

DOMUS *NEWS*

NO. 4 - INTERNATIONAL EDITION

SEPTEMBER 2024

WHAT'S NEW?

Discover the latests novelties in drying, washing, and payment systems.

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SUCCESS STORIES

Some of the Domus awarded distributors share their experience with our product.

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EXHIBITIONS

Get ready for FHA in Singapore and TEXCARE Frankfurt!

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DOMUS IN-HOUSE 2024

In spring a new edition of DOMUS IN-HOUSE 2024 took place at our premises, where we had the pleasure to welcome our valued customers and distributors from all over the world. This meeting was a perfect opportunity to strengthen ties, share knowledge and celebrate our successes together.

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DELIVERING THE PRIZES!

With the first edition closed, the prizes are being delivered to the best Domus distributors. Are you ready for the next big surprises?



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Preparing the engines!

Big news, presentations and key fairs

Dear Readers,



Welcome to our latest edition! We're excited to bring you the newest advancements in laundry technology and share some inspiring stories from our community.

First up, we're introducing the DOMUS LAUNDRY KIOSK payment centre. This innovative system connects seamlessly to machines for centralized, contactless payments. Launching in September 2024, the accompanying mobile app will allow users to make reservations and payments remotely. This secure, convenient solution is set to transform business operations and customer experiences.

We're also thrilled about the DOMUS Clean & Move, a compact and versatile mobile laundry unit debuting in September 2024. With three essential machines and centralized payment options, it's perfect for a variety of settings. Optional accessories like solar panels make it a sustainable choice, ideal for remote locations and temporary setups.

Additionally, we're enhancing our laundry equipment with new propane and natural gas heating options, improved handles on the ESSENTIAL range, and large-capacity tumble dryers. These upgrades ensure reliability and efficiency, key for busy commercial environments.

We also recently hosted the Domus In-House Fair, bringing together clients, distributors, and technicians for a day of innovation and collaboration. Highlights included a tour of our advanced facilities and a seminar unveiling our latest products.

We're proud to announce the winners of the inaugural DOMUS AWARDS, recognising outstanding distributors for their eco-energy initiatives and innovative solutions. Their stories highlight the transformative impact of our machines on their businesses.

Lastly, we look forward to the TEXCARE fair in 2024, where we'll showcase our latest innovations.

Dive into this issue to explore all these exciting updates and more. Enjoy the read and discover the future of laundry technology with us!

Warm regards,

Gerard Cío
Export Area Manager
 g.cio@domuslaundry.com

What's new?

Revolutionizing the laundry with cutting-edge technology



Novelties in drying

Enhanced convenience

At the heart of our offerings lies a commitment to providing tailored solutions that streamline operations and enhance productivity. Our gas heating options, for instance, are designed specifically with professionals in mind. All our models and ranges come equipped with propane gas as standard, ensuring consistent performance for commercial use. And now, for those who prefer **natural gas**, **this new option is readily available**, with appliances delivered pre-configured for seamless integration, **eliminating the need for conversion**.

But it's not just about the fuel source; practical features also matter. We're proud to introduce enhancements such as **new handles on our ESSENTIAL range**, facilitating easy access to the fluff filter. These additions ensure maintenance tasks are completed swiftly and efficiently, crucial in busy environments where time is of the essence.



In larger-scale operations, our large capacity tumble dryers ranging from 45 to 80 kg are engineered for superior performance.

Convenience is key, too. Features like the **new front tilting option**

in large capacity models such as the DTT-45/60/80 tumble dryers, simplify loading

and unloading, minimizing downtime and allowing you to focus on serving your customers. This underscores our commitment to versatility and accessibility, offering peace of mind to users in commercial and residential settings alike.

With a **new direct drive** featuring a geared motor, these dryers offer increased efficiency and unmatched durability—essential qualities for businesses where reliability is non-negotiable.



Novelties in washing

Ergonomic upgrades

Set to launch in 2024, our new line of industrial washers and water recovery tanks is set to revolutionize laundry operations with its advanced features and capabilities.

