

## About Us

### LAUNDRYCONNECT

LaundryConnect is the industry-leading real-time laundry monitoring system, which will bring several new benefits to community laundry rooms.

### LAUNDRYCONNECT QUICKFACTS

- Residents will have access to a laundry monitoring web page that shows the availability of machines in real time.
- Residents can opt to be e-mailed or texted when machines become available, or when their cycle is completed – the ultimate time management tool.
- Real-time service alerts are sent from the washers and dryers directly to our customer service team.
- Automatic Laundry is able to preemptively repair equipment before residents or staff become aware of the malfunctioning machine, remotely or on-site.



For more than 50 years, Automatic Laundry has been and remains a local, independent, and family owned and operated business serving the college and multi-family housing markets. We pride ourselves on direct relationships with our customers because we live and work in the same communities they do. Automatic Laundry is home to a knowledgeable sales and service team equipped to best serve your property's unique needs. Our most important relationships are with you, our customers. Our face-to-face approach to building relationships and trust while being held accountable are at the core of everything we do each day.

## SUPERIOR SERVICE SOLUTIONS

### 1. Convenient Service Reporting

Residents and our clients can easily report a service issue via phone, website, or e-mail.

### 2. Local Customer Service

Our customer service staff is knowledgeable of the local marketplace, has a good understanding of a given area's dynamics, and knows exactly who to contact when there is an emergency situation. They also have the ability to resolve customer issues in a single call, eliminating the need for customer callbacks.



### 3. Service Responsiveness

Due to the close proximity of customer service with our factory-trained field technicians driving fully stocked branded vans, our service response is either same day or next day. We also have a team of dedicated payment specialists to support a wide array of payment systems available today.

### 4. Dryer Ventilation Experts

The number one complaint from residents using community laundry rooms is dryers not drying clothes. At Automatic Laundry, we work with our customers to continually maintain the dryer vents to insure proper and efficient drying, which increases resident satisfaction.

## LAUNDRY EQUIPMENT

Automatic Laundry offers its customers best-in-class equipment, from Energy Star-rated front-load washers and DOE-compliant top-load washers to larger capacity dryers with as many as five heat selections. Energy efficiency for our customers and total convenience for their residents are key factors in our product choice.

### Laundry Equipment Guarantee

Automatic Laundry will replace any washer or dryer which the community feels is not operating properly during the life of the relationship.

## TECHNOLOGY

### Payment Technology

Residents find it difficult and time consuming to search for and hoard quarters, which is why coin-activated laundry equipment is a thing of the past. Automatic Laundry offers an array of card-based and mobile-based applications, including smart chip and contactless laundry cards, debit and credit cards, and mobile payment. The right payment system is usually driven by specific property demographics. Our team of sales and service professionals will assist our customers with selection of the best payment system for their needs, as well as integration with any pre-existing payment system.