**User Manual and FAQs**

**Who Are We?**

Clean is an innovative company in the self-service laundry sector, specifically created to provide solutions for large communities such as student residences, campgrounds, military bases, and hostels.

We are committed to making a difference in the industry by combining the experience of our founders—who have over 25 years in the sector—with the latest technology available on the market.

* **The Past**: Clean was founded in 2018 with the goal of offering an excellent laundry service to students in student residences.
* **The Present**: We have steadily expanded throughout Europe, with hundreds of laundromats installed in more than 10 countries to date.
* **The Future**: We see a bright future ahead, which is why we strive every day to improve our service.

We are passionate about achieving this through long-term, mutually beneficial relationships with our customers and collaborators.

This manual has been created based on common inquiries received from both residents and residence staff, with the aim of facilitating their experience in our laundromats.

**1. Our Application**

Our proprietary app is one of the keys to our success, as it allows us to deliver a comprehensive service to both our clients and end users.

Our app uses **PWA (Progressive Web App)** technology, which is supported by commonly used operating systems such as Android and iOS. The main advantage is that only a browser with an internet connection is required—such as Microsoft Edge, Google Chrome, Firefox, or Safari—so the type of device is not a barrier to using it.

**Steps:**

1. Download the app.
2. Check available machines.
3. Reserve your machine.
4. Pay through the app.
5. Monitor the wash cycle from anywhere.

**1.1 Installation on Mobile Devices**

1. Open the app by scanning the **QR code** found in your laundromat's instructions. Below the QR code, you will see the name of your laundromat.
2. You will be directed to the app's **Home screen**. Verify your laundromat’s name, which will appear in the upper left corner.
3. Install the web app on your phone by following the on-screen instructions.
4. Select the **"Add to Home Screen"** option. Once added, the app icon will appear on your device’s home screen.
5. Select the laundromat where you are located. Remember, the name is under the **QR code** in the instruction signage. You can confirm you are in the correct laundromat by checking the name in the upper left corner of the app. Don’t forget to press the **SELECT** button at the end of the list. The welcome screen will open—press **"Enter"** to register as a user.
6. Complete your **profile information**, including your email and preferred language, then press **"Register"**. You will receive an email with a **6-digit code**, which will be required in the next step. If you do not receive it in your inbox, please check your **SPAM** folder. Once entered, press **"Verify"**.
7. You will then see the available machines and their statuses. A **green** machine is available, a **blue** machine is reserved, and a **red** machine is in use.
8. When selecting a free machine, you can **reserve or pay**. If you **reserve**, the machine will be locked for a few minutes and cannot be used or reserved by another user. You will see the remaining reservation time on your screen and can choose to **cancel or proceed to payment**.
9. When selecting **"Pay"**, the payment process begins. The app accepts **credit card payments or payments through online platforms**. If you choose card payment, we recommend saving your card details for future use, so you only have to enter them once. If you choose an online payment platform, the app will redirect you to complete your payment details.
10. After completing payment, you will receive an email with your **purchase receipt**. In the app, the machine icon will turn **red**. Once your clothes are in the drum, simply press **START** on the selected machine. Remember to review the **washing and drying preparation tips** in Section 2 of this manual. You can **monitor the cycle’s progress** in the app, and when it finishes, you will receive an email confirming the end of the cycle.

**1.2 App-Related Errors**

* **Incorrect laundromat selection**:
When downloading the app, ensure you have selected the correct laundromat. The laundromat name is located under the QR code in the instruction signage. You can verify this in the app by checking the name in the upper left corner.
* **Discrepancies between wash cycle time and app information**:
The app’s timer is an **estimate** meant to inform you of the cycle’s progress. It starts when you select **"Pay"**, so there may be a slight difference from the actual machine time, which begins when you press **"Start"**.
* **Errors 42, 47, and 48**:
These errors indicate **a connection issue between the machine and the internet signal**. Try **turning the machine off and on**. If the error persists, choose another machine and report the issue to our technical support team.
If these errors appear on **all** machines, it means the laundromat has lost its internet connection. In this case, please contact the **internet service provider** to restore the connection.
* **Payment errors**:
During payment, it is important to **wait for the process to finish** without interrupting the communication between the app and the payment operator. **Refreshing the screen or performing another action** before the payment completes may cause the transaction to be **canceled** or result in **duplicate charges**.
If an error occurs, **try making the payment again**. If you were charged twice, reply to the billing email with your **payment receipt**, and our support team will process the refund.

**2. Our Machines**

**2.1 Maximum Load Capacity for Washing**

The maximum weight capacity of each washer is measured in kilograms, including the weight of both the clothes and the water used.
For optimal washing, do **not exceed ¾ of the drum’s capacity** to ensure there is enough space for movement, allowing for effective cleaning.