On one hand, all high-speed industrial washers **now come equipped with the latest 180° opening hinges**, enhancing ergonomics and durability. This innovative feature ensures reliability and ease of use in small or busy places, providing peace of mind to operators. Additionally, the DHS-35C / 45C washers have been **upgraded with legs** similar to the larger DHS-60C / 80C models, further **enhancing stability and performance**.

On the other hand, our range of industrial washers, including high-speed washers like the DHS series, low-speed washers like



the DLS series, and sanitary barrier washers such as the ASM, DHB, and ASA models, now offer the **option to connect ECOTANK / ECOTANK XL water recovery tanks as a separate kit.**

ECOTANKS allows for efficient water recycling, reducing water consumption and environmental impact. Moreover, a hose and fittings kit is available for easy installation, ensuring seamless integration with the new **ECOTANK XL. It also has a new and stylish design with skinplate.**

gation from any mobile device, be it a phone or a tablet. Adaptability and performance are our priorities, ensuring that you have access to all DOMUS information at your fingertips.

Visit domuslaundry.com to learn all about industrial laundry on our blog and see a host of references and cutting-edge installations,

We are sure you will love it as much as we do!



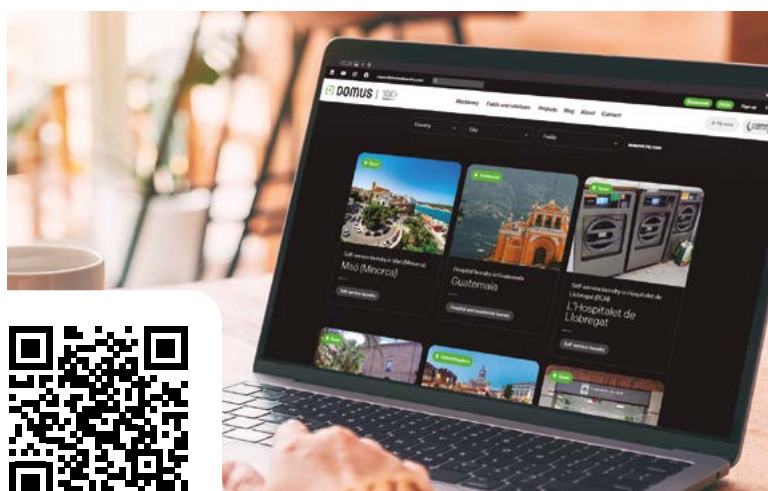
New webpage

Innovation in our digital home

Always at the forefront of design and the latest technology, we present you the new domuslaundry.com website with **videos, solutions and new sector menus**, to offer you all the information in a comfortable and renewed way.

With a focus on **user-friendliness and intuitiveness**, our new web design offers an unprecedented user experience. We have transformed DOMUS into a modern and elegant space, where every interaction feels natural and fluid.

Best of all, our website is fully responsive, which means you can enjoy seamless navi-



Scan and discover now our new look!
www.domuslaundry.com



DOMUSLAUNDRY KIOSK

Transforming laundry management and user experience

The brand **new DOMUS LAUNDRY KIOSK** payment centre is designed to revolutionize how businesses manage their laundry facilities, this cutting-edge solution connects seamlessly to machines **via Ethernet or pulses**, offering **centralized contactless payment**.

What sets the DOMUS LAUNDRY KIOSK apart is its **integration with the IoT DOMUS CONNECT platform**, enabling remote control and analysis of data. With two models available—a 32" (with or without printer) and 12" models—this solution caters to diverse business needs, whether for established ventures or Clean & Go projects.

Launching in September 2024, the DOMUS LAUNDRY payment APP further enhances convenience, allowing users to make remote reservations and payments via their mobile phones. Additionally, its versatility shines through, offering **easy installation, compatibility with various payment systems, and efficient financial management**.

Safety is paramount, with electronic payment and contactless transactions ensuring a **secure user experience**. Moreover, the issuance of proof of payment/service enhances transparency and trust.

The DOMUS LAUNDRY KIOSK not only improves the customer experience but also simplifies business management, providing security and peace of mind for both users and owners. It's the perfect

choice for businesses seeking **efficiency and innovation** in their laundry operations.





