

Information for Parents

Campus Laundry Rooms and How to Utilize The
Equipment and Their Associated Technologies



automatic laundry
superior service solutions

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Who is Automatic Laundry?

- The preferred laundry service partner in the Northeast
- Local family owned and operated since 1964
- Over 50 years experience with Colleges and Universities and Preparatory Schools
- Track record for providing superior service solutions
- The industry leader in technology






Equipment Platform Installed

Speed Queen: Best-in-Class

- **Speed Queen Quantum® Front Load Washers** offer students large LED digital displays, more cycle selections, larger load capacity (22 #) and uses only 11.7 gallons per cycle.
- **Speed Queen Quantum® Dryers** offer students more cycle selections (five heat selections) and the highest CFM in the industry (faster dry time).
- **All students have same experience** – all equipment is uniform and DOE energy qualified.



Master LaundryConnect™ Web Page



LaundryConnect™ Live Laundry Room Monitoring






Welcome Clark University students to your live, real time laundry room monitoring web page. Please choose from the residence hall list below to view your laundry room's current status. You can bookmark your laundry room page.

Resident Hall Location	Link to Live Room
Blackstone Hall	Click here
Hughes Hall	Click here
Dana Hall	Click here
Maywood Hall	Click here
Johnson Sanford Center	Click here
Dodd Hall	Click here
Wright Hall	Click here
Bullock Hall	Click here

Related Resources:

[Campus Laundry Tutorial](#)
[Stain Guide](#)

Machine Status Color Legend:

	In use
	Available
	4 minutes remaining
	Clothes left in machine
	Out of order

- A Master “LC” Page accessed by students includes all the features of the app
- Students can select their laundry room and bookmark it on their phone, PC, tablet, etc.
- No special software or download needed – use the app or the web page!

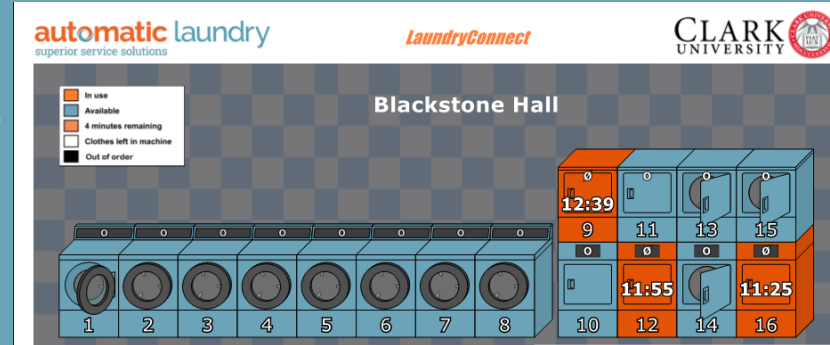
Technology Platform



- **LaundryConnect** is the industry's most technologically advanced and accurate laundry machine monitoring system.
- Each washer and dryer is connected in real time 24/7 in a secure, encrypted manner via industrial wireless channels communicating with our exclusive servers that host on Amazon Web Services.
- This exclusive system is an Internet enabled 2-way communication platform. It monitors all machine activity through our back office providing up to the minute audit capability, reporting, service alerts and web based status.
- **LaundryConnect** provides students and staff with the ultimate in real time laundry room status on campus.

Enhanced student experience

- Students have access to their own *LaundryConnect*® monitoring web page which will show availability of the washers and dryers in each laundry room live and in real time.
- Students can also view the listing of machines, their current availability and time remaining and, opt to be e-mailed when their cycle is finished or when machines become available. They can also send us a service message or comment directly from the page.
- The dynamic web site is viewable on any computer, laptop, tablet and smartphone that is connected to the Internet with a browser. Students can also choose to be e-mailed when a certain number of machines are available, so they can better plan when to do their laundry. No “app” or special software or Flash needed.



Advanced Technology Solutions

- **LaundryConnect** is installed in all laundry rooms on campus.
- The system will email us whenever a machine is out of service. These notifications will minimize both Automatic Laundry and the school's dependence on the student body to report problems.
- Over 80% of machine breakdowns self-report to us and we can fix over 80% of those issues remotely in minutes!
- If we can't remotely repair the issue, we dispatch a Technician and usually get the equipment back up and running in just a few hours.

Automatic Laundry's internet-enabled commercial washers and dryers help reduce our carbon footprint.



