

HOSPITALITY BUYER'S GUIDE

Commercial laundry equipment
for hotels and hospitality venues



DO I NEED AN ON-PREMISE LAUNDRY?

Before investing in laundry equipment it is important to understand what the right solution is for your business. Options include using an external laundry provider, choosing to manage some items in-house (eg, towels, robes) or managing everything in-house.



Advantages of an on-premise laundry

- You usually need less stock vs contracting laundry externally
- The ability to handle guest's personal clothing in-house which can be an additional source of revenue
- Direct control over both the quality and control of costs
- You can minimise linen damage through the management of wash chemicals and detergents
- You can control the process and react quickly to any fluctuations in requirements

Advantages of linen hire or contracting laundry out:

- It allows all resources, including management and staff, to focus on the core business
- Valuable space isn't taken up by a laundry
- You only pay for what is laundered so, for example, your costs go down in line with bed occupancy, and it is easier to budget
- You avoid the capital equipment cost of purchasing laundry equipment

Advantages of mixing an on-premise laundry and contracting out:

- Towels and robes can be easily washed and tumbled in-house, allowing you to react quickly and manage quality
- A small laundry also gives you the ability to launder your own uniforms and mop heads, helping with infection control
- Bed linen and table linen need a multi-roll ironer which is an additional investment both in terms of capital, resource and space so is often best contracted out
- Hand-finishing of guest garments is usually better handled in-house providing both an additional service and additional revenue

Deciding what is right for your business can be challenging so we'd always recommend that seek guidance. Most reputable companies will offer a free consultation.

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

DRYER SERVICE REQUIREMENTS



Power / Heating Source

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



Exhaust ducting

Any vented dryer must exhaust via ducting. With a gas-heated dryer, the design and make-up of this ducting are governed by Gas Safe regulations which must be adhered to. There must also be a source of make-up air, eg, a grill in an external wall.



Water/Drainage

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

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:

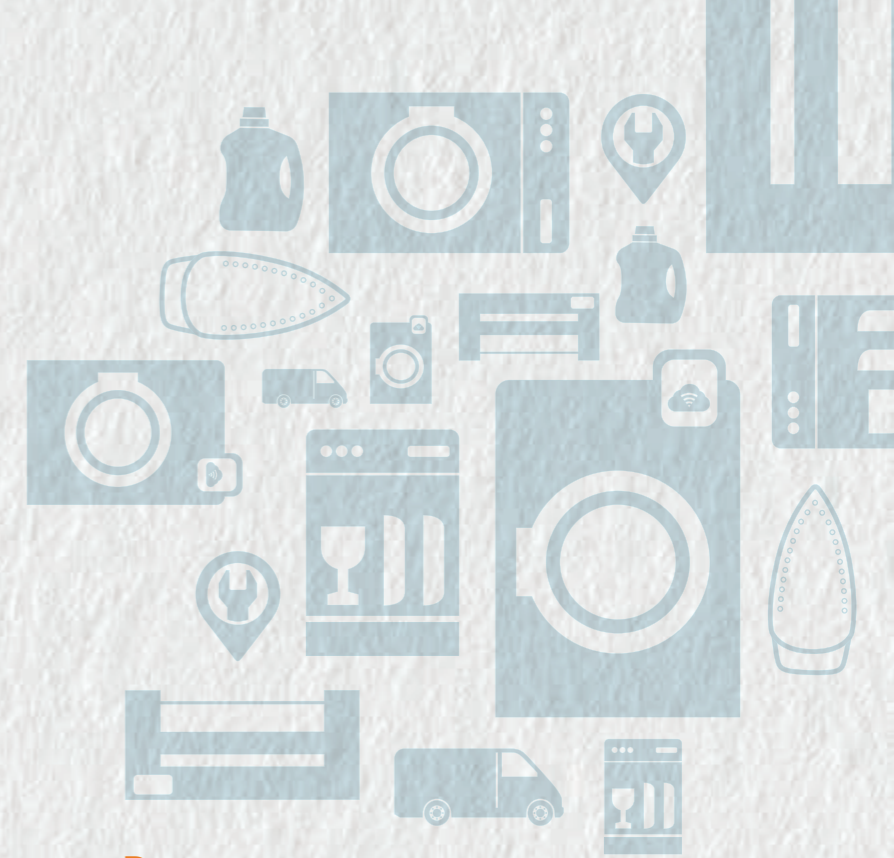
- ✓ Inspect and clean water inlet filters
- ✓ Inspect and clean drain pump
- ✓ Drum alignment check
- ✓ Check for bearing or motor noise
- ✓ Foot brackets secure/tight
- ✓ Fill hoses visibly sound/no leaks
- ✓ Inspect and clean door seal/glass, check for signs of wear, perishing or leak
- ✓ Door locking 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)