Clean & Move

Innovative mobility and efficiency for a modern laundry

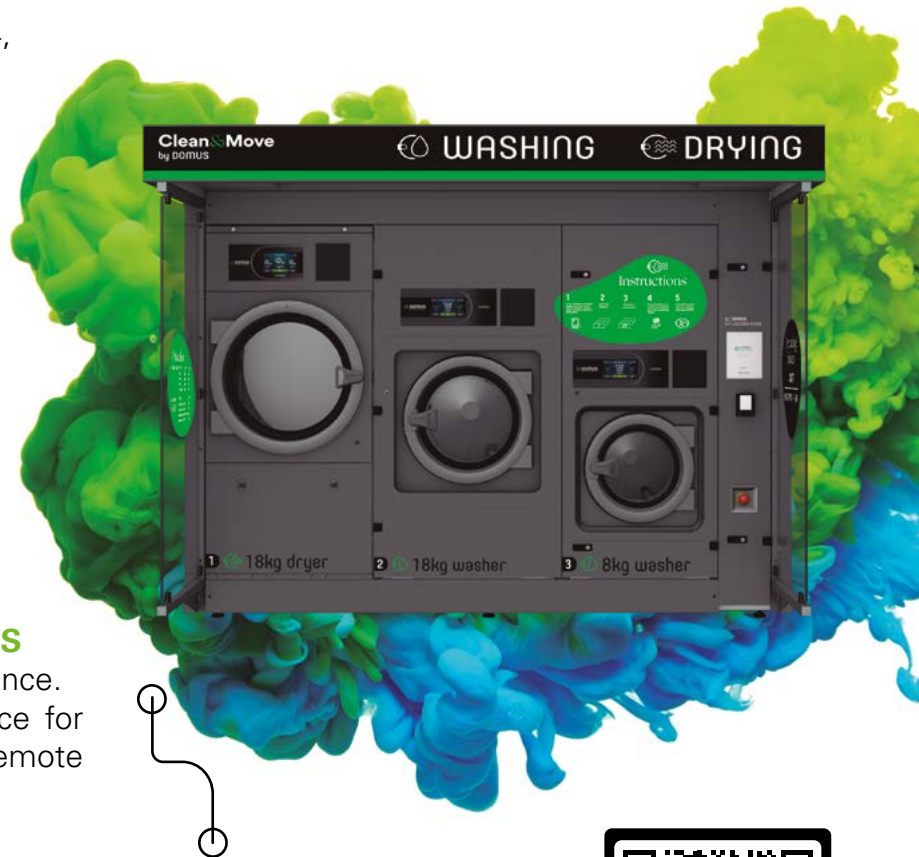
Set to launch in September 2024, the **new compact Clean & Move** is poised to transform laundry management with its innovative design and comprehensive features. This all-in-one solution **houses three essential machines** within its compact frame: an 18 kg washing machine, an 8 kg washing machine, and an 18 kg dryer, along with several accessories.

It is configured as a mobile laundry unit, it comes equipped for centralised payments and can seamlessly integrate the **new DOMUS LAUNDRY KIOSK** for added convenience. This flexibility makes it an ideal choice for a wide range of applications, from remote locations to temporary setups.

For those looking to further enhance sustainability and functionality, optional accessories like **solar panels** and winter packs are available, offering economic savings and operational adaptability in diverse environments and **automation system**, providing users with advanced control and monitoring capabilities.

Moreover, the **Clean & Move** boasts **reduced installed power**, ensuring energy efficiency without compromising performance. Its compact size allows for easy transportation, with the unique ability to load four boxes per 12-meter truck—unmatched in the market.

Handling and maintenance are made effortless with side, front, and rear access points, as well as manipulation options with fenwick or crane handling.



Scan the QR code to discover more details!



domuslaundry.com/en/laundry/coin-laundry/mobile-laundrette-business/



Plus, detergent access is simplified through dedicated service doors, enhancing operational efficiency.

Payment options are diverse, catering to various preferences and needs, including coin/token mechanisms and the **DOMUS LAUNDRY Payment APP**, offering seamless transactions via mobile devices.

