

Laundry problems and solutions

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About once a month we get complaints from new laundry customers claiming 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 errors. There is an 8 to 10-digit code at the bottom of the card after the initials "ESD" or just "E". 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. The only other number that may be on your card is the month/year it was created on the lower right-hand corner. Ignore that. If the number you entered 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 registered to put the credit on the card you used at the time of your payment. Adding credit to a lost card will cause you to lose your money.
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. It's 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.

4. Use of the Machines – The machines, like anything mechanical, will have failures over time. We try to keep the machines in good repair but usually learn of a malfunction from a user. If a machine fails, email us at susan@mainstreetrealty.com giving details of the malfunction, the machine number and a photo of the card you used so we can issue you a credit.

5. Some common failures and what to do.

a. If your clothes are soaking wet after a washer cycle, perhaps the spin cycle didn't complete its work. This could be caused by a malfunction but is usually caused by an impatient user who opens the door before the cycle is complete. Because these are front load machines, they are designed to not open until the cycle is complete since water could pour on the floor. If you force the door open before the cycle is complete, your clothes may not be dry enough to go into the dryer in which case you will have to run the clothes through the washer again to take advantage of a complete spin cycle. Do not force open the washer doors until the machine stops. Do not try to put soaking wet clothes in the dryers. They will not dry even if you run the dryer twice or even three times or even if you split the load. The dryers are not designed to dry soaking wet clothes. Report any malfunction identifying the machine by number. If we find a malfunction of the machine, we will issue you a credit.

b. Your washer load is finished but there's water in the tub. Once again, there has been a malfunction or the user has interrupted the cycle in which case, unlike top load machines, the machine will not restart. The clothes are too wet to dry. Run the wash again in another machine without adding soap to get it to spin dry.

c. Overloaded machines. These machines have a capacity of 20 pounds. If you want to wash more than that, use 2 machines. If you overload the machines, they will not perform as designed, water and soap will not properly circulate, and you could wind up with a mess! You could also do damage to the machine bearing and

cause damage to your clothes. Dryers push hot air around the clothes as it tumbles them. If the machines are overloaded, the clothes will not tumble and the hot air will not circulate, resulting in wet clothes no matter how many times you run the machine and the machine is operating properly! It's not a complicated machine. It has a timer to know when to stop, an electric coil or gas flame to heat the air, and a motor to turn the drum. If the drum turns and the air gets hot, there is nothing wrong with the machine-it is overloaded.

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