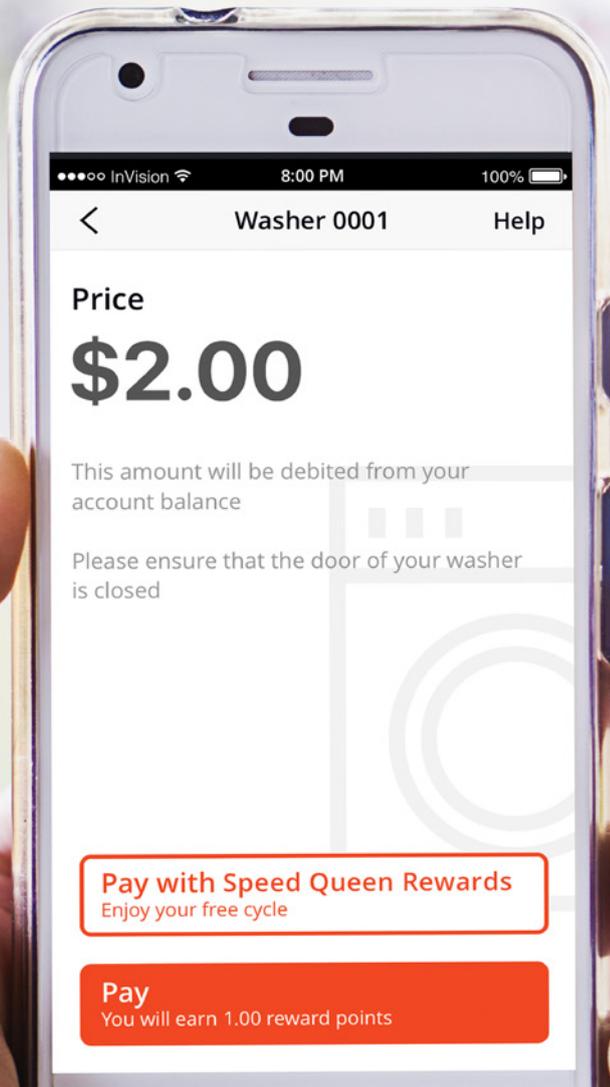


# Speed Queen® App

## The Easy Guide



Laundry day made  
easy with the  
Speed Queen App



## So Easy for Laundry Users

This modern laundromat makes available a rewarding way to use the equipment with excellent service. The use of the Speed Queen app as a Cashless Payment Method can result in bonuses and reward value.

### Why should customers use the Speed Queen® app?

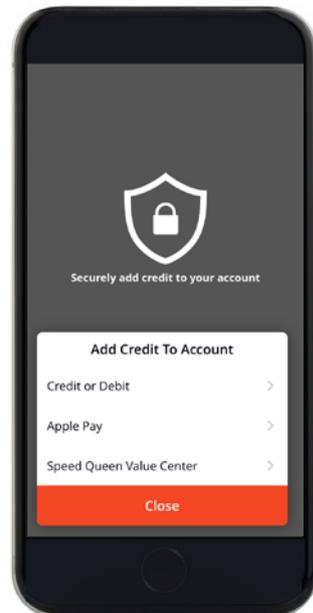
- Get notified when laundry is complete
- Earn rewards toward future laundromat visits
- Help budget for monthly laundry expenses
- Check machine availability (via WASHALERTS Page on the APP)
- Access to 24/7 tech chat support
- Avoid extra trips to the bank
- It makes the hassle of laundry easy!

### After installing the app, customers can:

- See available machines
- Pay for machines
- Earn reward points toward future laundromat visits

### This guide will teach you how to:

- Set up the Speed Queen app
- Use the app
- Troubleshoot common issues



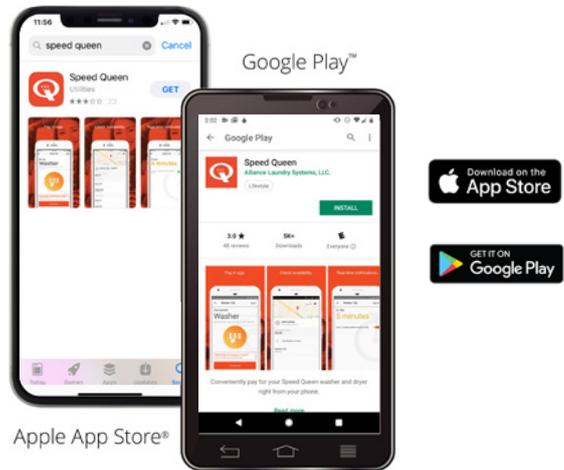
**Pro tip** — The Speed Queen team in our call centre are available to chat online via the APP, or you can always contact the local Laundry Owner directly to be guided through this set up. Please take note of any QR codes that may be placed on the equipment..

