

MODEM DIAGNOSTICS

& HARDWARE REPLACEMENT GUIDE

Each cashless washing machine or dryer is equipped with a small internet-connected modem that talks to our payment network. If a machine is completely unresponsive, this guide helps you look at the physical light on the modem to determine if it has a simple connection issue or if the hardware itself needs a technician replacement.

01 READING THE MODEM STATUS LIGHTS

To find out what is wrong with an unresponsive machine, locate the small payment modem box (usually mounted near the top or rear of the machine) and check its LED light status:

LIGHT COLOUR & STATE	WHAT IT MEANS	YOUR IMMEDIATE ACTION
Flashing blue	Online and healthy	The payment device is working perfectly. If the machine won't run, check for a mechanical fault instead.
Solid red	Connected to WiFi, No Internet	The modem has connected to your building's WiFi router, but the router has no active internet line. Check your local internet provider.
Flashing red	WiFi Network Not Found	The modem cannot find your laundry room's WiFi signal. Check if your router is turned off or if the network password was recently changed.
Solid Blue	No power, System Software Freeze	The modem is stuck in a boot loop. This usually indicates an internal hardware fault that requires a replacement.
No light at all	System Update/ Firmware	The modem has no electrical power. Check that the machine is plugged in, the wall switch is on, and the power socket is working.

**THE
"HARDWARE
FAILURE RULE":**

We classify a modem as physically broken only if it shows a persistent Solid Blue light, or No Light at all despite you confirming the wall plug is definitely receiving electricity and other modems in the same room are working fine.

02 ON-SITE TROUBLESHOOTING STEPS

Before requesting a technician to swap out a modem, please run through these quick checks to ensure it isn't a simpler power or building-wide internet issue:

- **STEP 1: RESTART THE POWER (POWER CYCLE):** Unplug the machine from the wall socket (or switch off the main breaker switch for that machine), wait 30 seconds, and plug it back in. Do this twice. If it's a simple system freeze, it will boot back up into a healthy Flashing Blue light.
- **STEP 2: VERIFY THE BUILDING'S INTERNET:** Check if other cashless machines in the same laundry room are working, or try connecting your smartphone to the laundry room WiFi. If the entire building's internet is down, the modems are perfectly fine—they will automatically re-connect once your internet service provider restores the line.

03 HOW THE MODEM REPLACEMENT PROCESS WORKS

If you have completed the steps above and the modem light is still Solid Blue or completely Dark, it needs to be replaced.

1 : LOG THE FAULT

Send a message to our Support Line with your Location, Machine Number, and a quick photo of the modem's light status. Let us know that power has been confirmed and a restart didn't fix it.

2 : REMOTE VALIDATION & PREP

Our support desk will check our live network map. If we confirm the hardware is dead, we will prepare a pre-configured replacement modem from our technical stock.

3 : TECHNICIAN DISPATCH

A service technician will visit your site to swap out the broken hardware. They will physically install the new unit, link it securely to your local WiFi, and run a live test payment to ensure everything is end-to-end operational before they leave.

NEED SUPPORT?



+27 12 345 6789

OUR TEAM IS ON STANDBY TO HELP.

Please remember to have this information handy:

- Your facility name.
- The specific machine number.
- The customer's payment method and proof of transaction.