



**Laundry
101**

A GUIDE TO
CLOTHESLINE
MOBILE

WASHER INSTRUCTIONS

1. **Load clothes loosely.**
 - a. **Do NOT overload.**
2. **Add detergent.**
 - a. **Do NOT use more than 1/8 cup of liquid detergent.**
 - b. **If using detergent pod, place directly in drum before loading laundry. DO NOT insert pod into dispenser drawer.**
 - c. **Frontload washer - use dispenser drawer and close drawer before starting washer.**
 - d. **Top load washer - put detergent directly in drum before loading laundry.**
 - e. **Use High Efficiency detergent only.**
 - f. **Do NOT use powdered detergent, 3-in-1 laundry sheets, or scented beads.**
3. **Close door. Select desired water temperature, wash cycle, and soil level.**
4. **Use your laundry card or Clothesline Mobile App for payment.**
5. **Press Start.**
 - a. **Laundry Card must remain on reader until after machine starts.**
6. **Leave washer door open after cycle completes.**

DRYER INSTRUCTIONS

1. **Load clothes and close door.**
 - a. **Do NOT overload.**
2. **Select desired heat cycle.**
3. **Use your laundry card or Clothesline Mobile App to pay.**
4. **Press Start.**
5. **You can add additional dry time for an additional \$0.25 during an active cycle.**
6. **Clean lint screen after each cycle.**

NEED ASSISTANCE? CONTACT US!



1-800-832-6193

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INSTALL THE CLOTHESLINE MOBILE APP

- 1** Download the FREE Clothesline Mobile App on the App Store or Google Play.
- 2** Identify your laundry room. Scan the QR code on a machine or enter the Smartphone Registration Code (SRC) posted in the laundry room.
- 3** Register, sign in, and add funds. You can add funds with your credit or debit card.
- 4** Start a machine by scanning the QR code or entering the machine number.

FREQUENTLY ASKED QUESTIONS

Where do I find the app?

Log in to the Apple App Store or Google Play and search for "Clothesline Mobile".

How do I load money into my account?

On the main screen, tap "Refill My Account" button. Log in to your account, enter your payment information, and select an amount to add. The funds are automatically placed in your account.

Is my credit card transaction secure?

Yes. Clothesline Mobile transactions are SSL encrypted by your smartphone when connecting to our PCI-certified transaction host for the latest in transaction security.

Where do I find my account balance?

The account balance is on the main screen and is updated in real time.

There is no Internet connection. Will my phone still work?

Yes. The phone connects to the machine via Bluetooth. As long as you have enough money in your account to start a cycle, you're ready to go.



THE DON'TS

- Do not overload machine.
- Do not wash rugs or bath mats.
- Do not place POD in the drawer.
- Do not use more than one POD per load.
- Do not use powder detergent.
- Do not use more than 1/8 cup of liquid detergent.
- Do not use 3-in-1 laundry sheets.
- Do not use scented laundry beads.
- Do not wash or dry shoes.
- Do not wash or dry comforters.
- Do not sit on machines.

