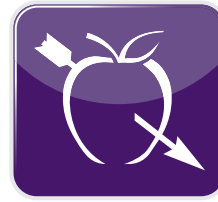




Service



Accountability



Trust



Options



Support



Green



Learn more at
washlaundry.com





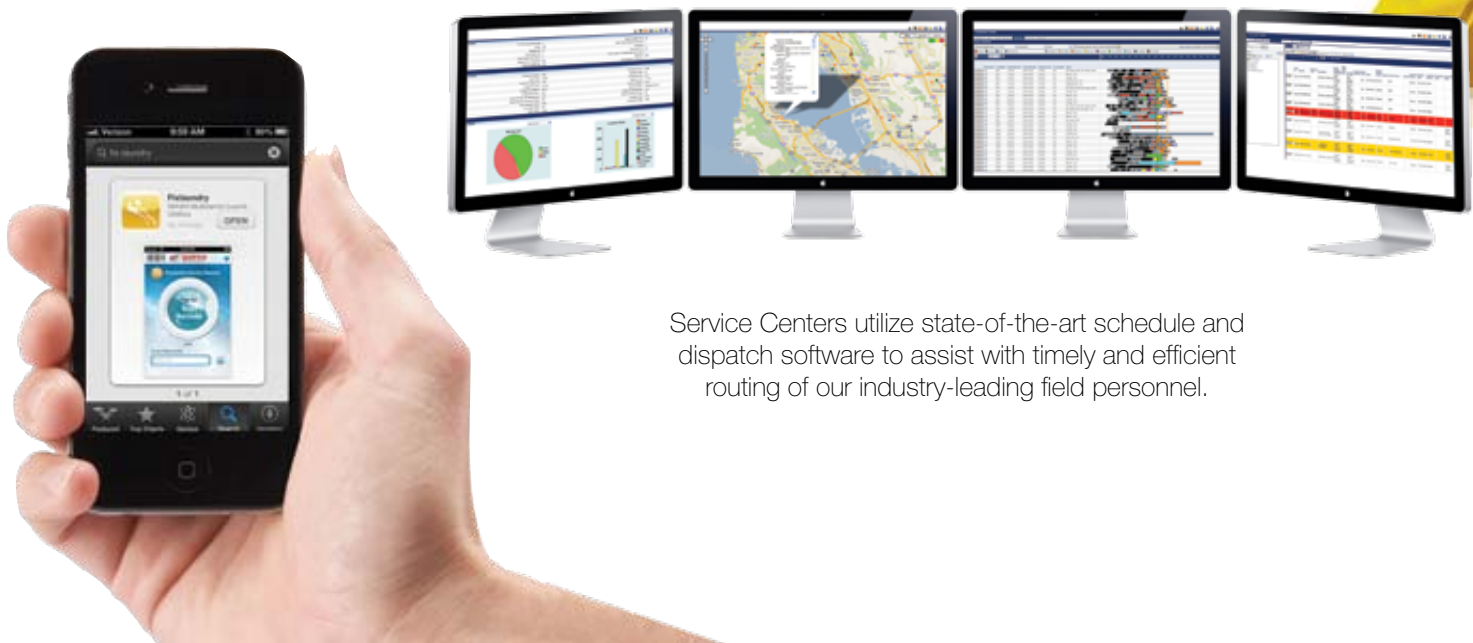
**North America's Most
Trusted Operator of
Common Area Laundry
Rooms For More Than
65 Years.**

**Over 4.5 Million People
Do Laundry in Our 65,000
Locations Each Week!**



Service

- ⌘ **Live Customer Service 24 X 7**
- ⌘ **FixLaundry Mobile App for Quick Service Requests**
- ⌘ **11.76 Hour Average Response Time**
- ⌘ **Over 385,000 Service Calls Completed Annually**
- ⌘ **First Time Fix Rate of 97%**
- ⌘ **Over 580 Fleet Vehicles with GPS Tracking**
- ⌘ **Satellite Guided Routing and Dispatching**



Service Centers utilize state-of-the-art schedule and dispatch software to assist with timely and efficient routing of our industry-leading field personnel.



Everything we do begins and ends with a continual commitment to best-in-class service.



Learn more at
washlaundry.com/service



Accountability



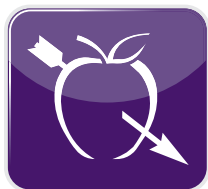
As part of our best-in-class accountability, we offer peace of mind when it comes to your laundry room finances. From collecting on location through payment of your commission, we safeguard your revenue with an unmatched level of security and accountability.

- ⚡ **Over 1.7 Billion Quarters Processed Annually**
- ⚡ **Our WASH Report Provides Unparalleled Technology-Based Chain of Custody**
- ⚡ **Industry Leading Loss Prevention Team Works Directly with Local Law Enforcement**
- ⚡ **Best-in-Class Added Machine Security Features**
- ⚡ **Detailed Monthly Accountability Statements**





That's why over 65,000 locations servicing over 4.5 million people
have placed their trust in us for over 20 years on average.



Trust

- ⌘ **Over 65 Years of Laundry Experience**
- ⌘ **97% Customer Retention Rate**
- ⌘ **Average Customer Tenure Over 20 Years**
- ⌘ **Voted “Best Laundry Service Provider in the USA” by *Apartment Finance Today* Readers 4 Years Running**
- ⌘ **Satisfaction Guarantee with 6-Month Trial in Every New Business Lease**



Learn more at
washlaundry.com/trust



Options

- ❑ **New or Remanufactured Energy Efficient Speed Queen, Maytag and Whirlpool Commercial Laundry Equipment**
- ❑ **Coin or Card Payment Systems**
- ❑ **Lease, Rentals, Sales, Service and Collection Options with Flexible Terms**
- ❑ **Direct Deposit of Commission Checks**
- ❑ **Expedited Service Response Upgrades**
- ❑ **Expert Laundry Room Design**





Speed Queen

MAYTAG

Whirlpool



Offering more choices that suit your needs, our approach has always been to work with you to find the right blend of products and services.



Learn more at washlaundry.com/options

Support

- ⌘ **Resident Training Services, On-Site and On-Line**
- ⌘ **Over 850 Customer Focused Employees with 12.8 Years Average Tenure**
- ⌘ **Multi-Lingual Communication**
- ⌘ **Rapid Refunds Initiated Online**
- ⌘ **Live Customer Service 24 x 7**



Service, security, trust and flexibility wouldn't be possible without our commitment to customer service, technical assistance and a sales team that makes support a reality each and every day.



Learn more at
washlaundry.com/support



Green

What good is clean laundry if we have a dirty planet?

WASH's green practices have dramatically reduced energy consumption
and water usage, saving dollars and the earth.



- ⌘ **ENERGY STAR Partner**
- ⌘ **14.4 Billion Gallons of Water and 826 Million kWh of Energy Saved Each Year at WASH Locations**
- ⌘ **Cashless Laundry Rooms Conserve Energy by Eliminating Collections**
- ⌘ **Corporate Conservation Initiatives Include Energy-Efficient Lighting Upgrades, Use of Hybrid Vehicles and Machine Refurbishment**
- ⌘ **Enhanced GPS Routing with Predictive Traffic Monitoring for Improved Fuel Efficiencies**





WASH is North America's most trusted name in laundry service with operations in 15 US States and all Canadian Provinces totaling 27 branch offices.

1.800.421.6897
washlaundry.com