**2.2 Washing Preparation**

Our machines include **detergent and fabric softener**, so **DO NOT add additional products**. Our detergents and softeners are formulated for **optimal laundry performance**, and their dosage is calibrated for best results. Additionally, **active oxygen** is added during the washing process to enhance cleanliness and disinfect the drum.

Adding extra detergent can cause **residue buildup** inside the machines, leading to unwanted stains on clothes.

Both our detergent and softener are **biodegradable** and **hypoallergenic**, ensuring **high quality and environmental responsibility**.

**2.3 Maximum Load Capacity for Drying**

Each drying load should correspond to **only one washing load**. The drum must have **enough free space** for clothes to tumble and dry evenly. As a reference, the **dryer should not exceed ½ of its drum capacity**.

**2.4 Drying Preparation**

Before starting the drying cycle, **check that the lint filter is clean**. If the filter is not clean, air circulation will be affected, and drying efficiency will decrease.
**Lint filter cleaning**: Always clean the lint filter **before and after** each cycle.

**2.5 Items Not Allowed**

* **Shoes** are not allowed in the washers or dryers, as they can damage the drum interior.
* **Non-textile items** should not be washed or dried, as they can damage both the machine and other clothing items.

**3. Machine operating errors**

**LG Washer**

| **Problem** | **Possible Cause** | **Solution** |
| --- | --- | --- |
| **IE** | **Water supply fails.** | **Check water supply.** |
| **IE** | **The water valves are not open.** | **Open the valve.** |
| **IE** | **The water supply hose is bent.** | **Straighten the hose.** |
| **IE** | **The water inlet filter is clogged.** | **Clean the water inlet filter.** |
| **OE** | **Drain hose is bent or clogged.** | **Clean and straighten the drain hose.** |
| **OE** | **The drain filter is clogged.** | **Clean the filter.** |
| **UE / 3E2** | **The load is very small.** **The load is unbalanced.** **When washing heavy items, such as bathrobes or bathmats, a large imbalance can occur. The ma­chine will make several attempts and then stop if it fails to balance the load, indicating the error code.** | **Add 1 or 2 similar items to help balance the load.** **Rearrange the load to allow proper spinning.** |
| **dE1** | **The door is open or not closed properly.** | **Open the door and close it completely again.****If the door does not open, call technical service.** |
| **dE2** | **The door lock is faulty.** | **Turn the machine off and on.** **If the error persists, call technical service.** |
| **FE** | **There is overfilling of water due to a valve failure.** | **Close the valve.****Disconnect the machine.** |
| **PE** | **The level sensor is defective.** | **Call technical service.** |
| **LE** | **Engine overload.** | **Restart the cycle after 30 minutes.****If the error message does not disappear, call technical service.** |
| **CrE** | **Card reader disconnection.** | **Call technical service.** |
| **SUdS** | **Excess detergent.** | **This is not an error. Wait until the indication disappears.** |
| **tE** | **Thermistor is open or cut.** | **Call technical service.** |
| **3E1** | **Balance sensor defect.** | **Call technical service.** |
| **HE** | **The resistance does not work.** | **Call technical service.** |

**LG Dryer**

| **Problem** | **Possible Cause** | **Solution** |
| --- | --- | --- |
| **tE1** | **Thermistor is open or cut.** | **Call technical service.** |
| **tE2** | **Thermistor temperature has increased** **above the limit.** | **Call technical service.** |

**SQ Washer**

| **Problem** | **Possible Cause** | **Solution** |
| --- | --- | --- |
| **E dL** | **Serious door lock error.** | **Turn the machine off and on.** |
| **E dL 1** | **Non-serious door lock error.** | **Open and close the door.** |
| **E dL 2** | **Non-serious door unlock error.** | **Open and close the door.** |
| **E door** | **The door is open during a running cycle.** | **Turn the machine off and on.** |
| **E FL** | **Filling error.** | **Check there is no water outage in the laundry room and all the taps are open. Restart the machine to remove error message.** |
| **E dr** | **Drain error.** | **Check the laundry drain is not clogged.** **Restart the machine to remove error message.** |

