



# Clockwash Launderette

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## **Instructions on how to use the launderette**

### **Self Service**

If this is your first visit to Clockwash or indeed any launderette it can sometimes be a bit confusing or daunting.

We have prepared this simple guide to help you best utilise the launderette. Please note staff assistance is available during attended hours which are: Monday to Friday 8.30am to 5.30pm and Saturdays 8.30am to 2pm. Sunday and Bank Holidays are unattended. All our staff are fully trained and able to help you.

Our self-service launderette opening times are 6am to 9pm 7 days a week including bank holidays.

### **Washing machine instructions**

#### **Please check pockets before using any machine**

Our washing machines are modern and very easy to use. Please check drum before use. Please place your washing into the appropriate size machines. Our small machines are 10kg (bigger than a domestic washing machine), medium machines are 16kg and large machine is 22kg, going up to our largest machine which takes 28kg in dry weight. It is obviously sensible to sort between lights and darks if required.

Soap powder and our own range of detergents are available for sale during attended hours. You can of course bring your own as most people have a preference. Soap powder is placed in the front two compartments on the top of the machine under the grey flap. Prewash on left and main wash on right. The rear two compartments are for liquid. The rear left is for fabric conditioner and the rear right is for liquid detergent. If you have gel pods or washing granules, please place them in the drum with your clothes.

Then close the door of the washing machine by turning the handle clockwise one click. Check door is secure. Please select the temperature by rotating the grey knob clockwise to cycle through the options.

The options are:

Hot Wash- 60 degrees C

Warm Wash- 40 degrees C

Cold Wash- No heating, temperature as comes out of tap.

Delicate Wash- 30 degrees C (Short wash, low spin speed)

Heavy Soil Wash- 60 degrees C (extra pre wash and longer cycle) costs an extra 50p

Duvet Wash (medium and large machines) 40 degree wash, higher water level and extra spin perfect for duvets and blankets.

All machines will display the price on the blue control display. You can then pay. All machines take coins 20p 50p £1 and £2. On some machines with the contactless symbol on you can pay by card or mobile phone. Please follow the instructions on the front of the machine. The card pay point is located on the wall by the front door. Please ensure you select the correct number for your machine. The left hand pay point controls washers 1 to 6 and the right hand payment controls dryers 7 to 12.

After you have paid either with coins or card the machine will start. The number of minutes remaining will be displayed on the blue control display. Please note all machines start by spinning, they are weighing the load to ensure the correct amount of water is released. This is normal and nothing to worry about. Cycles take between 35 mins and an hour depending on machine and cycle selected.

You are welcome to wait for your laundry in the launderette or leave it and come back at the appropriate time. Whilst the machine is in use the machine door is locked so no one can access your clothes. Once the cycle has finished the door will unlock so please ensure you are back in time. If your machine has finished and you are not there and someone else is waiting to use the machine, your items may be removed and placed in a basket on top of the machine. This is to allow the next person to use the machine if there is a queue. If you are worried about this, we would advise you stay with your items so you can take them out when they finish.

### **Tumble Dryer Instructions**

Tumble dryers can be used by customers who have already used our washing machines or by customers who are drying only having already washed their clothes at home. Please note during busy periods customers who are already using the launderette to wash have priority over using tumble dryers.

Place your wet clothing/bedding in the dryer. For best results do not overload. The small dryers take 14 kg and the large dryers 21kg. Close the dryer door and then insert coins or pay by card on the dryers with the contactless symbol. Card payment is minimum £2.00 in £2.00 increments. So, if you wanted to put £6.00 credit on the tumble dryer, you would need to pay three times in £2 increments (3 x£2)

All dryers take 20p 50p, £1 and £2. Please follow instructions on dryer screen. £1=9 mins of drying time on small dryers or 8 mins on

large dryers. Time is simply accumulated on the coins that you put in. So, if you put £1, and then 20p you would get 12mins. Then select temperature to start. The options are: high, medium or low. Some dryers have the option for delicate temperature, which is similar to low but with less tumble agitation.

Generally speaking, thicker items will need longer, for example towels normally need at least 30mins whereas sheets may only need 20 mins. The more items you put in the dryer at once the longer generally it takes to dry.

Dryer doors can be opened at any time during the cycle. This will automatically stop the dryer, which will resume when door is closed. It is more economical to put say 30 mins on the dryer and let it run the whole cycle rather than say do three lots of 10 mins as then the dryer will cool down between lots rather than have a continuous period of drying. For more information on this and the most efficient way to use the tumble dryers whilst getting the best results, do please speak to a member of staff who will be pleased to help. The remaining cycle time and temperature is shown on the display on the front of the dryer.

You are welcome to wait for your laundry in the launderette or leave it and come back at the appropriate time. If your machine has finished and you are not there and someone else is waiting to use the machine, your items may be removed and placed in a basket. This is to allow the next person to use the machine if there is a queue. If you are worried about this, we would advise you stay with your items so you can take them out when they finish. Please don't forget to check the drum at the end of the cycle. Socks always try and hide in the back!

Any items left on the premises are done so at the customer's risk.