

CONTINUING CARE LAUNDRY VALUES ATTENTIVE DISTRIBUTOR AND BULLET-PROOF EQUIPMENT



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Ramsey Village, a continuing care retirement community in Des Moines, Iowa, allows mature adults to “age in place” without ever having to move for health reasons. With multiple levels of care – from independent and assisted living, to rehabilitative, memory and skilled nursing – Ramsey Village is a 150-bed facility generating up to 50,000 pounds of soiled laundry per month.

Success in the laundry room – and keeping pace with its constant influx of soiled bed pads, diapers, sheets, blankets, comforters, table linens, towels and personal items – is a direct result of a 20-year relationship with Ross Chemical Systems Inc., and a strong fondness for Continental Girbau laundry equipment.

Director of Environmental Services Judy McCollough works directly with Mike Ross, of Ross Chemical Systems, in Des Moines, for every laundry need. A full-service commercial laundry equipment, kitchen equipment and chemical provider, Ross Chemical Systems monitors and ensures the facility’s laundry sanitation, productivity, efficiency, chemical mix and processes.

Ramsey Village’s Continental Equipment Mix Spans Two Decades

Ramsey Village has worked closely with Ross Chemical Systems and relied on Continental laundry equipment for two decades. Responsive service and equipment reliability keep McCollough loyal. The laundry’s Continental workhorses include a 50-pound capacity L-Series hard-mount washer; a 55-pound capacity Pro-Series soft-mount washer; a 55-pound capacity E-Series soft-mount washer; two 80-pound capacity D-Series Dryers; and two 50/60-pound capacity Pro-Series II Dryers.

Recently, the laundry retired an 18-year-old Continental 75-pound capacity hard-mount washer—opting for smaller soft-mount replacements, rather than hard mounts, for significant gains in extract

speeds, dry times, efficiency and overall productivity.

“We went from a bigger machine to a smaller machine and we get more productivity out of the smaller machine,” said McCollough.

High-Speed Soft-Mount Washers Boost Productivity & Efficiency

The Continental soft-mount washers reach extract speeds of up to 387 G-force, according to Ross, compared with a typical hard-mount washer, which maxes out at around 150 G-force. “By removing more moisture during extract, resulting dry time is cut by up to 50 percent,” said Ross. “Less time spent in the dryer means linens experience less wear.” This made it possible for the laundry to continue operating with its existing 13- and 18-year old dryers. No additional drying capacity was required.

Because the soft-mount washers remove more water from every load, the dryers operate less often and consume less natural gas. Goods also experience less wear and last longer. In turn, Ramsey Village enjoys reduced linen-replacement and utility costs, along with bolstered laundry productivity.

Saving cash on equipment installation



Director of Environmental Services Judy McCollough heads up the facility’s Continental laundry.

was an added bonus. Continental soft-mount machines, unlike hard-mount washers, slide easily into place without reinforced concrete foundations and bolt down. “This saves installation time and money, while making future relocation possible,” said Ross.

Distributor Assistance & Laundry Management

Catering to the needs of Ramsey Village is important, according to Ross. “We recommend advances in technology of newer machines to help the customer in total laundry operation costs,” he said. “We are interested in 100 percent of their laundry operating costs, not just in the 9 percent equipment replacement, or the 8 to 10 percent chemical operation. Everything goes hand-in-hand for us, so to speak, as we address a particular piece of equipment



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and how it will affect operational costs.”

In this vein, Ross has improved Ramsey Village’s laundry operation through the years, and simultaneously, kept the old-timer machines in prime working order. The newest additions – the soft-mount Continental washers – were installed two years ago. They boosted productivity by six loads per day – around 330 laundry pounds – when compared to the laundry’s hard-mount washer. No wonder McCollough is a fan. “I wish I could get another one,” she said.

In the meantime, Ross optimizes the equipment and processes already in place. Assisting with laundry operation management, he provides monthly reports to McCollough that recap total pounds of laundry processed, effectiveness of stain removal, programs and machines used, and an evaluation of linen handling, machine loading and equipment maintenance. December 2015’s report noted that Ramsey Village processed 52,190 pounds of laundry using 15 different wash programs and three Continental washer-extractors. Three to four operators working a single, nine-hour shift per day, accomplished the job.

This attentiveness is a benefit to McCollough, who relies on the reports for budgeting, inventory and process improvement purposes.

Machine Programmability Key to Proper Clean

At Ramsey Village, washer flexibility and programmability is critical to properly

cleaning a wide array of items. It’s essential to maximized efficiency and cleaning results – especially at a healthcare facility where laundry can be soiled with feces, vomit and other contaminants. At Ramsey Village, the Continental washers are programmed to perfectly clean incontinent pads, towels, linens, blankets, gowns, bibs, delicates, personal items, mops and rugs, curtains, and more. “We see it as our responsibility to install the correct formulas for the type of application,” said Ross. “In the healthcare industry, we may formulate up to 20 different cycles on each machine for properly cleaning various linen and load types.”

Continental’s most advanced control – the Inteli – provides ease of multi-machine programming, easy-to-read machine alarm diagnostics, and nearly infinite program configurations, he said.

“We can control water temperature by degree, wash rotation speed and duration, water levels, bath cool-down by degree, extract speeds, and much more,” said Ross. “Wash cycle times vary from 45 minutes for incontinent pads, to 20 minutes for personal items. Timed chemical dosing for each formula lowers operator error, chemical waste and machine operation time,” he said.

Operators simply load the machine, enter a program number to match the item type, and press start. The washer automatically applies the perfect combination of chemicals, water temperatures, mechanical action, pre-washes, baths, soaks and rinses for excellent results.

Once washed, operators transfer laundry loads to a programmable Continental dryer. Once again, they load, enter a program number, and press start. The Continental Pro-Series II Dryers offer Linen Life Extension moisture sensing technology, featuring 12 programmable dryness levels from 0 to 40 percent. When the load hits its pre-set level of dryness, the control shuts the dryer off. “This feature not only saves energy and time, it ensures goods experience less damage and fiber loss,” said Ross. “It reduces over-drying and resulting fabric damage.”

And that’s a good thing, according to McCollough. Nonetheless, her favorite feature is the fire sensing and extinguishing system. “Most fires occur in the kitchen or laundry because of greasy rags that aren’t sorted out of the load properly,” she said. “It’s nice to know our dryers are equipped to handle a fire if it occurs.”

“We’ve always had Continental laundry equipment because it doesn’t break down,” she added. “It’s highly programmable and simple to use.” Meanwhile, Ross Chemical Systems, according to McCollough, offers attentive service and ensures Ramsey Village’s laundry purrs at peak performance.

Discover more about Continental laundry equipment at www.continentalgirbau.com or call 800-256-1073. Contact Ross Chemical Systems at www.rosschemicalsystems.com or 800-870-2702.