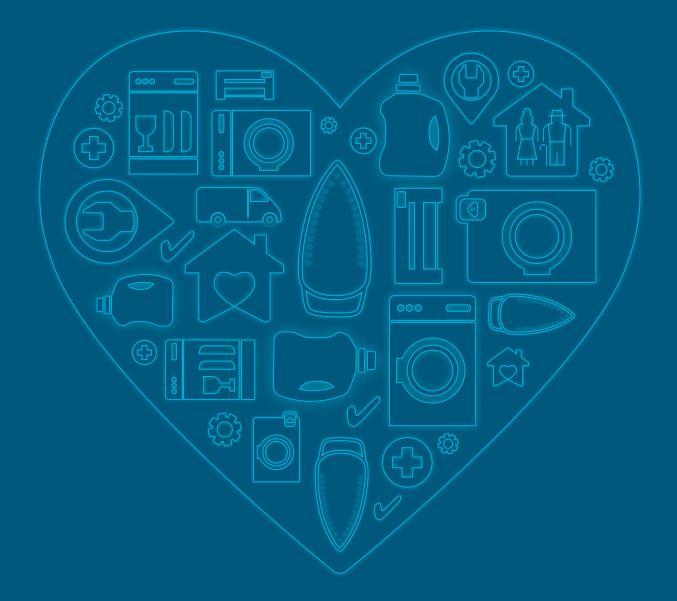


# THE BUYER'S GUIDE

Commercial laundry equipment for care and nursing homes



### WHAT CAPACITY MACHINE SHOULD | BUY?

When buying a new washing machine or dryer it is always a good idea to double-check that the capacity of the machine you've had in the past is still suitable for your home today. If you've extended your home, or the needs of your residents have changed, your old machine's previous capacity may no longer be fit for purpose.

The rough rule of thumb is that each resident will need 0.5 kilos capacity per resident however this will need adjusting depending on your home's particular needs. A nursing or dementia home may have more laundry per resident than a care home, eq, 0.75 kilos capacity per resident. Residential homes may need as little as 0.4kg per resident.\*

It is usually better to have a mix of washing machines to manage this capacity rather than one large machine. This makes it easier to



process different types of linen according to their textile family, giving a better wash and drying result.

Typically, the drum of your dryer should be twice the size of your washing machine drum.

And don't forget, when choosing a washing machine for your care or nursing home it needs to be WRAS 5 rated. This is to prevent risk from backflow.

### **KILOS vs LITRES**

When buying a washing machine you might see its capacity in kilos, lbs and litres. The kilo/lb measurement is the amount of dry laundry which can fit in the drum. Litres is the total volume of the drum.

#### **NURSING/DEMENTIA HOME**



RESIDENTS CAPACITY



litres for every kilo of dry washing but of course, this can vary. We would recommend that you look at both the litre and kilo measurement to ensure you're fully informed.

Typically, in a washing machine, the ratio is 9-10

#### **CARE HOME**



RESIDENTS CAPACITY







# WHAT SERVICES DO I NEED IN PLACE?

The below is a very broad guide on the services required within your laundry however it is highly dependent on your site and the machines which are chosen. Therefore, typically, reputable suppliers will only install machines once they have carried out a site survey.

### WASHING MACHINE SERVICE REQUIREMENTS

#### Water

Extremely variable based on the capacity of the machine you select. Ideally, a cold and hot water feed with good water pressure within 1m of the rear of the machine.

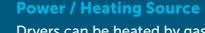
#### Drainage

Requirements are dependent on whether you have a drain pump or gravity drain machine, however, the drainage must always fall away from the machine.

#### Power

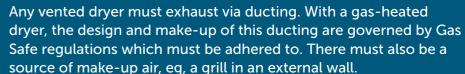
In a care environment, you wouldn't typically run washing machines from a 13 amp plug. Most machines within a care environment require a dedicated hard wired power supply, ie, a three-phase power source.

### DRYER SERVICE REQUIREMENTS



Dryers can be heated by gas or electricity and that will affect the services they require.

### **Exhaust ducting**



#### Water/Drainage



Modern heat pump dryers require both a cold water source and drainage (model dependent).

\*Based on a laundry operating for 8 hours per day, 7 days a week.

# WHAT ARE MY MAINTENANCE AND REPAIR OPTIONS?

A key component to consider when you buy your equipment is maintenance and repair, especially if you're choosing a rental model.

