

White Glove Delivery

FROM AUTOMATIC LAUNDRY



White glove delivery service for commercial appliances is a premium and high-touch delivery offered by Automatic Laundry. It is designed to provide our customers with a hassle-free and convenient experience when they have decided to outsource the management of their community laundry to Automatic Laundry.



Scheduling and Coordination

Customers can often schedule a delivery date and time that suits their convenience. Automatic Laundry will work with the customer to coordinate the removal of the existing laundry equipment and delivery of the new equipment and ensure it aligns with their availability.

- Disconnecting machines and remove old venting and fill hoses (if owned by customer).
- Sweep floor from debris when old machines are removed.

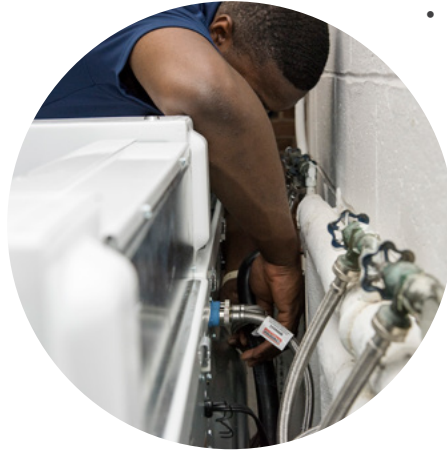
Protective Removal and Installation Measures

The team takes precautions to protect the customer's property. This may include using protective mats or blankets to prevent damage to floors and walls, and ensuring the appliance doesn't scratch or dent any surfaces during transport.

Professional Last Mile Team

A trained and professional delivery team arrives at the customer's location and will contact the onsite staff immediately. These individuals are experienced in handling appliances and are knowledgeable about installation and setup.

- Product Inspection: Upon arrival, the delivery team inspects the appliances to ensure they're in perfect condition. If any damage or issues are identified, they will work with the customer to resolve them.
- Carefully position the washers and dryers in the designated area of the customer's choice within the laundry room(s). Take into consideration the proper clearance and utility connections (water, gas, electricity) needed for the equipment to function.
- Level washers and dryers.
- Connect new hot and cold water hoses; make sure rubber gaskets are in place.
- Turn water on and check for leaks
- Test hot and cold water valves.
- Cut the drain hoses to length and secure with zip ties.
- Install new venting for dryers and secure with straps (if needed).



- Plug in electric cords.
- Coordinate gas dryer connections with licensed plumber and ensure all gas connections have been tested and gas is turned on.
- Complete installation of add value kiosk (if applicable).
- Start washers and dryers with card or app.
- Wipe down machines.
- Hang instruction signs.
- All packaging materials are removed and disposed of responsibly, leaving the laundry room(s) clean and clutter-free.
- Take photos of the installation.
- Complete final walkthrough.
- Report any plumbing or electrical issues to the onsite staff.
- Report any equipment issues to Service team.

Customer Satisfaction

Throughout the entire process, the last mile team is attentive to the customer's needs and concerns, ensuring that they are fully satisfied with the service.

White glove delivery service is ideal for customers who value convenience and want a seamless experience when upgrading their laundry equipment or replacing the existing service provider. While it often comes at an additional cost compared to standard delivery options, the peace of mind and the assurance of a well-handled delivery and installation process can make it all worthwhile.