



How to Wash



LAUNDRY 101

How to Dry



How to
Request
Service



Hang out and learn about laundry

How to wash, how to dry, and service reporting made easy



Your Laundry Program

- How to wash
- How to dry
- Let's talk about soap
- Placing a service request
- Common laundry mistakes
- Fun student activities and education
- Connect with us on Facebook, Twitter, and Instagram

Your Campus Laundry Program



Say Hello to your “Dedicated” Service Technician

Your primary service technician Alfred Pettinicchio visits the laundry room to ensure all the equipment is functioning properly. He performs services requested through our mobile app, website, or toll free number **800-762-3452.**



How to use a Maytag Washer and Dryers



Lets get ready to do some laundry!

Gather your clothes

- Empty pockets
- Zip zippers
- Button buttons

Sort

- Color (Whites / Darks)
- Fabric Type (Delicates)

Choose Detergent

- Bleach (White clothing only)
- Non-chlorine bleach (Colors)



Lets get ready to do some laundry!

You could increase the lifespan of your favorite sweater!



HAND WASH



DO NOT BLEACH



DO NOT DRY



DO NOT IRON



MACHINE WASH



DRY - LOW HEAT



DRY CLEAN ONLY



DELICATE WASH

Let's Talk About Soap



Detergent
should not be overused. Always check the recommended dose on your detergent's package.



Stain Removal Boosters
work with your detergent to help remove tough, set-in stains the first time.



Fabric Softeners
help protect your fabrics in the wash from pilling and fraying. They add a layer of softness to your fabrics.



Dryer Sheets
Fabric rubbing together in the dryer causes static. Bounce Dryer Sheets fight static in the dryer.

Laundry Detergents and Helpers

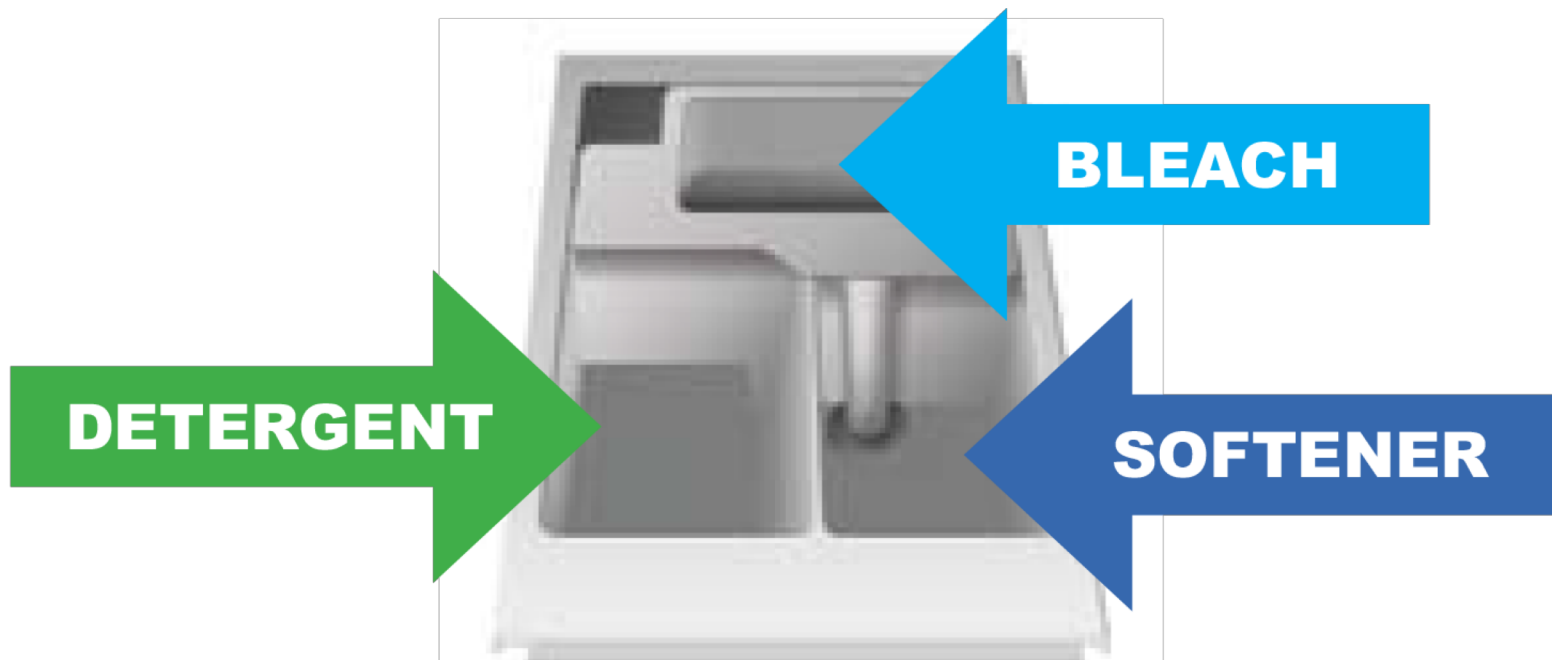
- 1 - Liquid
- 2 - Pods
- 3 - Powder

Let's talk about soap

Where should you put it?



