

# CASE STUDY

Healthcare: Long Term Care

New machines with the commitment to full maintenance and service of the laundry equipment is vital in a long-term care environment.

## BACKGROUND

Victoria Manor, a long term care facility located on spacious grounds in the lovely community of Lindsay, Ontario, provides 166 residents with secure care and a variety of wonderful wellness activities, programs and services designed for seniors with complex health needs who require personal support and/or nursing services.

## CHALLENGE

Victoria Manor was experiencing increased maintenance and service costs related to their ageing laundry equipment. Laundry downtime was a serious challenge due to lengthy service response times and high service costs due to travel and repairs to outdated equipment. To reduce operating expenses, Victoria Manor required a vendor to install new machines to reduce overall laundry costs with the added commitment to complete maintenance and service of the laundry equipment, which is vital in a long-term care environment.

## SOLUTION

Victoria Manor's aging laundry equipment was replaced with state-of-the-art commercial laundry machines, including a ECO3 EcoTex Advanced Laundry Oxidation System that would provide reliable service, reduce energy consumption with the added benefit of TotalCare<sup>®</sup> Program maintenance and service. Although we were competing against their preferred supplier, Coinamatic Commercial Laundry was selected based on proven experience and expert service. The value of Coinamatic's TotalCare<sup>®</sup> Program is providing equipment and service and a low monthly fixed cost, and "local" technicians with same day next/ day service was a crucial factor in the final decision. Additionally, our EcoTex<sup>®</sup> ozone system provides superior disinfection within the wash cycles and reduces operating expenses.

The customer is delighted with the system and seeing immediate benefits in disinfection and efficiency, customer care and expert service. The new system has delivered peace of mind, unmatched efficiency and performance so that Victoria Manor staff and residents can expect the highest standards of laundry cleanliness.

## THE BENEFIT

- Increased efficiency with reduced energy and hot water consumption
- Less downtime and on-time service response
- Complete laundry disinfection with proven eradication of MRSA, C-difficile and other viruses
- In Ontario, EcoTex<sup>®</sup> qualifies for an Enbridge rebate!



**Learn more** about our commercial laundry equipment or our TotalCare<sup>®</sup> program.

Call **1-877-755-5302** or email [info@coinamatic.com](mailto:info@coinamatic.com)

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