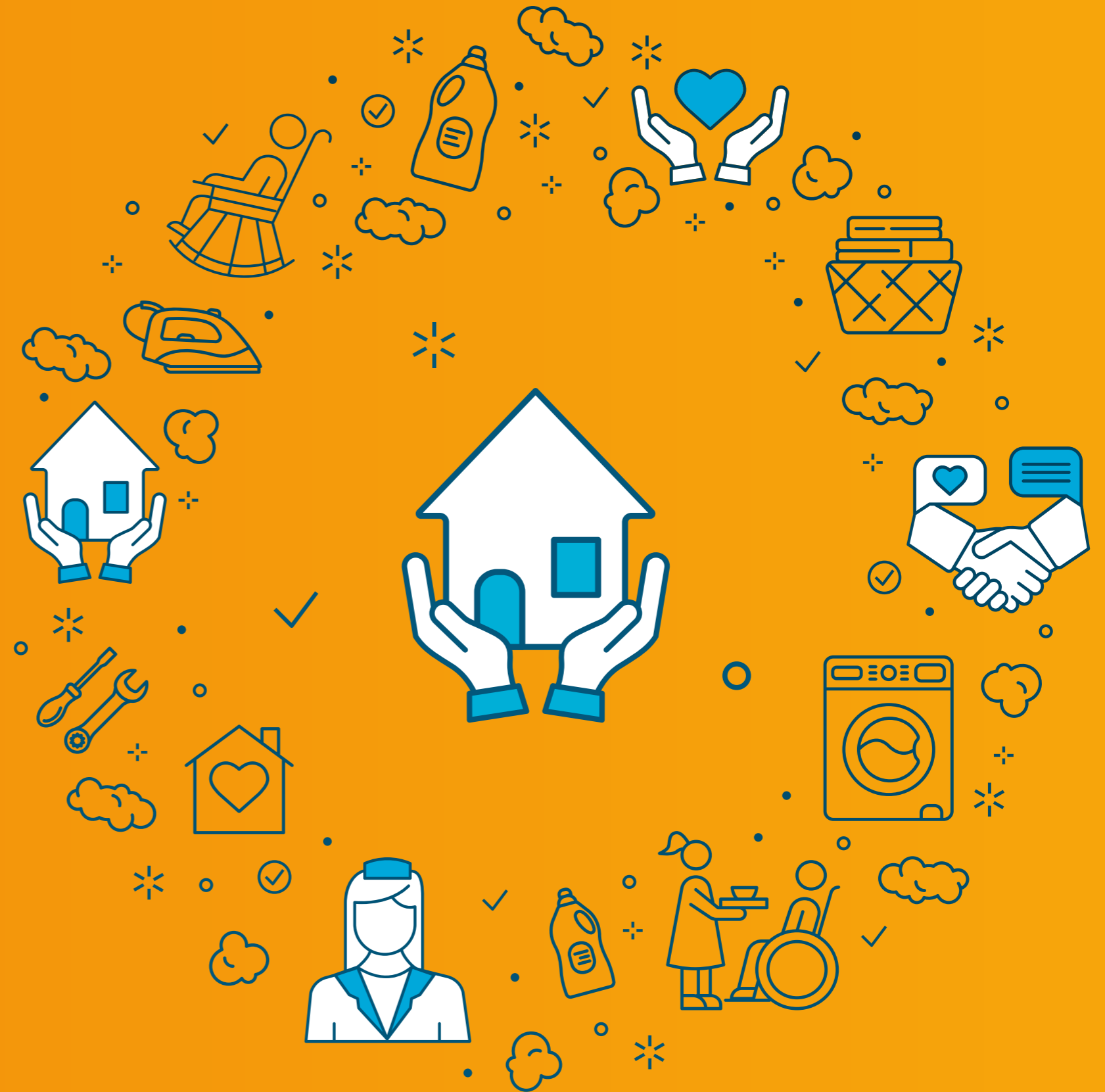


The Buyer's Guide

Commercial laundry equipment for care and nursing homes.

Our goal, to make it simple.



What capacity machine should I buy?

Where do I start?

If you're thinking about reviewing your laundry it can be daunting. Our recommendation is to break it down into three different areas to help to help you get started: **people, process and equipment.**

People

We'd always start by spending time talking to your laundry staff. They will know where any challenges might be and the niggles that impact efficiency. It's also helpful to understand their processes and if there's an opportunity for changes or training to improve how the laundry works.

Process

When looking at the process, make sure you review it end-to-end. Don't just focus on what happens once the items reach the laundry.

Important questions to consider are:




- What are the hours of operation and shift patterns in your laundry?
- How many times a day is laundry collected from residents' rooms?
- What sortation system do you use to separate foul and infected laundry from normal laundry?
- How do you manage clean and dirty laundry within your laundry room?
- How do you ensure infection control requirements are adhered to?

Equipment

Look at the capacity of your laundry. Is it still right for your care or nursing home and are the machines you've had in the past the right size? If you've extended your home, or the needs of your residents have changed then they may no longer be fit for purpose.

How many machines do I need?

The general rule is that a care home will need 0.5 kilos capacity per resident, however this will vary dependent on the type of home. A nursing or dementia home may have more laundry per resident whereas residential homes may have a lower requirement.*

	 Residents	 Capacity	 Kg
Nursing/ Dementia Home	16	0.75 Kg	13Kg
Care Home	16	0.5 Kg	8Kg
Residential home	16	0.4 Kg	7Kg

What size machines?

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.

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.

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

What services do I need in place?

The below is a 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



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. **We have the following options available:**



Call out/ ad-hoc

This model means you only pay for service or repairs when needed. It could save you money, depending on the reliability of your machines, but you'll have to manage servicing your equipment at the right time. It can be more difficult to manage cash flow as you don't know what your monthly costs will be.



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've got the cover you need. For example, warranties often don't cover you for servicing such as gas checks.



Fully inclusive rental

An inclusive rental or leasing model is where your monthly cost combines the rental or lease of the equipment and maintenance and repair. Because you pay on a monthly basis this can make budgeting easier. Contracts typically last for 6 to 8 years. Rental contracts often offer free replacement machines, if broken-down machines cannot be fixed.

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?
- What van stock do your engineers hold?
- Which brands of spares do you carry and what is your stockholding?

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

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)

We will also check machine services:

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



Range guide

6 kg– 11 kg

- ✓ Perfect for small spaces where your equipment needs to work hard
- ✓ Includes the ever-popular Miele Little Giants range which feature inbuilt thermal disinfection programmes
- ✓ Ideal for smaller residential and nursing homes



11 kg – 28 kg

- ✓ Robust and reliable, utilising the latest technology with a user-friendly, touchscreen interface
- ✓ Includes the Primus FX washing machine range and DX dryer range
- ✓ DX range includes energy-saving features such as residual moisture



Smart laundry equipment

- ✓ WASHCONNECT, 360 degree visibility, connected machines including infection control management
- ✓ Washers available up to 60 kg. Dryers up to 24 kg
- ✓ Real-time temperature validation and assurance of meeting HTM01-04 best practice guidelines.



The benefits of renting your commercial laundry equipment

- ✓ No upfront cost
- ✓ Your monthly cost includes equipment, service and repair
- ✓ 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



Count on us

WASHCO are specialists in commercial laundry equipment, advising and repairing across the UK.

We're a national company providing local service thanks to our regional hubs. We provide solutions for a range of commercial laundry needs, with collaboration and relationships woven into the WASHCO fabric.



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Resources for you

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