# Setting Up a Customer Account

## STEP ①

The customer should search for “Speed Queen” and download the Speed Queen App from the Apple App Store® or Google Play™.

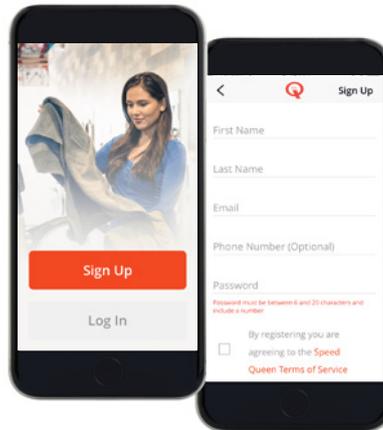
**Pro tip** — Ensure you know how to use the app before talking to customers. Download the app and set up an account so you are familiar with the installation process.



## STEP ②

It's easy to create an account. Tap **Sign Up** and follow the steps enter their name, email and password.

**Pro tip** — The app will adjust to whatever language your phone is set to — e.g. a Chinese speaking customer can see the app in Chinese.

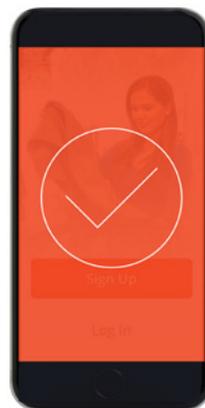


## STEP ③

Next verify your account by copying the verification code from the customer's email and typing it into the app.

**Pro tip** — If you don't have an email account, its easy to create a new Gmail account to enjoy the benefits of paying with their phone.

**If the verification code email is not in your inbox, check the junk/spam folder. Or, when the verification code screen pops up try to resend the code.**



# Setting Up a Customer Account

## STEP ④

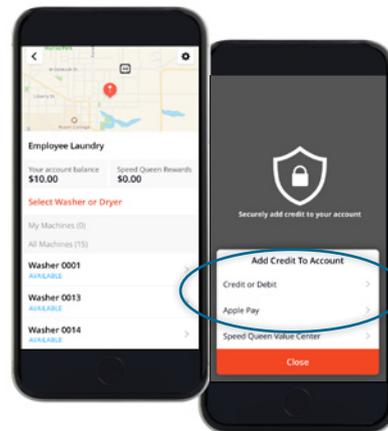
Add the laundromat location.  
The 6 digit location pin is on the app instruction poster within the store.  
Enter the pin and confirm the location.  
*(Location will save for future use.)*

**Pro tip** — You may be eligible for a reward offer so you can earn additional reward dollars. Rewards promotions may change from time to time (time-of-day, deposit, etc.) and to opt-in for emails to receive future reward program announcements.



## STEP ⑤

Now you will need to add money using a credit or debit card, Apple Pay®  
  
Please select the desired payment option and follow the prompts to load funds.



## STEP ⑥

**Pro tip** — Your ready to start:  
Keep an eye out for Reward Special offers  
Time of day bonus  
Machine special extra points  
Account top up bonus  
Local store specials.

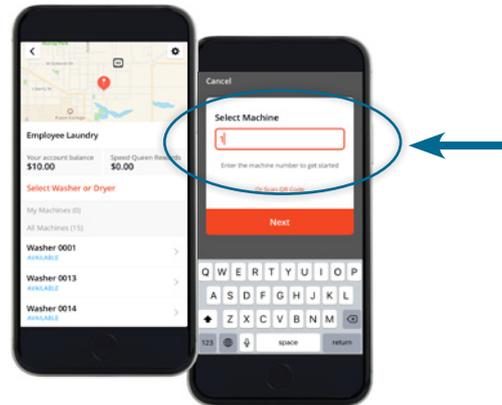
Now all you need is your soiled laundry, detergent - an available machine of the correct size.  
Read the care labels  
Sort your garments (Whites or Colours)  
Empty Pockets and fasten zips and clasps  
Unravel sleeves or legs of pants  
Protect your delicate articles in a mesh zip bag  
Take note of the machine number or QR code  
Let Speed Queen the Worlds #1 Commercial Laundry Brand do its job.