For best results use liquid detergent and additives.



Washing Instructions

How to get the best wash results



- #1 Problem with Washers is Too Much Detergent Causing Over-Sudsing & Extended Cycles!
- (Extended Cycle?)
- Use only 2 tbsp. of detergent



- Load with 5" of space on top
- Select cycle
- Cold water cleans effectively and saves energy



The door will lock after payment until the end of the cycle.



Let's talk about soap

Tips n' tricks

Tips n' Tricks

- Save your soap! Use only two tablespoons of HE (High Efficiency) detergent
- Use the cold water setting to save energy and help the environment
- Do not use powdered detergent in the machines
- Clean the dryer lint filter before and after each load
- Be kind to your fellow student+~
- remove your clothes promptly so others can use the machine



Let's talk about soap

Using pods?





Just toss in a pod!

- One pod per wash load is all you need.
- Place the pod inside the wash tub before adding your clothes.
- Do not place pods in the soap tray.



Washing Instructions

How to get the best wash results

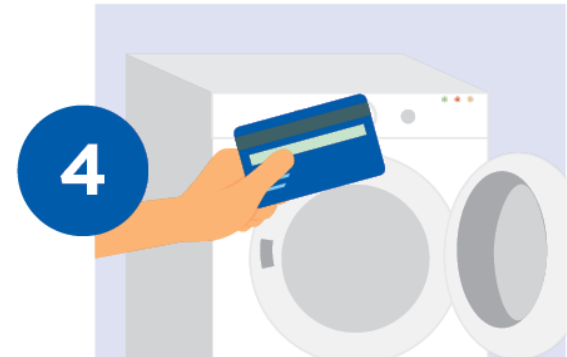
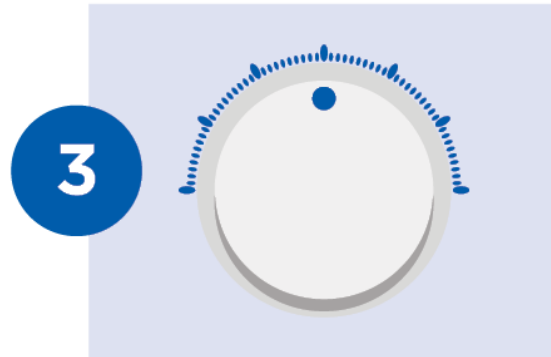
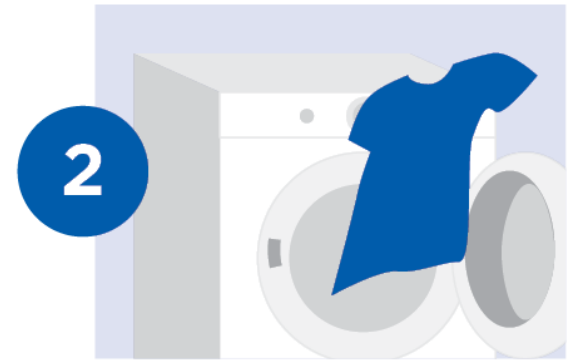
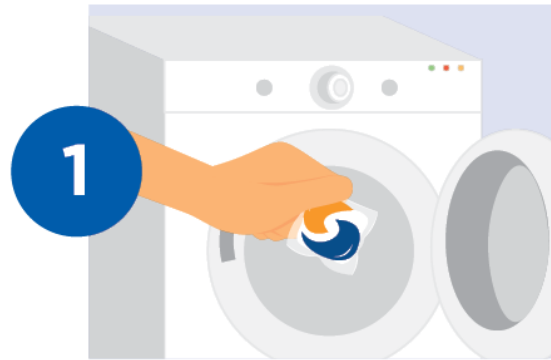
Settings	Temperature
Whites	Hot
Colors	Warm
Perm-Press	Warm
Delicates	Warm
Bright Colors	 Cold
Woolens	 Cold

Washing Instructions

How to get the best wash results

Easy Wash

1. Add detergent or simply toss in a laundry pod
2. Load washer, leaving about five inches of space from the top
3. Select your cycle
4. Insert payment (if applicable)



Cold water cleans effectively and saves energy

Common Laundry Room Mistakes

Less is more!

Too Much Soap

- Going Green means using LESS WATER and LESS SOAP

Overloading Machines

- Don't pack the washers or dryers; leave room for the water and proper drying
- Don't wash just one pair of pants

