

TECHNICIAN

BOOKING & SITE VISIT GUIDE

While we resolve the vast majority of connectivity and payment issues remotely, some situations—like physical hardware damage or complex network changes—require an on-site technician visit. This guide explains how to book a visit, what to expect and how to prepare your site so we can get your machines back up and running as quickly as possible.

01 WHEN AN ON-SITE TECH VISIT IS REQUIRED

We will schedule a physical technician visit to your laundry room if we confirm any of the following during our initial remote troubleshooting:

- **HARDWARE FAILURE:** Hardware Failure: The payment box on the machine is confirmed dead (no lights at all despite power, or a persistent solid blue freeze light).
- **PHYSICAL DAMAGE or MACHINE FAULTS:** The washer or dryer has a physical mechanical issue (e.g., drum not turning, leaking, faulty door latch). Note: Mechanical issues are routed directly to our specialist machinery repair team.
- **COMPLEX LOCAL NETWORK CHANGES:** Your building has changed its WiFi router, network name, or password, and we are unable to reconnect the machines remotely

02 TECH VISIT BOOKING PROCESS

To ensure your laundry has minimal downtime, we follow a structured scheduling process:

STEP 1 LOGGING THE REQUEST

Our support team logs a formal technical job card, attaching any photos, machine numbers, and descriptions you have provided.

STEP 2 : CONFIRMING THE SCHEDULE

We coordinate with our regional technical teams (active in Cape Town, the Garden Route, Gqeberha/PE, Gauteng, and surrounding areas) to find the quickest available slot.

STEP 3 : SENDING YOU THE ETA WINDOW

Once confirmed, we will send you a WhatsApp with the scheduled date and **an approximate arrival window** (e.g., a Morning or Afternoon slot). *Because traffic and previous on-site repairs can vary, we provide a time window rather than an exact minute.*

STEP 4 : DAY OF & DELAYS

If our technician is running behind schedule due to an unexpected complication at a prior site, we will proactively message you to update the ETA.

STEP 5 : SIGN-OFF & TESTING

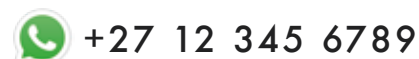
Once the technician completes the work on-site, they will run a live transaction test. We'll then check our digital dashboard to verify the machine is officially online before we mark the job as complete.

03 PRE-VISIT CHECKLIST (TO AVOID ABORTED CALLS)

To ensure the technician can successfully complete the repair on their first visit—and to prevent unnecessary call-out charges if the site is inaccessible—please ensure you run through this quick checklist before they arrive:

- ☐ **ACCESS GRANTED**
Ensure a staff member or caretaker is available on-site during the scheduled time window to unlock the laundry room and guide the technician to the correct machines.
- ☐ **POWER IS LIVE**
Double-check that the main electricity to the laundry room and the machines is turned on.
- ☐ **LOCAL INTERNET IS ACTIVE**
If the visit is related to a connection issue, please confirm that your building's main WiFi router is plugged in, switched on and successfully broadcasting internet.
- ☐ **MACHINE IDENTIFIED**
Have the exact machine numbers (or QR codes) of the faulty units ready for the technician.

NEED TO BOOK A VISIT?



If you have run through our basic troubleshooting steps and need to request a technical visit, simply send a message to our Whatsapp Support Number with:

- Your laundry name and site.
- The specific machine number.
- A brief description of the issue.