

washpass

BY CANDY

Thank you for choosing WashPass and welcome to your hassle-free washing experience! Once you receive your washer, just follow the steps below and you will be good to go.

This guide is also a reference sheet: it's probably a good idea to keep it handy. If you have any questions, turn the page to find our customer service contacts.

Set up your smart washer



1 Download and install the **Candy simply-Fi app** on your phone or tablet. go.he.services/simplifyfi



2 Make sure your phone or tablet is connected to your home Wi-Fi. Please remember that the service requires your appliance to be **connected to Wi-Fi** during usage.

3 Log in to the app with the **same username** and **password** you used to purchase your subscription.



4 Tap on the three-bars icon, select "**Register new appliance**", then "**Washer**" and follow the guided procedure. If you encounter any issues, please refer to our complete pairing guide at go.he.services/wppair

5 Once pairing is completed, the app will walk you through the installation of your first set of tanks. Let's move to the next section.

Load/replace detergent tanks



1 Turn on the washer by putting the knob on the **Wi-Fi position** and make sure your phone or tablet is connected to your home Wi-Fi. **Unbox** the new tanks you wish to install.



2 Open the detergent compartment **door**. If present, **remove** the exhausted tank you wish to replace by squeezing the knurled areas on the sides, then pulling outwards.



3 Launch the **in-app** replacement procedure. When prompted, scan the **QR Code** on the side of the tank. Upon validation, remove the circular plastic cap from the neck.



4 Insert the tank into its **designated bay** and push until you feel it click into place. Check the correct coupling by applying **pressure on the neck**.

5 When the tank is properly installed, **confirm** the operation on the app. Important: without this step, your washer will not acknowledge the new tank. **Rinse and repeat** for any other tank that requires installation. **All tanks must be installed** for the auto dosing system to work, since each program requires different combinations of our four active principles.

Well done! You are now ready to wash without ever worrying about detergent dosing again. Try out the Candy simply-Fi app to choose from more than 60 specific programs, get notifications when your laundry is ready, and discover many more ways to simplify your washing experience.

Visit your profile page (via the "**Maintenance**" section of the app or at go.he.services/mywp) to learn everything about your subscription, invoices and usage history, detergent shipments and inventory.

What now?

- Each month, we will track your usage via Wi-Fi and **charge** your selected payment method accordingly. Shortly after, you will receive your **invoice** via email.

- Before you run out of detergent, we will prepare a **shipment of replacement tanks** and notify you via email. After 24 hours, the order will be shipped to your selected address.

- When you receive your shipment, please **do not replace the tanks immediately** as it would cause unnecessary waste. Just store them in a safe place near your appliance.



- When a tank runs out completely, the machine will lock up and display a **blinking signal**. Also, the simply-Fi app will notify you. Pick up a new tank from storage and follow the **replacement procedure**.

- Please, remember to **only replace tanks when prompted** by your appliance and/or app. If you replace tanks ahead of time, the autodose system and the automatic reordering service may not work properly.

- If you encounter issues or have any questions, do not hesitate to email (or call) our customer service at the coordinates shown on the back.

Day-to-day operation

What if I want to use specific detergents or additives for my laundry loads?

Our dynamic auto-dosing system automatically creates the ideal detergent mix according to each load and program. If you need specialized additives, such as anti-bacterials for baby clothes, simply drop them into the drum with your load.

What if I want to know how much detergent is left?

Our concentrated detergent tanks are designed to last for several weeks. You can check your current levels at any time from the "Maintenance" section of the app.

What if a tank reaches reserve level?

No immediate action is required. Depending on your usage habits and reserve inventory, around this time you should receive an email telling you about a new shipment. After a while, your tank will run out and you can replace it with a new one.

What if my next detergent shipment is taking too long?

We always send the necessary replacements well in advance, so this should never happen, but nobody's perfect. If you believe your shipment is late and your detergent is very close to running out, please email (or call) our customer service and we will ship another box via express courier.

What if the washer and/or the app tells me to replace a tank, but it is not completely empty yet?

Our dynamic auto-dosing system is precisely calibrated, yet there may still be some slight variances. A little detergent residue in some exhausted tanks can be expected and it won't compromise recycling. However, if you regularly find a lot of leftovers, please let our customer service know.

Troubleshooting

What if the machine stops working and shows a blinking signal, or the app tells me it is blocked?

Usually, this happens because one of your detergent tanks has run out. You can resume normal operation by replacing exhausted tanks. Other reasons could be protracted offline operation or issues with your subscription payments (see below). If none of these apply, contact our customer service and we will diagnose your situation.

What if my washer temporarily goes offline?

Do not worry: you can perform up to five washing cycles before your appliance is required to connect again. The appliance cannot operate offline for too long due to replenishment and billing purposes, so please try to restore connectivity at your earliest convenience. If the Wi-Fi outage is protracted and your machine locks up, please contact our customer service and we will look for a resolution.

What if I rupture a tank, misplace it, or make it unusable?

Please email (or call) our customer service to let us know: we will update our systems and send a new shipment if needed. If you need to perform an emergency replacement, you can do so via the "Maintenance" section of the app.

What if my machine requires assistance?

Simply call our customer service, and we will diagnose your situation. If it can be solved remotely, we will be happy to walk you through the necessary steps. If not, we will promptly arrange a technician visit to your home. Remember that maintenance is included for the whole duration of your contract (within reason, so please don't smash your appliance with a hammer on purpose).

Subscription management

What if I want to cancel my subscription?

If your needs evolve or you are unhappy with the service, you can cancel at any time by contacting our customer service. Depending on the conditions of your appliance, we may take it back for refurbishment; offer to turn it into a traditional washer and sell it to you at a super-discounted price or have it recycled. Depending on how long you have been using WashPass, you may be charged an early cancellation fee.

What if I need to update my credit card details or delivery address?

Visit your profile page (via the "Maintenance" section of the app or at go.he.services/mywp), then tap on "Review and edit payment method and shipping address". Make sure to keep your details up to date to avoid late payments and potential disruptions to the service.

What if I stop paying for my subscription?

We'd really rather you didn't. If this is due to issues with your payment method (e.g. your card expired or it is maxed out), simply indicate a new one in your profile page (see above). We will make three attempts to charge you before taking any action: afterwards, your service may be suspended. If you find yourself in this situation, contact our customer service to discuss arrears recovery and reactivation.