Not Emptying Pockets

- Your forgotten items could damage your clothing and clog the pump



Washing Instructions

How to get the best wash results



Drying Instructions

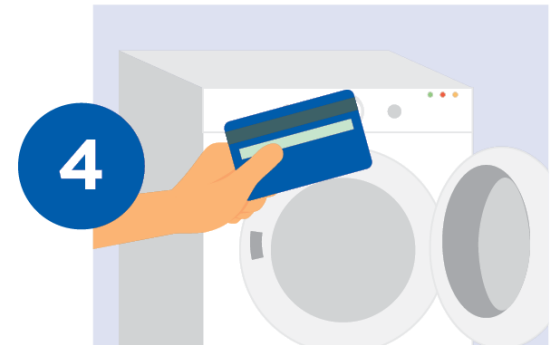
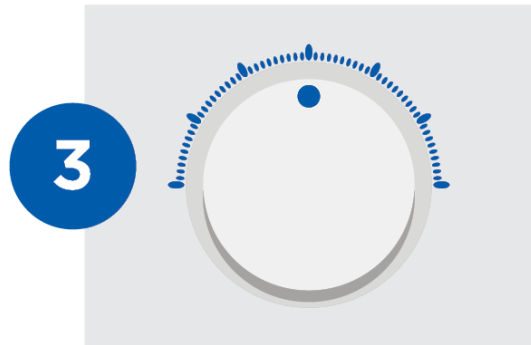
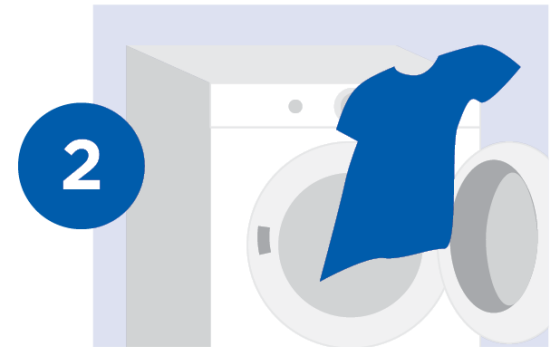
How to achieve maximum dryer efficiency

Simple Dry

1. Clean lint screen for maximum air flow
2. Select desired temperature setting
3. Select your cycle
4. Insert payment

Hint:

1 wash load = 1 dry load





Do not dry wool, rubber, or plastic



Be careful; the hot setting may cause shrinkage



Do not overload; overloading can get expensive and even dangerous



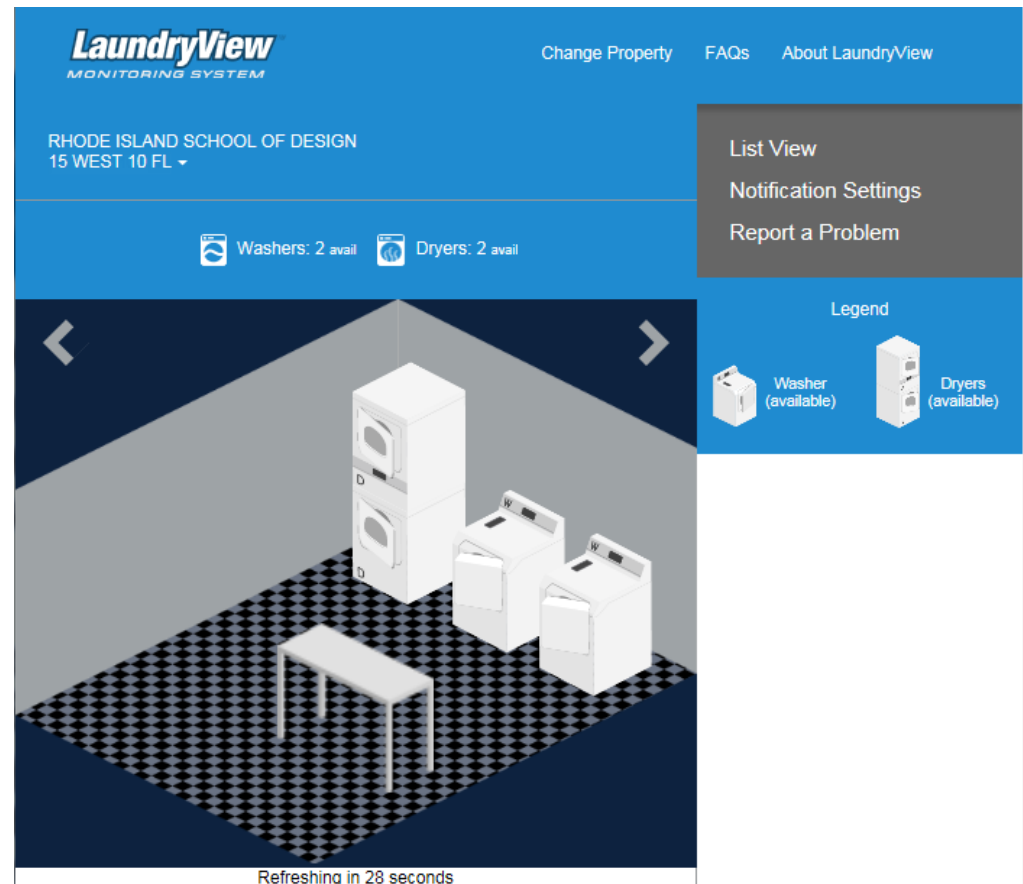
Clothing needs to be able to move freely to dry efficiently

LaundryView Online Monitoring

See your laundry room in real time



- RISD students can enjoy all the benefits of LaundryView optimized with their smart phone.
- With LaundryView mobile RISD students can quickly and easily scout out an available machine, receive text alerts and request service.



Report All Machine Issues

We want to keep your machines in good working order.



