



Frequently Asked Questions

Is my debit/credit card secure?

Yes, transactions are SSL encrypted.

Why does the machine read error when I try to use my debit/credit card?

Use a clean cloth to wipe off the card microchip and try again.

How do I submit a service request?

Log on to www.cscsw.com to request service.

How long will a refund take?

A refund to your credit or debit card will take 1 - 2 business days.

Need Help?

(844) 272-9675

SMARTPHONE REGISTRATION CODE



Benefits of the CSCPay Mobile App

- ✓ Know when machines are available
- ✓ Pay through the app – no more coins or cards
- ✓ Get alerts when your laundry is complete
- ✓ Safe and secure

Download on the Apple App Store or Google Play



GetPayMobile.com

LAUNDRY JUST GOT EASIER

You don't need to collect coins to use your onsite laundry room.



NO COINS NEEDED

Your laundry room offers a range of payment options



Load Laundry



Select Cycle on the Machine



Use CSC Reader for Easy, Secure Payment

Apple Pay | Google Pay

Apple Pay
Google Pay



CSCPay
Mobile App



Credit Card: Visa®
Mastercard® Discover®
American Express®



Pre-paid
credit/debit card



Start the Machine

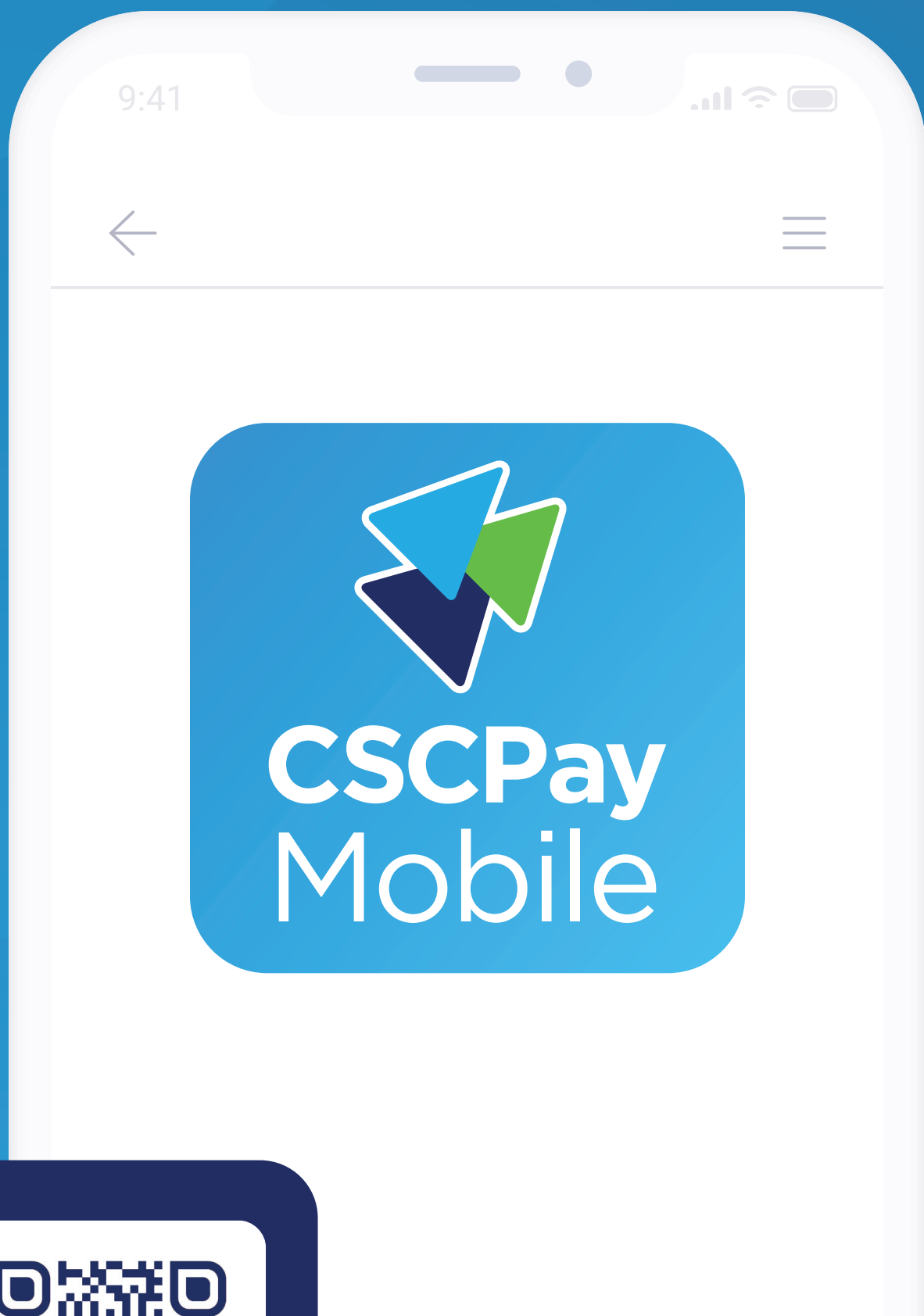
GetPayMobile.com

EASIER LAUNDRY

The CSCPay Mobile app allows you to easily add funds, check if washers/dryers are available, and even notifies you when a cycle is complete!

Download the Free App

Sign up and start doing laundry in seconds!



GetPayMobile.com

Let's Get Started!



1. Load Laundry

Place laundry into the machine without overloading and select cycle.



2. Make a Payment

Use the CSCPay Mobile app or one of the payment methods below. Scan, tap, or insert your payment and follow the instructions on the reader display.



3. Start the Machine

If you used the CSCPay Mobile app to pay, you can opt to receive a notification when your laundry cycle is complete.



