

Hospitality Buyer's Guide

Commercial laundry equipment
for hotel and hospitality venues.

Our goal, to make it simple.



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:

- 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
- The ability to handle guest personal clothing in-house which can be an additional source of revenue

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 avoid the capital equipment cost of purchasing laundry equipment

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

- Items such as 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
- Items such as bed linen and table linen which need a multi-roll ironer are best contracted out. These require high capital investment, resource and a lot of space

There is no one-size-fits-all solution, as every operation is different. Depending on your needs, you may decide to use an outside service for select items while laundering other items in-house. To help you make the right choice, we would always recommend that you 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

Most machines within a school environment require a dedicated hard wired power supply, ie, a three-phase power source.



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

- ✓ Ideal for smaller hotels, B&Bs and spas that operate an in-house towel laundry
- ✓ Includes the ever-popular Miele Little Giants range which feature inbuilt thermal disinfection programmes
- ✓ Perfect for small spaces where your equipment needs to work hard



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, fully visible, connected machine
- ✓ Washers available up to 60 kg. Dryers up to 24 kg
- ✓ 360 degree visibility of your laundry including infection control and resource planning



What can the advantages of renting be?

- ✓ 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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