Report an out-of-service machine:

1. Using the CSC ServiceWorks Service App (Students & Facilities) - Easiest & Quickest
2. Report service problem through LaundryView (Students & Facilities)
3. Report service problem using LaundryLinx - (Facilities Shared Administrative tool)
4. Visiting www.cscsw.com and clicking the service request link (All)
5. Calling (800) 762-3452 (All)

Why this is important:

- We do not always know when a machine is not operating correctly
- The sooner we know, the sooner we can return the machine to service for you
- Please **DO NOT** assume someone else has reported the issue
- Report all issues using one of the above methods beginning with Operations.

Requesting service is easier than ever!
Download the CSC ServiceWorks Service Request app!



You will need the machine license plate number to report the machine out of order.

The license plate is located on the front of each machine.



CSC SERVICEWORKS

Please use this machine ID when reporting service:

001-CJY

For Service: Para Servicio:
1-877-264-6622

Visit our website WWW.CSCSERVICEWORKS.COM

This machine is owned by CSC ServiceWorks and operated by virtue of written assignable lease executed by the owner or management of these premises.

12345-123-123

Requesting service is easier than ever!

Download the CSC ServiceWorks Service Request app!



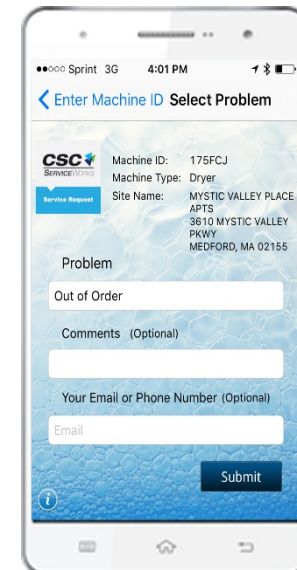
1. Download the app on your smartphone.



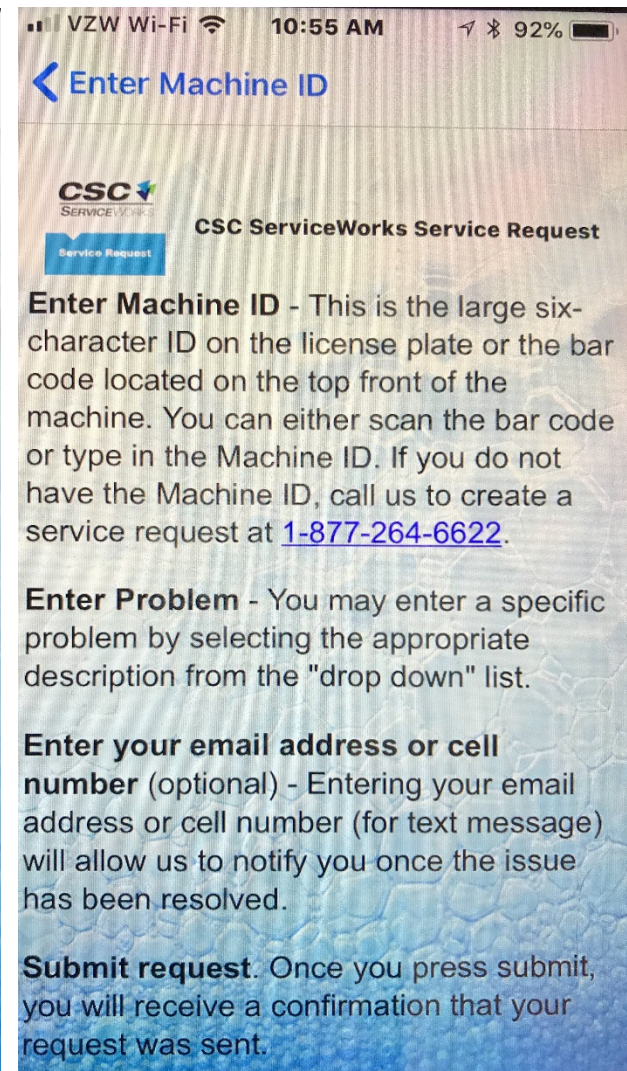
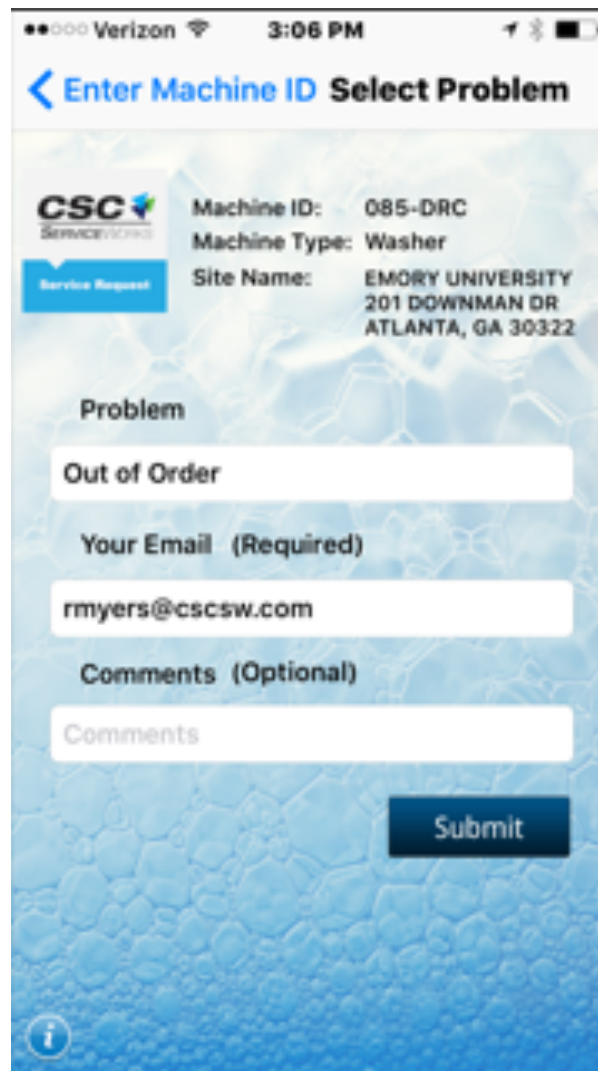
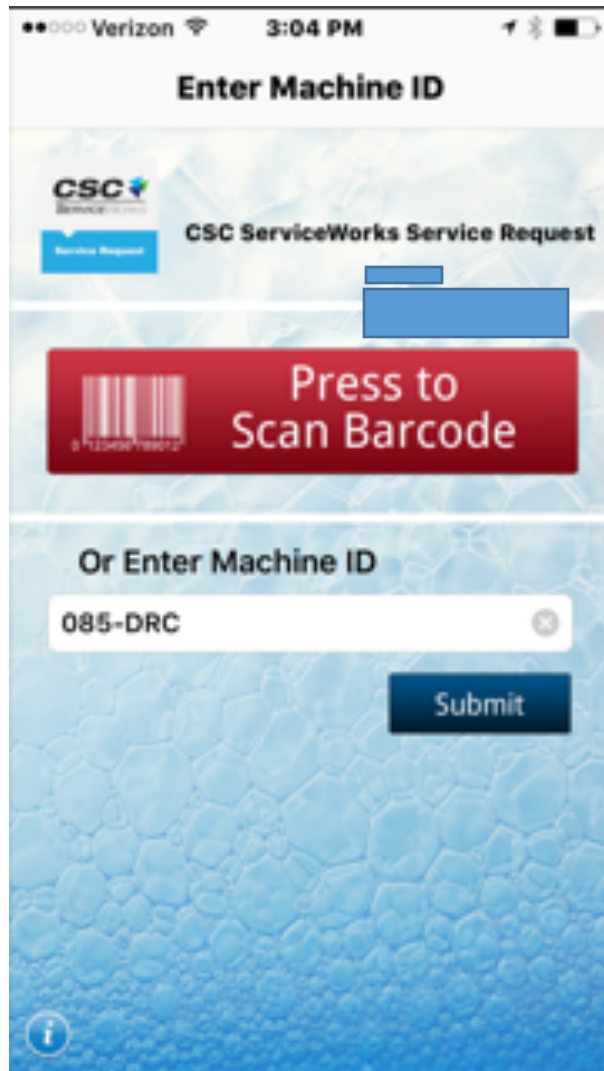
2. Scan barcode (located on license plate on the front of the machine).