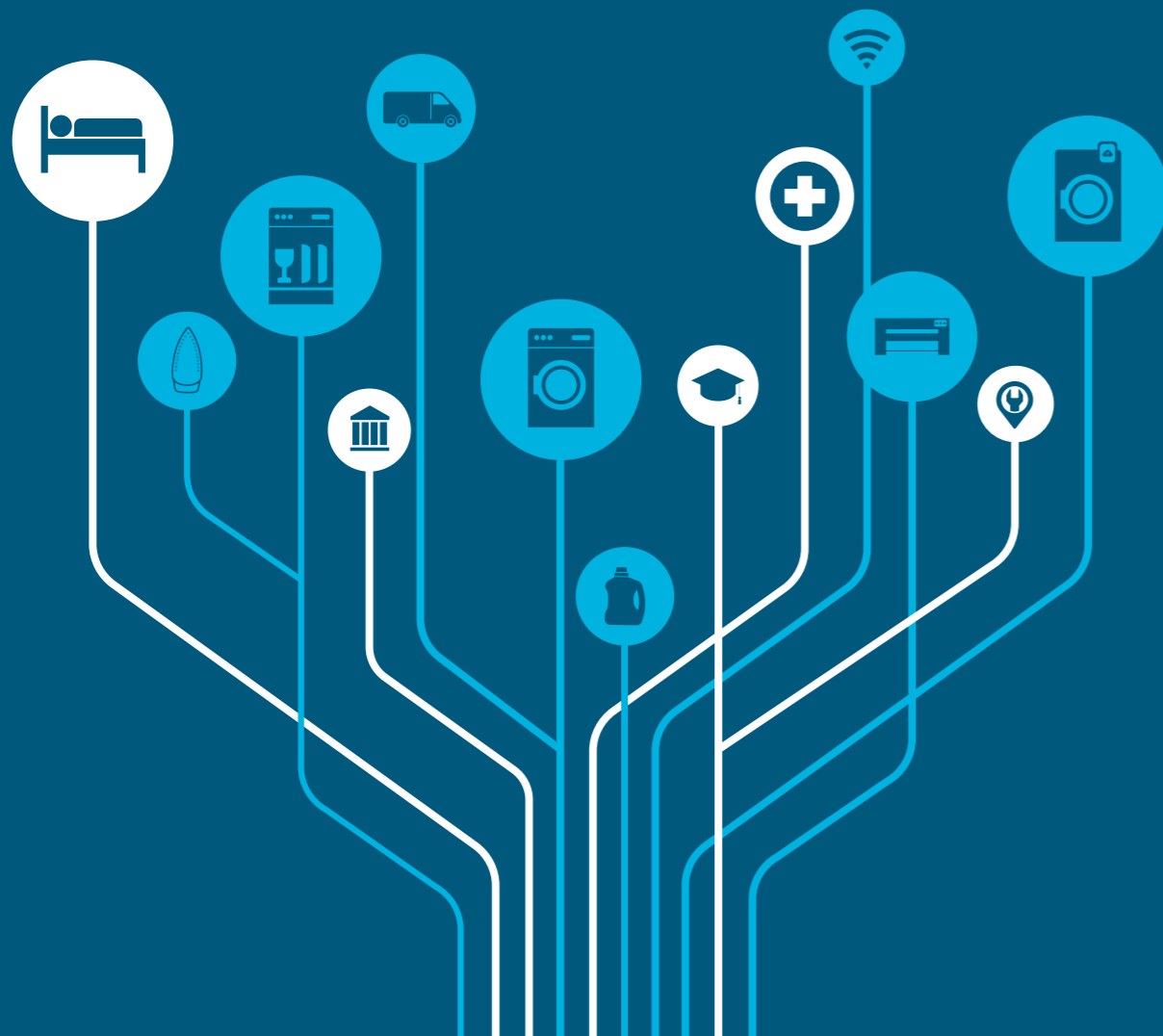
Dryers:

- ✓ 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
- ✓ 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-quality 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

RANGE GUIDANCE

Stacked
options also
available

WASHING MACHINES

PREMIUM	 PW5105	 W11	 PWM514  W14	 PWM520  W18	 PW6241  W24	 PW6321  W28
		 FX105	 FX135	 FX180	 FX240	 FX350
VALUE	 SF3JMDV					
	10kg	11kg	14kg	18kg	20–24kg	28–60kg

DRYERS

PREMIUM	 PT8253	 PDR518  T11	 T14	 PDR522  T18	 PDR528  T24	 PDR544
			 DX13	 DX16	 DX24	 DX34
VALUE	 SDENXM					
	10kg	11kg	14kg	18kg	20–24kg	28–60kg

GLOSSARY

OF TERMS

Available to stack	Dryers and/or washing machines which can be stacked on top of each other to save space
Backflow	Backflow is defined 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 from an appliance into the water supply which may feed other outlets, putting water and health at risk.
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.
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
Drain pump	Similar to a domestic machine, waste water is expelled via pump and pipe (standard 1" same as domestic)
Dump valve/gravity drain	The waste is expelled via gravity – valve opens and waste typically flows through a 3" pipe. This is a requirement if you are on a site with disinfection needs, eg, processing foul or infected linen (red bag style washing)
G-Force/G-Factor	The amount of force generated on the laundry to remove residual moisture. Lower residual moisture creates shorter dryer times.
IoT	Internet of Things – when computing devices are embedded in everyday items enabling them to send and receive data
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).

OPL	On premise laundry
OPL controls	Controls designed to provide more control, eg, with a dryer they can change controls to suit different types of garments, eg, sheet vs personal items. Less likely to damage garments.
Plinth	Stand which gravity drain machines need to be placed on so that the drainage is low enough. They also provide better access for users (more ergonomic)
Reversing drum	A bi-directional dryer drum, designed to reduce tangling and drying times
Smart machines	Washing machines or dryers which are connected to wi-fi and can be managed via a remote portal
Thermal disinfection	Wash programmes design to remove infection by holding a certain temperature for a time guaranteed to kill bugs. Based on current HTM01-04 guidelines a hot wash is recommended, as part of the longer wash cycle at 71°C for at least three minutes or 65°C for at least ten minutes. Alternatively a chemical disinfection process may be adopted as long as it meets the requirements of ‘Disinfection of linen’.
Timer controls	Basic controls allowing machines to be set by the user for a certain length of time
Vented dryer	Vents dryer air from the laundry via ducting
Warranty	Typically commercial machines come with a 24 month onsite warranty for parts and labour
WRAS	Water Regulations 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](https://www.washco.co.uk)

WASHCONNECT

Miele

 **Speed Queen**

 **primus**