### **OPTIONS AVAILABLE**

#### Subscription/Rental Model

This model is where your monthly cost combines the rental or lease of the equipment and maintenance and repair. Contracts typically last for 6 to 8 years.

#### **Service Contract**

A service contract can be for repair only or repair and service/maintenance. Doublecheck when you buy a new machine what the warranty includes. This is to ensure that you're not paying for cover you don't need or that your warranty doesn't cover everything, eg, is parts only. They can be as short as one year.

#### Call Out/Ad-hoc

A call-out model means that you only pay for service or repairs when you need them. It could save you money, depending on the reliability of your machines, however, you will have to manage ensuring that your equipment is serviced at the right time. This is, of course, especially important with gas-fuelled equipment. It can also be more difficult to manage cash flow as you don't know what your monthly costs will be.



#### Key questions to ask:

- Does the cost cover preventative maintenance/ service visits?
- How often do you carry out preventative maintenance and what do you do at those visits?
- Does the cost cover parts and labour?
- What are the Service Level Agreements (SLAs) around the breakdown?
- What qualifications do your engineers have, eg, are they Gas Safe qualified, are they DBS checked?
- What is your health and safety record like? Do you have all the correct risk assessments in place?
- How have you changed your approach since the pandemic?
- What van stock do your engineers hold?
- Which brands of spares do you carry and what is your stockholding?

# WASHCO SERVICE CHECKLIST



### **Washing Machines:**

- Inspect and clean water inlet filters
- Inspect and clean drain pump
- Drum alignment check
- Check for bearing or motor noise
- Foot brackets secure/tight
- Fill hoses visibly sound/no leaks
- Inspect and clean door seal/glass, check for signs of wear, perishing or leak
- Door locking operational
- Cycle and start buttons operational
- Inspect and adjust drive belts
- Inspect all electrical components
- Note condition of machine
- Test insulation resistance
- Test earth continuity
- Test earth loop impedance
- Inspect MCB/fuse/RCBO/RCD Replace any defective parts

#### We will also check machine services:

- Electrical connections
- Make-up air vent (where relevant)
- Clean accessible ducting (where relevant)

#### **Dryers:**

- Drum condition and displacement check
- Check for bearing or motor noise
- Check rollers
- Inspect and load test heaters
- Inspect main drive motor
- Inspect fan motor
- Inspect front and rear seals
- Inspect and clean vent hose and vent outlet
- Door switch and lint screen access panel switches operational
- Clean lint filter Vacuum out lint from cabinet and filters
- Cycle and start buttons operational Inspect all electrical components
- Note condition of machine
- Test insulation resistance
- Test earth continuity

V

- Test earth loop impedance
- Inspect MCB/fuse/RCBO/RCD (if accessible)

## WHAT CAN BE THE **ADVANTAGES OF RENTING?**

- No upfront cost
- Your monthly cost includes the equipment and service
- Ensures your equipment is up-to-date and meets with current legislation/guidelines
- Predictable monthly expenses making budgeting easier
- You may be able to rent equipment which offers more value than your capital budget would allow

- Spreads costs over a longer period
- The business can usually deduct the full cost of rentals from taxable income
- The rental company carries the risk if it breaks down and will replace it with a new machine if it can't be repaired
- If you need to update or replace the equipment, you can make a small adjustment to your regular payment





### MAKING BUDGETING SIMPLE

Our WASHCOMPLETE subscription is designed to make life easy. For one simple monthly fee, with no annual price rise, you can:

- Choose from a range of high-guality equipment
- Agree on a contract length that works for you
- Enjoy peace of mind with free installation, 7-day repair cover and annual preventative maintenance

WASHCOMPLETE COMMERCIAL LAUNDRY AS IT SHOULD BE.