**4. Frequently Asked Questions**

**4.1 Washing Machine Use**

* **What is the correct load for the washing machines?**
The washing machines are designed to support the maximum weight stated in their capacity. However, keep in mind that the declared weight capacity includes both the weight of the clothes and the water used.
As a general rule, the washing machine should be filled up to a maximum of **¾ of the drum** to function correctly, as the clothes need space to move and receive the cleaning products evenly.
* **How do I know the right temperature for washing my clothes?**
The washing temperature should be chosen based on the care instructions found on clothing labels. Exceeding the recommended temperature may damage the fabric.
* **Can I change the washing temperature once the cycle has started?**
It is **very important** to select the correct temperature before starting the cycle, as once the washing machine is running, it is **not possible** to change it.
* **I think the machine does not have detergent or fabric softener. Can I use my own products?**
It is common to think the machine does not have detergent or fabric softener because our products do not produce foam. However, foam is **not** a sign of better cleaning. Our detergent and softener are designed for optimal machine performance and are **certified biodegradable and hypoallergenic**.
Learn more in section **“2.2. Washing Preparation”** about the risks of adding additional products.
* **Why are my clothes still wet after the wash?**
The most common reason is **overloading the drum**. Remember, the washing machine's maximum capacity is **¾ of the drum**, as clothes need enough space for proper washing and spinning.
Overloading the machine prevents the spin cycle from removing all the water, meaning you may need to **repeat the cycle** using multiple machines to distribute the load.
* **Why do my clothes have stains after washing?**
	+ **Washing instructions:** To prevent stains, follow the care labels on your clothes. Avoid mixing light-colored clothes with items that may bleed dye and always select the correct temperature.
	+ **Difficult stains:** Some stains may not disappear with a standard wash. If you have stubborn stains, pre-treat the fabric with a specialized product before washing.
	+ **Use of additional detergents:** Adding extra detergent can cause residue buildup in the machine’s rubber seals. These residues, mixed with dirt from clothing, may lead to **unwanted stains**.

If a washing issue occurs due to a **machine malfunction**, follow the **incident protocol** described in **Section 5** of this manual.

**4.2 Dryer Use**

* **What is the correct load for the dryers?**
Although dryers tend to have larger drums, they **should not be completely filled**. To ensure proper drying, there must be enough space for **clothes to move freely**, allowing hot air to circulate evenly.
This is why, despite their larger size, dryers can **only dry one full washing load at a time**.
* **Can I stop the drying cycle?**
Yes, the drying cycle can be stopped at any time. We recommend interrupting the cycle **to rearrange large garments**, ensuring they receive heat evenly.
* **Why aren’t my clothes drying properly?**
	+ **Overloading the drum:** Each drying load should correspond to **one washing load only**. There must always be enough free space for clothes to tumble freely and dry evenly. If drying large garments, pause the cycle midway and rearrange them if they have become tangled.
	+ **Low temperature setting:** For best results, we recommend selecting the **highest temperature** (unless fabric care labels indicate otherwise). Exceeding the drying time or using excessive heat could damage fabrics.
	+ **Dirty filters:** Always check that the **lint filters are clean** before starting a drying cycle. Instructions can be found in **Section 2.4: Drying Preparation** of this manual.

**4.3 Laundry Facility & Payments**

* **There is a bad smell in the laundry room. What causes it and how can we fix it?**
Unpleasant odors may be caused by:
	+ **Clogged drainage pipes**: The building’s maintenance staff should check the plumbing system.
	+ **Standing water in the drum**: If you notice water stagnation, use a different machine. To fix the issue, run an empty cycle (**residences can use courtesy cycles**). If the problem persists, contact **technical support**.
* **Can I pay with my foreign credit card?**
Yes, **we accept international credit cards**.
* **I was charged twice. How do I get a refund?**
If the payment process is **interrupted** and the connection between the platform and the payment operator is lost, duplicate charges may occur. To request a refund, **reply to the payment confirmation email**, and we will resolve the issue as soon as possible.

**5. User Compensation Protocol for Machine Malfunctions**

If a **technical malfunction** affects the washing or drying service, customers will be compensated with **credits** on their account, which can be used for **free washing or drying cycles**.

To report damage, the user must send:

* **The purchase receipt**
* **Photos of the affected garments**, including their **washing labels**, so we can verify Clean's responsibility for the damage.

If a **wash or dry cycle was ineffective due to user error**, we **cannot** provide compensation, as **self-service laundry users** are responsible for following garment care instructions and using the machines correctly.

For this reason, we strongly emphasize the importance of following the **washing instructions posted in each laundry room**. If in doubt, please contact **customer service** for guidance.

**Preventive Maintenance**

Our machines undergo **regular inspections** to ensure optimal performance. During each maintenance check, the following procedures are carried out:

* **Washing Machines:**
	+ Cleaning: **Drain pump, door seal, water inlet filters, machine self-cleaning cycle**.
	+ Inspection: **General machine operation & pump function check**.
* **Dryers:**
	+ Cleaning: **Lint filters, turbine, air ducts**.
	+ Testing: **Heating performance check**.

If you notice any **malfunctions or irregularities** (such as a machine not working correctly or being unclean), please **contact us immediately** to restore the service as soon as possible.

All contact **channels** can be found in this manual under **Section 6: Support & Technical Service**.

**6. Support and technical service**

Customer service channels and technical service during business hours

Monday to Friday from 9:00 a.m. to 6:00 p.m.

— Telephone attention +34 931 161 490

Customer service channels and technical service 24/7\*

Monday to Sunday from 00:00 to 24:00

— Email: support@cclean.app

— Chatbot App Help

— Response to queries about purchases made: orders@cclean.app

\*Maximum response time: 48 hours