

MACHINE

MECHANICAL FAULT GUIDE

While our system powers the cashless payment and connectivity layer, the physical washing machines and dryers are mechanical systems that occasionally require traditional machinery servicing. This guide helps you quickly identify a true mechanical fault and outlines the steps to take to get the machine repaired.

01 CASHLESS PAYMENT ISSUE vs MECHANICAL FAULT: HOW TO TELL

Before reporting a fault, use this quick checklist to determine if the problem lies with the digital payment system or the physical laundry machine itself.

INDICATOR	CASHLESS SYTEM ISSUE	TRUE MECHANICAL FAULT
Machine Light Status	The payment device light is Solid Red, Flashing Red, or completely dark.	The payment device light is Flashing Blue (Healthy), but the built-in lights on the washer/dryer are flashing an error pattern or showing a code.
Payments	Payments fail to go through, or the app times out	Payments process perfectly fine—money is accepted, but the machine physically won't run the cycle.
Remote Start Test	The machine does not respond to a remote activation signal from our support team.	The remote activation signal triggers successfully, but the machine still physically fails to run.
Physical Symptoms	The machine is completely silent and unresponsive.	The machine turns on but behaves abnormally (makes a loud grinding noise, won't spin, won't drain water, leaks, or doesn't heat up).

02 COMMON MECHANICAL FAULTS & QUICK ACTIONS

If you notice any of the following physical symptoms, the issue is mechanical.

Drum Not Spinning: The machine fills up with water normally, but the drum won't turn, or you hear a humming noise from the motor.

Not Draining: Water is left sitting in the drum at the end of a cycle, or the machine stops mid-wash.

No Heat (Dryers): The dryer tumbles and runs for the full duration, but the clothes come out completely wet and cold.

Leaking Water: Visible water pooling on the floor underneath or around the machine (often caused by a worn door seal or over-sudsing).

Flashing Error Lights: The built-in lights on the washer or dryer panel are flashing repeatedly (e.g., flashing 6 times in a row). Tip: Count the number of flashes, as this tells the technician the exact manufacturer error code

Excessive Noise or Vibration: A loud banging, grinding, or rattling noise during a cycle (usually caused by an unbalanced load or a foreign object stuck in the drum).

SAFETY NOTE: If you or a customer reports a **burning smell or visible smoke** coming from a machine, switch off the machine at the wall plug immediately. Do not attempt to test it or request a remote start. Contact our support line urgently so we can fast-track an emergency mechanical dispatch.

03 WHAT TO DO ON-SITE WHEN A MECHANICAL FAULT OCCURS

STEP 1 : SECURE THE MACHINE FOR YOUR CUSTOMERS

To prevent customers from accidentally paying for a broken machine, please cover or temporarily remove the QR code sticker on the machine. You can also place an "Out of Order" sign over the lid/door.

STEP 2 : CONTACT CUSTOMER SUPPORT

Reach out to our Support Line via WhatsApp or call.

- Tell us the specific **Machine Number** and your **Location**.
- Provide a brief description of the physical symptom (e.g. "Machine accepts payment but won't drain water").
- Tip: If possible, send us a quick 5-second smartphone video of what the machine is doing. This helps the mechanical repair team bring the exact parts needed.

STEP 3 : REMOTE DEACTIVATION

Once you report the fault, our support agents will remotely update the machine's status to "Offline / Disabled" on the digital network. This ensures that even if a customer tries to manually enter the machine number on their app, the system will block the payment, saving you from having to process refunds.

STEP 4 : MECHANICAL TEAM REFERRAL

Our team will automatically log the details and refer the issue directly to the mechanical service team. A service technician will coordinate the repair visit. Once the technician completes the repair on-site, let us know, and we will instantly re-enable the QR code payment system for that machine.

NEED URGENT HELP?



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.