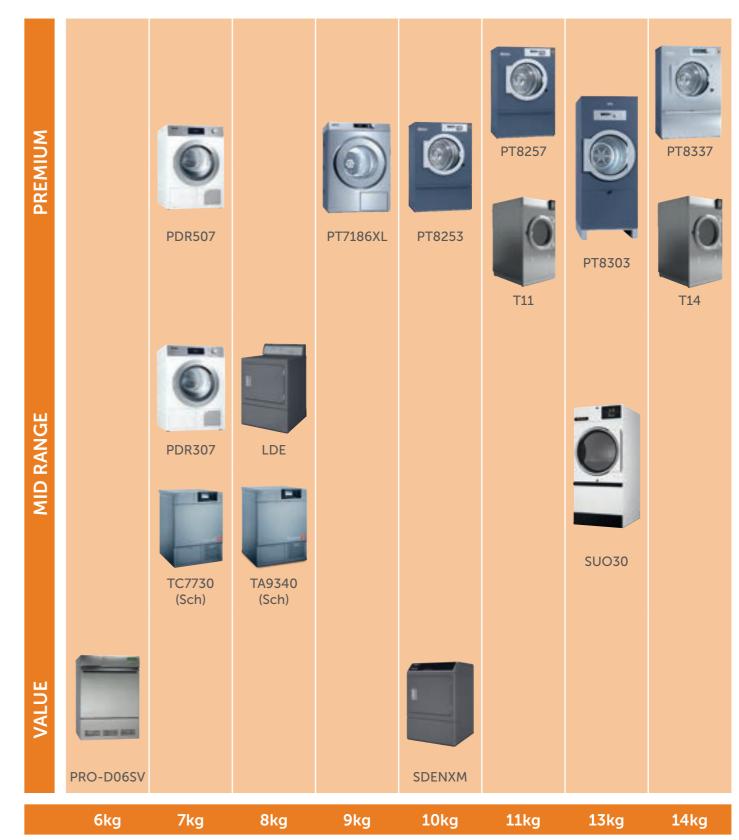
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# RANGE GUIDANCE

### WASHING MACHINES



### DRYERS



Stacked options also available

# **GLOSSARY** OF TERMS

Available to stack	Dryers and/or washing machines which can be stacked on	OPL	On premise lau
Backflow	top of each other to save space Backflow is definted as 'flow within or from a water fitting in a direction opposite to the intended normal direction of flow'. Reversing the flow can draw contaminated water	OPL controls	Controls design dryer they can o garments, eg, sl Less likely to da
	from an appliance into the water supply which may feed other outlets, putting water and health at risk.	Plinth	Stand which gra that the the drai
Boiler fed	Washing machine water is heated via a boiler rather than a heating element in the machine. These are not suitable for care environments as you can't achieve disinfection temperatures with boiler fed machines.		access for users
		Reversing drum	A bi-directional and drying time
Condenser & heat pump dryer	Warm air from the dryer is passed over a heat exchanger to condense the water – no ducting required however a drain is needed	Smart machines	Washing maching maching and can be mar
	is needed	Thermal disinfection	Wash programr
Drain pump	Similar to a domestic machine, waste water is expelled via		a certain tempe
	pump and pipe (standard 1" same as domestic)		Based on currer
			recommended,
Dump valve/gravity drain	The waste is expelled via gravity – valve opens and waste		71ºC for at least
	typically flows through a 3" pipe. This is a requirement if you		minutes. Alterna
	are on a site with disinfection needs, eg, processing foul or infected linen (red bag style washing)		may be adopted 'Disinfection of
G-Force/G-Factor	The amount of force generated on the laundry to remove	Timer controls	Basic controls a
	residual moisture. Lower residual moisture creates shorter		certain length c
	dryer times.	Vented dryer	Vents dryer air f
ΙοΤ	Internet of Things – when computing devices are embedded in everyday items enabling them to send and receive data	Warranty	Typically comm 24 month onsite
Make-up air	Tumble dryer sucks air out of the room which is then vented outside. This air needs to be replaced with fresh air, particularly when using gas appliances (vented dryers only).	WRAS	Water Regulatic

#### aundry

igned to provide more control, eg, with a n change controls to suit different types of , sheet vs personal items. damage garments.

gravity drain machines need to be placed on so rainage is low enough. They also provide better ers (more ergonomic)

nal dryer drum, designed to reduce tangling mes

chines or dryers which are connected to wi-finanaged via a remote portal

mmes design to remove infection by holding perature for a time guaranteed to kill bugs. rrent HTM01-04 guidelines a hot wash is ed, as part of the longer wash cycle at ast three minutes or 65°C for at least ten rnatively a chemical disinfection process ted as long as it meets the requirements of of linen'.

s allowing machines to be set by the user for a n of time

ir from the laundry via ducting

nmercial machines within care come with a site warranty for parts and labour

tions Advisory Scheme



# COUNT ON US

If you need advice on your laundry then please get in touch. Our professional, approachable team can help with your questions and are also happy to carry out a free review of your laundry service.

08000 546 546 | WASHCO.CO.UK/LOVELAUNDRY

WASHCONNECT

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