

FAQ – Adoption of a new operating system

Service, support & general operations

Will there be disruptions to your customer support phone line around the go-live date?

We do not expect disruptions to our phone line around the go-live date. It will stay open as usual. Please call us on 08000 546 546 or email service@washco.co.uk if you need some support.

Will my scheduled maintenance or service appointments be affected?

Your scheduled maintenance or service appointments won't be affected. All the data will be migrated from the old to the new operating system, and we will keep a record of any service history, ensuring continuity and minimal disruption.

Will there be delays in getting an engineer on site in case my equipment breaks down?

We do not expect our reactive response times to be affected. Please call us on 08000 546 546 or email service@washco.co.uk if you need us to attend a breakdown.

Will your business hours change during the transition?

Our business hours will remain the same during the transition period.

Will there be any delays with refunds for WASHPOINT laundry users?

WASHPOINT refunds will be processed as usual, we do not expect any delays.

Will there be any changes in how your team supports us?

The only change you can expect is better, more efficient support from WASHCO.

Is there a new process for reporting equipment issues?

The process to report equipment issues or request support stays the same. You can contact us through the usual channels. Phone us on 08000 465 456, email us at service@washco.co.uk or submit a form at washco.co.uk.

Billing & invoicing

Will my billing or payment process change?

The billing and payment process stays the same. While we expect minimal disruption, if you notice any errors on your next invoice or have any concerns, please reach out to us, and our accounts team will be happy to assist you: accounts@washco.co.uk, 0800 546 546 (option 7).

Will I still receive invoices in the same format?

Invoices will not change; you will receive them in the same format as before.

Orders & deliveries

Can I still order spare parts online?

You can order spare parts online as usual at www.washspares.co.uk.

Will there be delays in equipment delivery or parts orders?

We don't expect any major disruptions with deliveries and orders. We will keep you informed of delivery delays as you order equipment or parts.

Do I need to re-submit any recent orders?

No need to re-submit recent orders. Access to confirmed orders won't be disrupted and we expect minimal disruption.