**OPL Meeting 27/07 Summary**

Background

On Monday 25/07 I made an enquiry to Electrolux Professional Laundry Systems Sales (<http://professional.electrolux.co.uk/Service--Support/Contact-Numbers-UK/)-> I told them I’m looking for an Electrolux distributor in Rwanda capable of providing sales and maintenance. They took my enquiry as a request for export, and redirected me to a domestic UK commercial distributor of Electrolux, OPL (<http://www.opl-ltd.co.uk/>).

According to their sales representative, 90%+ of their sales is domestic. They can provide us with sales of commercial washing machines of Electrolux and Primus, but do not have a presence in Rwanda and cannot provide any after sales services. As such they are a “vehicle” for export and cannot provide installation support and maintenance- these services will have to be independently sourced. Therefore, I see no reason to enlist their services having found a distributor with presence in Rwanda which can provide essential maintenance.

The following are a few pieces of miscellaneous information I have obtained:

-Most ‘on-site’ laundry operations (e.g. hotels, hospitals) tend to use high spin rate washing machines in order to minimise moisture retention. This is to cut cost from the need of high energy dryers to subsequently dry articles.

-There are two ways to supply hot water into washing machines, some machines offer the user the choice to select between them. One way is to utilise heating elements installed in the washing machine which is electrically powered. The other is by ‘Steam’ where the washing machine is usually linked to a boiler which supplies the hot water directly. The ‘Steam’ option is one we can adopt eventually, perhaps using residual heat from solar panels for water heating.

-Electrolux W575 Models pricing: W575N/S, W575H are marketed for their extremely low energy and water consumption. The energy consumption of the motor for each washing cycle is 0.1-0.15kWh. W575N/S are low spin models, with price of £2500 incl VAT and W575H is the high spin model with price of £3100 incl VAT (VAT=20%, can be exempted upon export). ‘Spin’ refers to the rotation rate (usually in units of rpm) of the drum of the washing machine, which affects how much moisture can be extracted by the washing machine during the ‘extraction’ stage of a programme.

-100mm concrete flooring is typically required for hard/rigid mount washing machines to be installed, because the drum is fixed to the body of the washing, which results to vigourous vibrations.

-Top load vs Front load machines: According to the sales rep typically top load machines have high water consumption and are less efficient in the extraction stage. Top load machines tend to be ‘semi-professional’. They have sold about front load 30,000 units compared to about 2,000 top load units.

-Primus RX80 (8kg) sales price at £2322 incl VAT. This is a popular low spin rate model.

-Electrolux ‘Compass Pro’ allows the user to customise programmes using a software. This and similar technologies can potentially be looked into, as we can uniquely compromise wash quality for minimal energy/water consumption.