

MACHINE START /

& REMOTE ACTIVATION GUIDE

If a washing machine or dryer will not start after a customer has made a payment, the issue usually falls into one of three categories: a temporary connection dip, a machine hardware fault, or a power issue. This guide helps you identify the issue and get it resolved quickly.

01 QUICK TROUBLESHOOTING MATRIX

Before taking any action, look at the small indicator light (LED) on the payment device. The colour and behaviour of this light tell you exactly what needs to be fixed.

WHAT IS HAPPENING	WHAT IT MEANS	WHAT TO DO
Machine has a red light or no light	The machine is offline or has no electricity.	Refer to the Machine Offline / Red Light
Customer paid, money left their account, but machine did not start	Connection Dip (Escrow Timeout): The payment went through, but a brief WiFi drop stopped the machine from getting the start signal.	See Section 3 to request an immediate Remote Start.
Machine has a flashing blue light but won't start via tap, card, or remote command	Machine Hardware Fault: The payment system is working perfectly, but the washing machine or dryer itself has a physical or mechanical fault.	See Section 4 to log a technical service visit.
You need to manually start a machine for a customer on-site	You can request an instant manual activation from our team.	See Section 2 for Remote Activation.

02 HOW TO REQUEST A REMOTE START

If you need to start a machine for a customer—either as a courtesy or because a payment dipped—our Customer Support team can send a direct wireless signal to activate any machine instantly.

REQUIREMENTS FOR A REMOTE START

- The machine must have a **Flashing Blue Light** (indicating it is powered and successfully connected to the network).
- You must provide the exact **Machine Number/Name** and your **Facility Location**.

HOW IT WORKS

1. Contact our Support Line via WhatsApp and provide the machine details.
2. Our agent will locate the machine on our system and send an **activation command**.
3. The machine will receive the signal and start running automatically within a few seconds.
4. Our agent will confirm with you on the chat that the machine has successfully entered a **"Running"** cycle.

03 WHAT TO DO IF CUSTOMER PAID BUT THE MACHINE DIDN'T START

Sometimes a brief network lag happens exactly as a customer pays via **Snapscan** or **Zapper**. The money is successfully deducted from their banking app, but the machine misses the signal to start.

STEP-BY-STEP RESOLUTION:

1. **Verify the payment:** Ask the customer to show you the payment confirmation or receipt on their phone screen.
2. **Collect the details:** Note down the **Machine Number**, the approximate **Time**, and the payment method used.
3. **Contact Support:** Message our Customer Support Line with these details.
4. **Immediate Remote Start:** Our team will instantly verify the successful transaction on our side and issue a **Remote Start** command to get your customer's laundry cycle spinning immediately.

REFUND POLICY NOTE: *If a transaction goes through but a power or connectivity failure prevents the machine from running entirely, our team can issue a digital refund via Snapscan / Zapper. Please note that these mobile provider refunds take 5 to 7 business days to reflect in the customer's account. Our support center cannot handle or issue cash refunds.*

04 IDENTIFYING A MACHINE HARDWARE FAULT

If a machine has a healthy **Flashing Blue Light** but completely refuses to run—even after our support team attempts a remote start—the issue is likely a physical or mechanical fault with the laundry machine itself (e.g., a broken door switch, a faulty cycle selector, or an internal board issue).

COMMON SIGNS OF A HARDWARE FAULT

- The payment device light turns **Green** momentarily (confirming payment was received), but the washer or dryer doesn't turn on.
- The device does not respond or beep at all when a card or phone is tapped against it.
- The machine appears to accept the payment, but the digital display on the washer/dryer remains blank or shows a machine error code (e.g., "Door open").

NEXT STEPS

If a hardware fault is suspected, contact Customer Support. We will run a final diagnostic check on the payment device. If our system confirms the payment modem is working perfectly but the laundry unit is unresponsive, we will log a maintenance callout for a technician to inspect the physical machinery. We will provide you with a job reference number and an ETA for the visit.

NEED URGENT HELP?

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IF A CUSTOMER IS STANDING BY AND A MACHINE REFUSES TO START, REACH OUT TO OUR CUSTOMER SUPPORT LINE RIGHT AWAY.

Please remember to provide:

- Your facility name.
- The specific machine number.
- The exact colour and behaviour (solid or flashing) of the status light on the machine.