Frequently Asked Questions Using Laundry Cards

Q: How do I get a Laundry Card?

A: Go to the Add Value Terminal (look for Buy Card on display) and press "Buy Card" on display and insert a $5.00 bill (Add Value does not make change and does not add remaining money onto card). You can also contact the on-site Management Office. Otherwise, please call Automatic Laundry at 617-969-4340 and press 2.

Q: What if my Laundry Card is lost or stolen?

A: If you had a balance on your lost or stolen laundry card, unfortunately you will lose that balance on that card. Please go to the Add Value Terminal (look for Buy Card on display) to purchase a replacement Laundry Card. Press "Buy Card" on display and insert a $5.00 bill (Add Value does not make change and does not add remaining money onto card). You can also contact the on-site Management Office. Otherwise, please call Automatic Laundry at 617-969-4340 and press 2.

Q: I purchased a Laundry Code but I didn't get a Code Number or I didn't write it down?

A: (Blue Card) Log into your registration and click on "Code Purchase History." Insert a date range and you will see the codes that you have purchased in that range. Write down the code number and take it to the Add Value Terminal, insert your Laundry Card, enter $ amount, press #, enter code number and press #. (Red Card) Review registration for last purchase. Take laundry card to Add Value box, insert card, enter code, and press #.

Q: The Laundry Code entered is not adding the value onto my Laundry Card or displays Invalid Code?

A: (Blue Card) Please make sure the Laundry Card Number you entered matches to the Laundry Card that you have in your hand. If it is different then you need to change your Laundry Card Number in your Registration. Go to your registration and click on "My Profile". On the third line down (says Card Serial #), put a check in the box and insert your new card number (numbers only) and then click Save. Then call Automatic Laundry 617-969-4340, press 2 and our Customer Service rep will delete that code and give you a new code for the new card number.

Q: How can I find out my balance on my Laundry Card?

A: Insert your Laundry Card into a Washer or Dryer (don't press the start button) and your balance should display on the screen. You can also place it into the Add Value Terminal and your balance will appear on the display.

Q: I purchased a new Laundry Card in error...what do I do?

A: Mail in the extra card to Automatic Laundry, 45 Border Street, West Newton, MA 02465, Attn: Customer Serivce. Please put your phone number and the Laundry Card number that you are keeping in the letter with the extra card. We will call you with a Laundry Code for $5.00 which can be added onto your Laundry Card.

Q: What if I get double charged on my credit card?

A: Please call Automatic Laundry at 617-969-4340, press 2. Our Customer Service Rep will look up your credit card and provide you a Laundry Code for that transaction to be put back onto your Laundry Card or issue a refund on your credit card.

Q: What if when I enter my Laundry Code in and it displays "Pin Already Used"?

A: (Red Card) Please call Automatic Laundry at 617-969-4340, press 2 and our Customer Service Rep will provide you another code to enter. If that doesn't work, we will mail you out a new Laundry Card with the code amount on that new card.

Q: I am moving out…what do I do with my Laundry Card and balance?

A: Please use up the entire balance on your Laundry Card before moving out of the location that you live. If that is not possible, you could ask another resident to purchase the Laundry Card from you. To delete your online registration, please call Automatic Laundry at 617-969-4340, press 2 and ask for Customer Service Rep for assistance. Balances on laundry cards are not refunded.

Q: What if I added money onto my Laundry Card and the added amount did not display correctly?

A: Call Automatic Laundry 617-969-4340, press 2. Our Customer Service Rep will provide you a Laundry Code to add the value back onto your Laundry Card or we will mail you out a new card with the value on it.

Q: I am unable to register my Laundry Card on your web site…what do I do?

A: Automatic Laundry uses a Third Party Processor website. You may have to go onto your computer, go into your internet options and click on advanced and then accept first and third party cookies, and cookie handling. This should allow you to get onto the site.

Q: While trying to register my Laundry Card online, it is not accepting the Laundry Card number?

A: When typing in the Laundry Card number in your registration, enter numbers only for the blue Laundry Cards.   For maroon Laundry Cards enter numbers and the dashes. For white Laundry Cards, enter the seven numbers.

Q: Laundry Card is reading an error message when I insert into the washer, dryer or add value station?

A: Try rubbing your thumb across the gold chip on the Laundry Card and then try it again. If it keeps giving you an error message then your Laundry Card is bad. Please mail the Laundry Card into our office at Automatic Laundry, 45 Border Street, West Newton, MA 02465, Attn: Customer Service. Upon receipt of the bad card, we will transfer the balance onto a new Laundry Card and mail it back to you.

Q: The add value station or code box is frozen and the display won't change.

A: (Blue Card) Please try unplugging the add value station or code box and then plug back in after 30 seconds. Please wait until it resets completely (display shows PIN testing). Then try your transaction again. You can also call Automatic Laundry at 617-969-4340, press 2 and our Customer Service Rep will dispatch a technician to your property.