3. Select the problem from a dropdown list and hit submit.



SERVICE TECHNOLOGY




SERVICE TECHNOLOGY



Email Notifications

Once you have submitted a service request, an email will be sent to confirm submission:

Thank you for submitting your service request.



We value your business and are here to keep your equipment running smoothly.


To inquire about the status of your request, please contact our Service Response team at 1-877-264-6622 between the hours of 7 AM and 7 PM Central Standard Time.

We look forward to assisting you!

Date Entered:	02/06/19
School/Property Name:	University of Massachusetts Amherst
School/Property Address:	[University Address]
Machine:	Machine 1234ABC 1 Out of Order
Notes:	Order will be sent.

Similarly, a designated representative of University of Massachusetts Amherst will receive an email to confirm completion of the service resolution.

Service Request Status Notification



Our Certified Technician was able to respond to the reported service issue within the same day and successfully repaired the machine. We appreciate your help.

If you have any questions, please feel free to contact our Service Response team at 1-877-264-6622 between the hours of 7 AM and 7 PM Central Standard Time.

We look forward to assisting you!

Date Entered:	02/06/19
School/Property Name:	University of Massachusetts Amherst
Property Address:	[University Address]
Residence Hall or Address:	[Hall]
Machine:	Machine 1234ABC 1 Out of Order
Case Number:	00123

Service Request Status Notification



Our Certified Technician was able to respond to the reported service issue the very next day and successfully repaired the machine. We appreciate your help.

If you have any questions, please feel free to contact our Service Response team at 1-877-264-6622 between the hours of 7 AM and 7 PM Central Standard Time.

We look forward to assisting you!

Date Entered:	09/26/2016 02:28:38 PM
School/Property Name:	UNIVERSITY
Property Address:	
Residence Hall or Address:	HARRIS HALL-FL 5
Machine:	501-DBY / CM Dryer / Out of Order
Case Number:	C10066495

Machine Location	Machine ID	Machine Type	Activity Code	Part Description
HARRIS HALL-FL 5	501-DBY	Dryer	Check	

This is an auto-generated email and is not designed to receive email replies. Our goal is to provide you with a positive service experience with dedicated live Service Response teams ready to assist you. Please follow the instructions above if you would like to speak directly to a Service Response Representative.