DO LAUNDRY WITH THE APP



Get a **FREE WASH AND DRY**
when you create your account.
No credit card required
to try it out.



VISA



PAY EASILY and use
auto-fill options to save
time and give you control.

1

Launch the app.

2

Load laundry and select cycle.

3

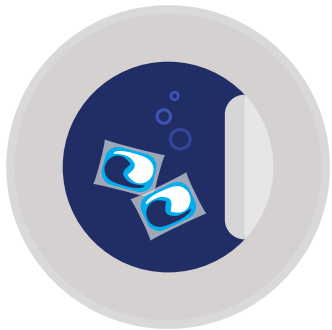
Scan machine with app to start.



or visit **GetPayMobile.com**



LAUNDRY ROOM DO'S AND DON'TS



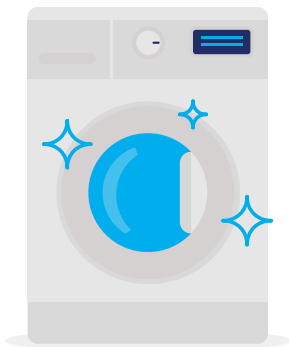
DO: DROP LAUNDRY PODS IN THE DRUM, NOT THE DETERGENT DRAWER

Laundry pods are made for direct placement into the washer's drum. Otherwise, the degradable wrap doesn't fully dissolve and can clog the detergent drawer that others need to use.



DON'T: ASSUME A BROKEN MACHINE HAS BEEN REPORTED

Putting an "out of order" sign on a machine is great, but don't stop there. CSC wants to make sure you have access to machines that work, and we won't know of an issue unless it's reported. It's quick and easy to submit a service request directly from your laundry app by noting the location and the machine's license plate number. The sooner we know of an issue, the sooner we can get it fixed.



DON'T: BE A BAD LAUNDRY CITIZEN

Just as you do, everyone else likes arriving at a clean, ready-to-use laundry room, too. Clean out the lint trap, throw away any trash, wipe down the washer if needed — do whatever is needed to leave the laundry room the way you'd like to find it on your next visit.




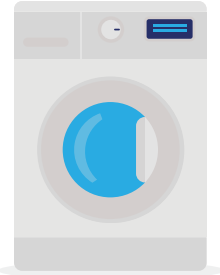
DO: REMOVE YOUR LAUNDRY QUICKLY

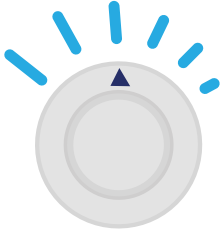
Emptying machines quickly helps everyone. It helps others get their laundry started, and it helps you avoid having your laundry handled by others. Your laundry app alerts you when your laundry is done so that you can remove it before others do.