Fewer field tech calls mean less traffic congestion, fewer emissions, and faster service.



88%
of all service requests originate from LaundryConnect™

 **81%** of all service requests can be closed remotely

 **24 MINUTES**
Average time to close calls remotely

Complete turn-key laundry rooms

- Brightly colored instructional signs
 - 24-hour service number
 - Automaticlaundry.com to request service on-line
 - Each machine clearly labeled

All washers are **ENERGY STAR®** Certified

All machines are connected to our back office server!

Washing Instructions

1



Load clothes loosely into washer and close door firmly.
If using a pod, insert pod into drum **before** loading clothes into washer.

2



Add **1/4 cup** of **Free** detergent (keeping below max fill line in soap tray). Select cycle type and water temperature and press **START**.

Drying Instructions

1



Clean lint screen, load clothes, and close door firmly.
Do not dry rubberized materials.

2



Select cycle temperature and press **START**.

IMPORTANT



Only use 1/4 cup (half of recommended amount) of **Free** detergents to prevent oversudsing.*

*Special **Free** detergents are available for front load washers.

What to do if you see...

EFL	Error on Fill Water is not getting to machine, make sure water is turned on.
EDL	Error on Door Lock Remove obstruction from door and make sure door is closed properly/firmly.
EDO	Error on Door Remove obstruction from door and make sure door is closed properly/firmly.

In the unlikely event that the washer door does not unlock one minute after the cycle is complete, simply unplug the washer, leave it unplugged for five minutes, push the door inward and pull on handle.

Instruction Signs
are placed in
every laundry
room – laminated
and in clear sight
for the students

Pod Usage

How to Use Tide PODS®



Toss Tide
PODS® Pac into
the Drum



Load
Clothes

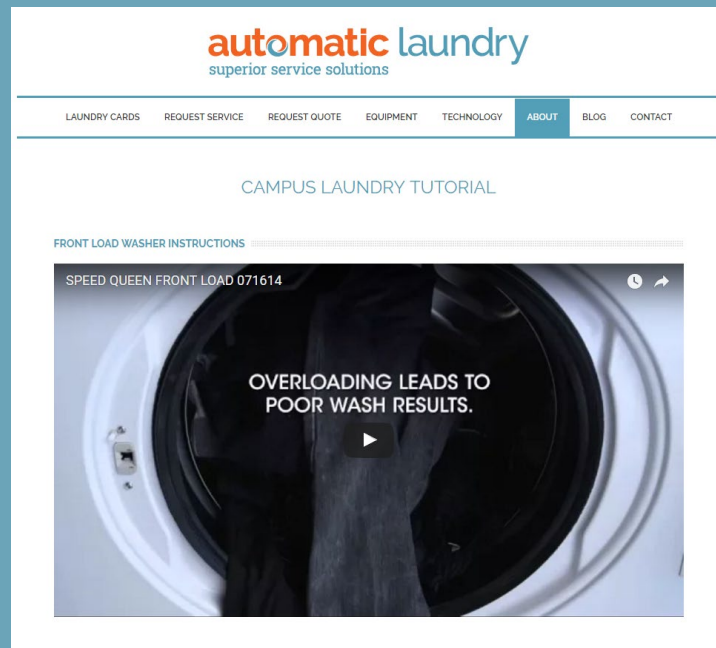


Wash in any
Temperature and
any Machine

- PODS are gaining popularity and when students put them in the soap dispenser instead of the drum they **WILL** clog the soap dispenser

Student Resources – automaticlaundry.com

- Campus Laundry Tutorial
 - Video tutorials
 - Step by step laundry instructions
 - Cycle selection chart
- Link to Tide's Stain Guide



Fast and Responsive Service

- Service response: **same day/next day** during the workweek.
- Service department is in constant contact with each service vehicle via GPS tracking technology: efficiently dispatch all service requests.
- All of our service trucks are outfitted with a full inventory of parts. Repairs are made on the **first** visit.

“New England College will never have a machine out of order because we are waiting for parts.”



How to Request Service

Automatic Laundry also offers 5 ways to report service requests 24/7. With this flexibility, an Automatic representative is always able to assist you and you can rest assured that any issues will be addressed as soon as possible.

- Direct from the LaundryConnect™ laundry room web page
- Direct from the LaundryConnect™ Pay mobile app
- Online at www.automaticlaundry.com
- E-mail us at service@automaticlaundry.com
- Call us at 617-969-4340