Thank you for the opportunity to serve you well.

Service Request Status Notification



Thank you very much for your service request. We noticed there was already a call for this machine and a Certified Technician has been notified.

If you have any questions, please feel free to contact our Service Response team at 1-877-264-6622 between the hours of 7 AM and 7 PM Central Standard Time.

We look forward to assisting you!

Date Entered:	05/24/2018 11:29:34 AM
School/Property Name:	
School/Property Address:	
Residence Hall or Address:	MC CORMICK HALL
Machine:	830-FCK / Washer / Out of Order
Notes:	

This is an auto-generated email and is not designed to receive email replies. Our goal is to provide you with a positive service experience with dedicated live Service Response teams ready to assist you. Please follow the instructions above if you would like to speak directly to a Service Response Representative.

Thank you for the opportunity to serve you well.

LaundryLinx – Designed for Day to Day Management of Service

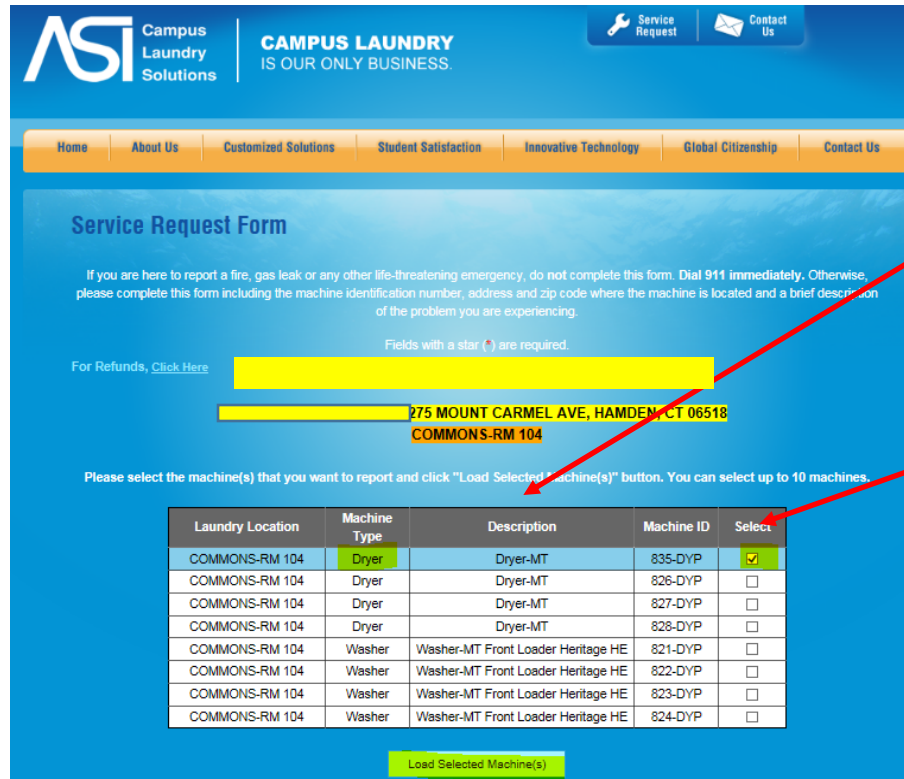


Sign in to Laundryinx at:
<http://www.macgray.com/laundryinx/>

The screenshot shows the LaundryLinx Customer Service Request Site. At the top left is the CSC SERVICEWORKS logo with the tagline "Making life easy". To the right, it says "Customer Service • Request Qu" and "THE LAUNDRY ROOM EXPERTS™ Sales: 1•888•MAC•GF". A navigation bar contains "Laundry Services", "Equipment & Parts Sales", and "Client Resources". Below this is a green banner for "Customer Service" with links for "Request Service", "LaundryLinx™", "Service History", and "Request Refund". The main heading is "Laundry Service Requests" with "NEED HELP?" and "LOGOUT" buttons. A welcome message reads: "Welcome, [redacted], to Mac-Gray's LaundryLinx™ Customer Service Request Site. Not Quinnipiac University? If you have reached this page in error, please [click here](#)." Below this is a "Choose your location:" dropdown menu with "Commons" selected and a "SUBMIT" button.

LaundryLinx - continued

LaundryLinx will hyperlink to ASI page to report service issue.



ASI Campus Laundry Solutions

CAMPUS LAUNDRY IS OUR ONLY BUSINESS.

Service Request Contact Us

Home About Us Customized Solutions Student Satisfaction Innovative Technology Global Citizenship Contact Us

Service Request Form

If you are here to report a fire, gas leak or any other life-threatening emergency, do not complete this form. Dial 911 immediately. Otherwise, please complete this form including the machine identification number, address and zip code where the machine is located and a brief description of the problem you are experiencing.

Fields with a star (*) are required.

For Refunds, [Click Here](#)

275 MOUNT CARMEL AVE, HAMDEN, CT 06518
COMMONS-RM 104

Please select the machine(s) that you want to report and click "Load Selected Machine(s)" button. You can select up to 10 machines.