# Starting Machines

## STEP ①

Now open the Speed Queen app and tap **Select Washer or Dryer**. Enter the machine number being used, or scan the QR code on the machine. (if available)

Then tap **Next**.

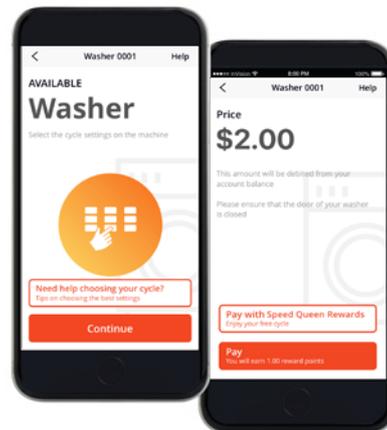


## STEP ②

On the panel of the machine select the desired settings on the machine.

The price will update based on the settings selected. You are now ready to press pay.

Next, on the app, select **Continue** and **Pay**, and then press **Start** on the machine.

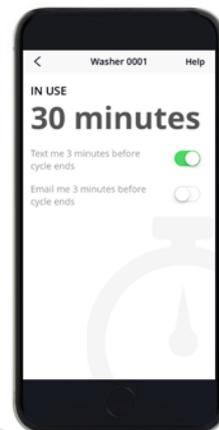


## STEP ③

If you want - turn on email notifications to advise you when the cycle is almost complete.

If push notifications are enabled, the app will automatically send a notification when the cycle is finished.

**Now, the you can grab a cup of coffee and relax!**



- Pro tip** — The **Settings** button in the top right corner of the app will let a you:
- View transaction history
  - Automatically reload a mobile wallet after it reaches a certain threshold (if a store owner has that option enabled)
  - Contact Tech Chat Support, if needed

## TIP - For Tumble Dryers

The Laundromat manager will set the desired basic program and time for you on the equipment.

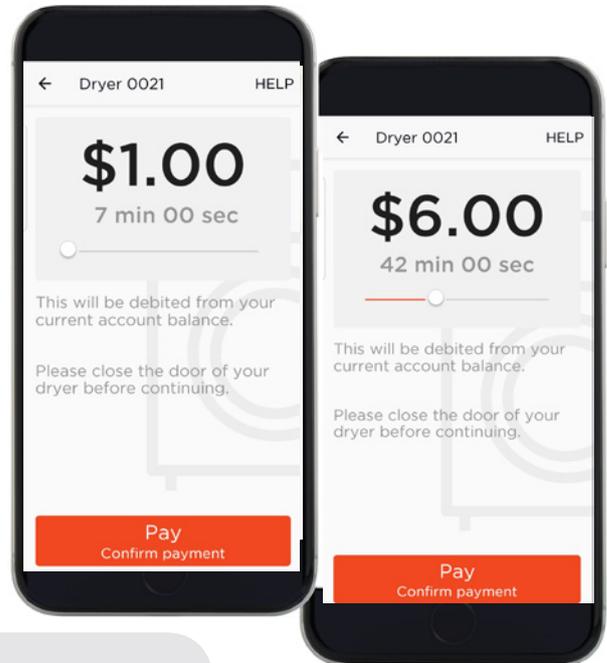
But if you need more time, slide the bar to the right until you get the cycle time you prefer.

If before the end of the active cycle you want to top off the time - adding extra minutes is easy in the APP

Select the extra you need and send the signal to the machine, the value will be deducted from the app account.

If the cycle has timed out then a new transaction will be required.

**Now, the you can grab a cup of coffee and relax!**



**Pro tip** — The *dryer* performs more efficiently for you on a full loads if you give it the correct length of time:

- Each Dryer cycle has a mandatory Cool Down time
- So if you keep choosing short cycles you will be paying for periods of No Heat instead of the end of cycle Cool Down - Saves you time in the end.

The content of this brochure (including, without limitation, any analysis forming part of it) is general information, for personal use only and should not be relied upon for investment purposes. This brochure provides information based on subjective assumptions and does not provide actual or expected returns, which may in practice be lower than those stated in the brochure. You should obtain independent financial advice prior to making any decision to invest in, or with, Alliance Laundry Systems LLC. To the extent permitted by law, we do not accept any liability (whether in contract, tort, negligence or otherwise and howsoever arising), nor owe any duty of care to you, for any consequences of your acting (or refraining from acting) in reliance on the contents of this brochure. If you enter into a contract with us, we will require that you irrevocably waive your rights to bring a claim against us for acting in reliance on the content of this brochure. E&OE