

Laundry problems and solutions

About once a month we get complaints from new laundry customers alleging that there is a problem with their card, the CVA machine in the laundry room, or one or more of the machines. While a washer or dryer may occasionally malfunction, we have spent a lot of time troubleshooting user problems and in every instance bar none, there has not been a single instance of a problem with the online software or the CVA machine in the laundry room or an individual card. In every instance, we have found user error to be the problem. The following are some of the common errors and solutions:

1. Once you go online and pay the \$17, you get a code that works in the CVA to provide you with a card. Once that card is used 4 times (2 wash cycles and 2 dry cycles or some other combination), you must recharge the card by going online. Before you can recharge the card, it must be registered and registered properly. This is where most people make their error. There is an 8 digit code at the bottom of the card after the initials "ESD". If these are entered improperly, although you have paid money, the credit can only be used on the registration number of the card you registered. Therefore, check your registration number against the card. If it is wrong, send us a copy of the screen with the wrong number before deleting the card or we cannot fix things for you. Re-register the card properly. Send us the screen shot showing the improper registration that you will delete along with a photo of your card and the new registration and we will get you a code for the properly registered card.
2. You might have bought a second card but tried to put the money on the first card at the CVA. This will not work and we try to discourage people from having more than one card for this reason. Make sure if you have multiple cards to put the credit on the card you used at the time of your payment.
3. You should note that absent a failure of a washer or dryer, we cannot provide refunds. This is because once you pay online and are given a code, we can no longer trace the use of that code. Its just like cash to us. If you put it on the card it is registered to when you purchased it (within 30 days) , it is usable. Otherwise, it is not. The machines take the money off of the card as used but have no way of reporting use. The CVA likewise cannot report so the credit you purchase is like cash. If you lose the code, lose the card, or fail to put the credit on the card, there is nothing we can do to track your credit. So be careful when you buy credit, keep only one card registered, and put your credit on the card at the CVA as soon as possible.