Laundry Location	Machine Type	Description	Machine ID	Select
COMMONS-RM 104	Dryer	Dryer-MT	835-DYP	<input checked="" type="checkbox"/>
COMMONS-RM 104	Dryer	Dryer-MT	826-DYP	<input type="checkbox"/>
COMMONS-RM 104	Dryer	Dryer-MT	827-DYP	<input type="checkbox"/>
COMMONS-RM 104	Dryer	Dryer-MT	828-DYP	<input type="checkbox"/>
COMMONS-RM 104	Washer	Washer-MT Front Loader Heritage HE	821-DYP	<input type="checkbox"/>
COMMONS-RM 104	Washer	Washer-MT Front Loader Heritage HE	822-DYP	<input type="checkbox"/>
COMMONS-RM 104	Washer	Washer-MT Front Loader Heritage HE	823-DYP	<input type="checkbox"/>
COMMONS-RM 104	Washer	Washer-MT Front Loader Heritage HE	824-DYP	<input type="checkbox"/>

Load Selected Machine(s)

This view shows top portion of page

Select problem machine

LaundryLinx - continued

Increased characters to allow for more detail if needed to report service issue.

Provide email to get email confirmation of call and of completion


Load Selected Machine(s)

Machine Identification:

	Laundry Location*	Machine Type*	Problem Code*	Machine ID	Position / Notes
*1:	COMMONS-RM 104	Dryer	Reader not Working	835-DYP	Add more location notes here
2:	-- please select --	-- please select --	-- please select --		
3:	-- please select --	-- please select --	-- please select --		
4:	-- please select --	-- please select --	-- please select --		
5:	-- please select --	-- please select --	-- please select --		
6:	-- please select --	-- please select --	-- please select --		
7:	-- please select --	-- please select --	-- please select --		
8:	-- please select --	-- please select --	-- please select --		
9:	-- please select --	-- please select --	-- please select --		
10:	-- please select --	-- please select --	-- please select --		

Machine ID Example: DFG-345 (If you remember only partial ID, enter it in "Position / Notes" field.)
Position Example: 3rd washer on the right when you walk in (DF?-3??)

Machine ID Examples:



Comments: Please provide a brief description about the additional locations of the machines that need service and their problems
Add more info here as needed. Character space has been increased

Contact Information:

First Name: Leonard
Last Name: Blaney
Phone Number: 8178287470
Email Address: Lblaney@cscsw.com

Email address will only be used for communication with you regarding your service request.

Submit Cancel

Add position notes if Lic plate # not known

Click Submit & get Confirmation

LaundryLinx - continued



Thank you for submitting your service request.

To inquire about the status of your request, please contact our Service Response team at 1-800-762-3452.

We look forward to assisting you!

Date Entered:	04/07/2017 06:34:37 AM
School Name:	[REDACTED]
School Address:	[REDACTED]
Residence Hall or Address:	BINGHAM COLLEGE-RM 2
Machine(s):	CM Dryer/440-DYD/Not Rotating
Notes:	Sample request by RSM. Do not respond

Print

A Confirmation pop-up will appear on screen

Access to Service History 24/7



LaundryLinx has access to Service History report.

The screenshot shows the CSC ServiceWorks website interface. At the top left is the CSC SERVICEWORKS logo with the tagline 'Making life easy'. To the right, it says 'Customer Service • Request Qu' and 'THE LAUNDRY ROOM EXPERTS™ Sales: 1•888•MAC•GR'. Below this is a navigation bar with 'Laundry Services', 'Equipment & Parts Sales', and 'Client Resources'. A green banner for 'Customer Service' contains links for 'Request Service', 'LaundryLinx™', 'Service History', and 'Request Refund'. The 'Service History' link is highlighted in yellow. Below the banner, the text 'LaundryLinx™ Service Request Reports' is visible. Underneath, there is a yellow-highlighted area containing 'University' and a dropdown menu labeled 'Select Account:' with the value '15462'. A 'VIEW' button is highlighted in yellow below the dropdown.

Select "View" to see history and check on service call status

Access to Service History 24/7



Provides call status with simple Yes or No in chronological order, plus dates, allows for report date selection, caller info and problem. And, reports are downloadable in PDF or Excel