Scan the QR code and learn more about it!



domuslaundry.com/en/machinery/domus-laundry-kiosk/



Clean&Go

All the tools to be successful with your launderette

At DOMUS we make it easy for you. We offer you a wide range of machinery with different accessories and payment methods available like a coin acceptor, the brand new **DOMUS LAUNDRY KIOSK** (p. 6) or the **DOMUS LAUNDRY APP** as well as a complete and very attractive design proposal for your premises.

With DOMUS, starting up a self-service laundry business is something you will find easy, affordable and safe in equal parts.

Firstly, it should be stressed that we offer you the possibility of opening a self-service laundry business with state-of-the-art equipment: **the most advanced technology, connectivity, total control of the business, efficient machines, a new central pay DOMUS LAUNDRY KIOSK which is connected to DomusConnect (IoT),** a nice design for your shop, and all the signage and instructions ready to be resized and printed, as you can see below and next page with real examples.

DOMUS provides all of the knowledge and experience that we have acquired over the years, with more than five thousand self-service washing machines and hundreds of laundries set up around the planet, at your disposal from the beginning.



We make available to you the **Clean&Go Brand Manual**, along with the type design of a shop, from the posters to the signage, leaflets and other concepts with the Clean&Go aesthetics, so you don't have to worry about designing all of these details. You will only need to adapt it to your needs and print or paint.

Clean&Go provides the 3 fundamental advantages of a franchise (right to use the brand / training / support) but without charging for right of entry, advertising royalties, or sales royalties. This means that **the revenue from your laundry business is entirely for you.**



New projects



📍 **Thailand.** Project with several washers, dryers and a beautiful industrial look, using the free brand manual with Clean & Go design (posters, vinyls,...) ready to be adapted.



📍 **Serbia.** Making the most of the space, demonstrating that a large investment in a premises is not necessary.



Contact us to start a Clean & Go!

Scan this QR code to know more about starting a C&G business



muslaundry.com/en/laundry/coin-laundry/start-laundrette-business/

DOMUS IN-HOUSE

Presenting the latest news in our factory

Discover the highlights of the recent Domus In-House Fair, where clients, distributors, and technicians gathered at our state-of-the-art facilities for a day of innovation and collaboration. From insightful factory tours to unveiling cutting-edge advancements, the event showcased our commitment to efficiency, technology, and industry leadership. Amidst a backdrop of camaraderie and celebration, guests experienced firsthand the future of laundry solutions.

The Domus In-House Fair recently held at our factory was a resounding success, bringing together clients, distributors, and technicians from around the world. The event showcased our state-of-the-art facilities, providing an exclusive glimpse into our innovative processes and technology-driven approach.

The day commenced with a warm welcome and coffee at the ONNERA LAUNDRY BARCELONA offices, setting a friendly and inviting tone for what was to come. After enjoying a hearty breakfast, our guests embarked on a comprehensive tour of the factory. They were introduced to the **revamped laboratory** equipped with cutting-edge testing facilities, and the **upgraded drum assembly line**. Additionally, they had the opportunity to explore the **spacious and modern technical office**,

adorned with sleek vinyl designs and enhanced lighting, reflecting our commitment to aesthetics and functionality.

The tour also showcased our latest machinery, highlighting the remarkable teamwork and dedication that goes into every aspect of our operations. From the loading dock to the innovation testing room, every corner of the factory exuded efficiency and excellence.



Lunch on the terrace provided a refreshing break and an opportunity for networking and fun. Against the backdrop of blooming spring flowers of the terrace, guests enjoyed a delicious meal while fostering a sense of community and collaboration.

Following the break, the seminar commenced, serving as a platform to unveil the latest advancements poised to make waves at the upcoming Texcare Frankfurt fair. The highlight of the seminar was the presentation of our new product lineup and technological innovations,



including the revolutionary **ECOTANK XL** water recovery tanks, the versatile **Clean & Move mobile laundry solution**, and the cutting-edge **Domus Laundry Kiosk** payment hub.

