is correctly latched closed, the machine should start when you press the start button

## What does the message *Service Unavailable* mean?

- That Eziwash cannot communicate with the machine
- Usually, this may resolve it self within a few seconds, if the message persists then please contact us
- Email: info@snaplaundromat.com.au Mob: 0407136350

## Can I charge the machine if its already in use?

- NO, never try and activate a washer when its already in use!

## What does the message *Activation Time Out* mean?

- Eziwash lost connection with the machine
- No credit will be deducted from your account
- Try again

# Using the Dryers

### How do I select and activate a dryer?

1. Stand in front of the double dryer stack you want to use.
2. Look at the Eziwash sticker on the dryer and note the machine number eg "[10]"
3. Find the dryer number on the Eziwash menu and select it
4. Choose how much time (in minutes) you want to run the dryer for
5. The next screen confirms the dryer stack name, the account credit ($) required to use and your current balance
6. Select the service code field and enter the service code printed the Eziwash sticker.
7. Press the *Charge Now* button
8. Watch the small green light flash on the display *payment accepted* on the dryer
9. Select either the drop or lower dryer
10. Ensure the door is closed
11. Select temperature low-med-high closest to the dryer you want to use
12. Press the start button on the machine

### How do I know if it worked?

- The dryer should flash a small green light near *payment accepted*
- If the door is shut the machine should start when you press start

## What does the message *Service Unavailable* mean?

- That Eziwash cannot communicate with the machine
- Usally, this may resolve it self within a few seconds, if the message persists then please contact us
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## Can I add more dryer time if its already in use?

- Yes, add the time and press the start button to update the time left

## What does the message *Activation Time Out* mean?

- Eziwash lost connection with the machine
- No credit will be deducted from your account
- Try again

# Gift Certificates

### What are Gift Certificates?

- Our laundry Gift Certificates allow you to pre-purchase credit on laundry services at Snap Laundromat - Taringa.
- Looking for a unique gift? Our Gift Certificates are popular gift ideas for Mothers & Fathers Days, Birthdays, Thank You & Christmas.
- We offer a range of Gift Certificate styles that can be downloaded and printed from home.

  View the    Gift Certificate Gallery (eziwash_giftgallery.php?service=[GIFT]GALLERY)

### How do I purchase a Gift Certificate?

- Select one of the options under *Buy a Gift Certificate* in the *Menu* and follow the instructions.

### How do I print a Gift Certificate?

- You can print Gift Certificates from home or wherever you can access a printer.
- We offer a range of Gift Certificate styles that can be downloaded and printed from home.

  View the    Gift Certificate Gallery (eziwash_giftgallery.php?service=[GIFT]GALLERY)

### How can I use a Gift Certificate?

- The Gift Receiver will then need to register an Eziwash account at Snap Laundromat - Taringa.
- The Gift Receiver will then select **Activate Certificate** under *Gift Certificates* on the *Menu* and enter the certificate number.
- The Gift Receiver's balance will be updated with the certificate value.

### How do I activate a Gift Certificate?

- Select *Activate Certificate* under *Gift Certificates* on the *Menu* and follow the *Tips for Activating a Gift Certificate*.

### How long are the Gift Certificates valid for?

- Gift Certificates are valid for 12 months from date of purchase.

# Other

### I cant find the answer to my question. What can I do?

- Browse our    User Guide (http://eziwash.com.au/index-2guide.html)
- Email us at *info@snaplaundromat.com.au* (mailto:info@snaplaundromat.com.au?Subject=Eziwash%20Question).
- Give us a call **0407136350** .