Reports are downloadable in Excel and pdf

Start Date: 10/8/2017 End Date: 1/7/2018
Location ID: 001 - BARONE CAMPUS CENTE

2 of 3 ? 100% Find | Next

Location: 009
LOYOLA HALL
1073 N BENSON RD
FAIRFIELD, CT 06430

Review Period Calls Listed

Case ID	Machine Position	Call Placed	Date Responded	Call Completed	Completed Date	Needs Parts Call	Caller	Call Source	Call Notes	Problem	Technician	Task Descr
C12183731 0192-2242-09		11/6/2017 8:25PM	11/10/2017 8:24AM	No		No	LIAM FAMA	Website	N/A	PLEASE SPECIFY-N/A	Billy Leblanc	The cloths come out soaked and with soap suds.
C12409894 0192-2242-09		12/21/2017 8:15PM	12/22/2017 9:30AM	Yes	12/22/2017 9:40AM	No	LAUNDRY VIEW	Laundry/Vie w	Out Of Order	WASHER- Out Of Order	Billy Leblanc	10:APPLIANCE_UNAVAILABLE
C12376934 230-DYD	09-1-W2	12/15/2017 11:34AM	12/19/2017 11:07AM	Yes	12/19/2017 11:14AM	No	SHAWN KENNEY	Website	Leaking Water	WASHER- Leaking Water	Billy Leblanc	
C12355283 231-DYD	09-1-W3	12/11/2017 9:47PM	12/13/2017 1:10PM	Yes	12/13/2017 1:17PM	No	ELISA CASTELLI	Website	Door Will Not Close	WASHER- Door Will Not Close	Billy Leblanc	Loyola Hall washer #9(ID: 231-DYD) door will not close, out of order code F28
C12331923 0192-2242-09		12/6/2017 11:21PM	12/8/2017 7:29AM	Yes	12/8/2017 7:46AM	No	LIAM	Website	N/A	PLEASE	Billy	Dryer #6 is noisy when running

CSC's SUSTAINABILITY INITIATIVES



Together with our partner schools, CSC's Lighten the Load Initiative has helped offset more than

**108 MILLION
POUNDS OF CO₂!**

* Now Second Nature



CSC's SUSTAINABILITY INITIATIVES



- We provide more than \$100,000 annually to local, nationwide, and worldwide carbon-offset programs creating carbon-neutral laundry programs throughout the United States .
- We utilize the lowest possible water-usage machines on the planet saving millions of gallons of water annually.
- We deliver the most efficient, earth-friendly laundry programs on the planet.
- We are continuing with the high standards the University has created with its “**Sustainable** UMASS **Learn –Live-Lead** initiatives.

* Now Second Nature





Connect with us on Facebook, Twitter, and Instagram
CSC ServiceWorks Academic

The Campus Clothesline

Your online laundry hangout



Tips on Training

Get the most out of your training session

Training Materials

- Start a laundry discussion
- E-mail them a laundry guide
- Remind them to follow instructions on signage

Talk to the Residents

- Talk about soap
- Tell them about our contests
- Answer their questions

Promotions

- Use events you already have planned and include laundry



Training Resources

Get the most out of your training session



The Campus Clothesline

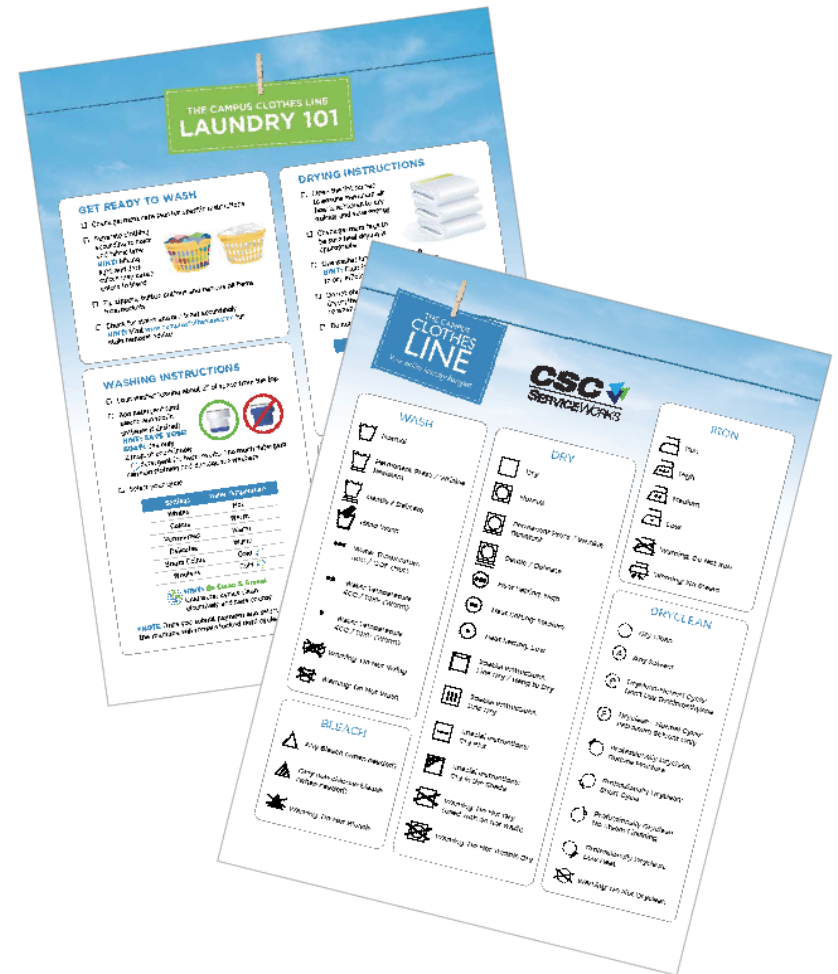
This website gives new residents the tools to do their laundry correctly.

Laundry Guides

Distribute information about the basics for using campus laundry equipment.

Laundry Room Signs

Professional signage provides additional laundry instruction and contact information.



Final Exam!

1. Name **three** types of detergents and how much do you use of them?
2. What is #1 problem with washers?
3. If you have a question, where can you go for answers?
4. Why is it important to place a service call?
5. Where can you find Service History?
6. How much space should you leave at top of washer?



THANK YOU!



888.274.9274 | WWW.CSCSW.COM |   