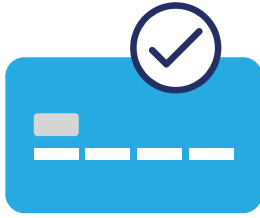
WASHER & DRYER USAGE


HIGH-EFFICIENCY (HE) WASHERS

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1 Use the recommended amount of detergent or put pods in with laundry
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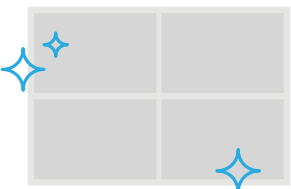
2 Load items loosely and close the door or lid securely
- 


3 Select desired cycle
- 

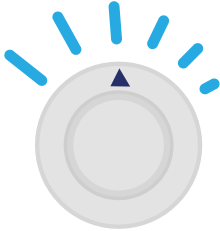
4 Make payment and start machine
- 

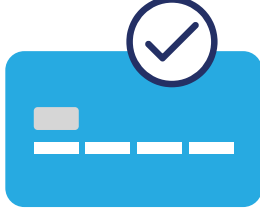
5 When complete, remove laundry promptly so others can use the machine


SINGLE-LOAD DRYERS

- 

1 Make sure the lint filter is clean
- 

2 Load clothes loosely and close door securely
- 

3 Select desired cycle
- 

4 Make payment and start machine
- 

5 When complete, remove laundry promptly so others can use the machine

PROVIDING WORKING MACHINES IS IMPORTANT TO US

HOW TO SUBMIT A SERVICE OR REFUND REQUEST

Note the machine's ID number and report the issue by:

- ✓ Using your **CSC app**
- ✓ Visiting **cscsw.com**
- ✓ Calling **1-877-264-6622**



LAUNDRY TIPS AND TRICKS

STAIN REMOVAL

Today's detergents do a lot, but sometimes a little extra boost is needed. Use these tips to help remove tough stains with items you may have around your home.



Grease

Remove stains from butter, oil, mayonnaise and more by treating the fabric with a combination solvent such as Shout or Spray 'n Wash. For heavy grease stains, also use mineral spirits.



Grass, Blood, Eggs

To remove these protein stains, start by soaking the fabric in cold water with salt or a digestant product like Biz or Wisk (not for silk or wool). If needed, add white vinegar to help flush the stain.



Coffee, Tea, Hot Chocolate

Hot drinks warm the body, but they can stain clothing. Before laundering, use an eyedropper to treat coffee stains with white vinegar and tea stains with lemon juice. A combination solvent such as Shout or Spray 'n Wash is also helpful.



Red Wine

Denatured alcohol helps remove most of a wine stain, and white vinegar can help remove remaining color. If the fabric is sturdy, you can coat the stain with salt and then pour hot water through it from above. Launder thoroughly after treating.



Wax, Gum

These stains need to chill out. Place your garment in the freezer or use ice, then scrape and crack off the debris. A solvent or mineral spirits can help remove remaining residue prior to laundering.



Chocolate

Treat the most delicious of stains like you would treat grease, with a combination solvent such as Shout or Spray 'n Wash. For heavy stains, also use a digestant product like Biz or Wisk (not for silk or wool).



Ink

Ink from pens and felt-tips can leave unwanted marks. Get them out by spraying them with hairspray and then putting a little dishwashing liquid on them prior to laundering.



Juice, Jam

Fruits and vegetables can leave a healthy stain. Flush fabric with denatured alcohol and/or white vinegar, then treat any remaining stain with dishwashing liquid before laundering.



Vinaigrette

Similar to a grease stain, treat your fabric with a combination solvent such as Shout or Spray 'n Wash. If needed, flush the stain with white vinegar before laundering.



Sauces

Ketchup and barbecue sauce are as drawn to fabric as they are to food. Scoop off any excess, then treat the stain with a combination solvent such as Shout or Spray 'n Wash. Flush any remaining stain with white vinegar before laundering.



Lipstick

Use a combination solvent such as Shout or Spray 'n Wash to kiss lipstick stains goodbye. You can also use an eyedropper to flush the stain with white vinegar or a mild bleach.

HELP YOUR CLOTHES LAST LONGER

Whether fashion is your passion or you don't enjoy spending more than needed on clothes, use these tips to get the most from your clothing budget.

1

Address stains quickly before they can set in. When treating a stain, work from the outside in to help prevent spreading.

2

It's easier to care for clothing that doesn't require special treatment. Check the care label before you buy so you can avoid clothing that needs to be dry-cleaned or handwashed.

3

Just as different stains require different treatments, different fabrics require different laundering conditions. Follow the instructions on the label, and whenever possible wash similar items together.

4

Once your clothes are clean, keep them fresh and wrinkle-free with proper storage. Use hangers to let gravity keep pants and shirts straight. Place folded items on shelves or gently into drawers, being careful not to overload them.

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