



## User Guide – Self-Service Laundry

### OPERATING RULES

- Washing includes high-quality detergent, additive, enzyme and softener;
- Access to this space is reserved for customers while using the available services;
- The machines are to be used exclusively for washing or drying clothes;
- Minors are not allowed to use the machines;
- After the program finishes, clothes must be removed from the machine. If the customer is not present, the next user may remove them and place them in the available baskets;
- Management is not responsible for any theft or damage to customers' items, nor for damage to clothing caused by incorrect use of the machines or improper selection of washing or drying programs;
- We reserve the right to cancel washing or drying programs if we believe the items involved may damage the machines;
- Use of the dryers is prioritized for users of the washing machines;
- This location is equipped with an alarm system connected to a central station and 24-hour video surveillance;
- This establishment has a complaints book;
- For compliments, please visit our social media.

**If you have any questions or suggestions, contact us at:**

 **926 210 044**

 **[lavandariamaria@sapo.pt](mailto:lavandariamaria@sapo.pt)**

## **PAYMENT TERMINAL**

- Select the number of the machine you want to use, followed by **#**;
- Make the payment using **coins of 2 €, 1 €, 0.50 €, 0.20 € and 0.10 €**;
- Banknotes of **5.00€, 10.00€ or 20.00€**;
- Card through **Multibank, MB WAY or Contactless**.

## **Price List**

### **Washing**

- 12 kg machine: 6€
- 16 kg machine: 8€
- 20 kg machine: 10€

### **Drying**

- 17 kg machine: 3€ (20-minute cycles)

## **WASH**

**Each wash includes enzymatic detergent, fabric softener, oxygen-based disinfectant and alkaline additive.**

**Our machines use high-quality, environmentally responsible products.**

- Place the clothes in the machine and close the door properly;
- Select the desired washing program;
- Go to the payment station, select the number of the machine you want to use followed by **#**;
- Make the payment;
- Wait for the washing cycle to finish and remove your clothes from the machine.

## **DRY**

- Place the clothes in the dryer and close the door;
- Go to the payment terminal. Select the dryer number followed by **#**;
- Make the payment;
- On the dryer, choose the desired temperature **Λ or V**;
- Press the start button **> II**.

## DRYING PROGRAMS

- 70° — High temperature;
- 60° — Medium temperature;
- 40° — Low temperature.

**For best results, do not overload the machine. Respect the machine's maximum load level.**

## FORBIDDEN

- Animal clothing;
- Clothing with oils;
- Clothing with metal accessories or other items that may damage the machines;
- Clothing containing: Plastic; PVC; Rubber; Synthetics;
- Footwear; Rugs; Mops.

## TIPS

- Always check the pockets of your clothes;
- Follow the washing, temperature, and drying instructions indicated on the label of your clothes;
- Always treat difficult stains before putting the clothes in the wash;
- Separate clothes by colours;
- Do not overload the machines to achieve better results.

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daMaria Lavandaria



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