With a focus on efficiency, technology, and IoT, the seminar delved into the intricacies of these innovations, offering insights into their potential impact on the industry. Special attention was given to the forthcoming **TEXCARE Frankfurt** showcase, where our new products, self-service innovations, and energy-efficient heat pumps will take center stage.

The day concluded with a delightful BBQ dinner on our picturesque terrace, complete with catering service and a fireworks display. As laughter filled the air and conversations flowed, it was evident that the positive atmosphere and strong commitment displayed by all participants underscored our dedication to leading the industry with cutting-edge solutions.

In addition to the informative sessions and engaging activities, a special moment of recognition took place as commemorative glass plaques were presented to key partners and collaborators. This gesture of appreciation highlighted our gratitude for their continued support and partnership in driving innovation and excellence within the industry.



DOMUS AWARDS

Rewarding INNOVATION and EFFICIENCY



We are thrilled to announce that the DOMUS AWARDS have already taken place! This event commemorates the remarkable achievements of our exceptional distributors worldwide. The winners are currently receiving their well-deserved awards and prizes.

After a long year of offering tailored solutions for each client and striving to develop more efficient and robust machines while maximizing customer management and communication through IoT, we at Domus have created these awards to motivate and thank our extensive network of distributors worldwide. These distributors work tirelessly to showcase the significant benefits and solutions that Domus machinery provides. Domus, a company founded over 100 years ago, has always had innovation in its DNA.

In this inaugural edition, we honored two categories: **BEST ECO-ENERGY DEALER** and **BEST INNOVATIVE DEALER**. The deserving winners in each category have been crowned, and we have unveiled the TOP 10 dealers worldwide.

On March, we officially announced the winners and personally presented them with **the DOMUS AWARDS trophies and prizes**. These winners have the opportunity to share their inspiring success stories on our website and Domus Laundry platforms. You can read some of them in the next chapter.

Awarded distributors are receiving significant

exposure in Domus News magazine, on our website, and across our social media networks, highlighting their innovative and efficient achievements.

With the winners now revealed, we have started distributing the announced prizes, as detailed on our website and social media. In the coming weeks and months, these awards will be delivered to all the listed distributors. We also extend our heartfelt gratitude to all other distributors who, despite not yet being at the top, continue to offer exceptional service. Their dedication and commitment drive our ongoing success and innovation.

In the following pages, you can read first-hand testimonials from various distributors about their experiences and successes. These stories provide valuable insights into the impact of our products and the dedication of our partners.

Stay tuned to our social media channels and newsletter, as the countdown to the 2024 Domus Awards will begin soon, bringing many new and exciting updates!





The **BEST INNOVATIVE DEALER** award celebrated dealers embracing cutting-edge technology by connecting **the most machines to the Internet of Things (IoT)**. The winner was determined by the percentage of sold machines successfully connected. This offers real-time monitoring, enhanced efficiency, and predictive maintenance, reducing downtime and costs.

1. **WASHSTATION** (United Kingdom)
2. **BRENTARENO** (Italy)
3. **CENTRAX** (Mexico)
4. **DOMUS LAUNDRY CZ** (Czech Rep.)
5. **INNOVATION SCRIPT** (Lithuania)



The prize was delivered by Eduard Colomer, our Export Manager, during the In-House 2024 event. He expressed his gratitude to the entire team for their outstanding work throughout the year. The winner of the Best Innovative Dealer category received a trophy, a tablet, and a gift bag containing various presents for the team. Great job!



The **BEST ECO-ENERGY DEALER** awards honoured dealers committed to **promoting energy-efficient products**. Sales performance of scorable products like ECOTANK XL, ECOTANK, flatwork ironers with radiant burners, ECO-ENERGY dryers, high-spin washing machines, and the DYNAMIC range with humidity control determined the winners.

1. **ORGAEARTH** (India)
2. **SUINLA** (Spain)
3. **DOMUS LAUNDRY CZ** (Czech Rep.)
4. **ADELYA** (France)
5. **LAVASECO MODERNO** (Colombia)



Meeting in Aahar 2024 exhibition in New Delhi, with ORGAEARTH representatives.

Success stories

of DOMUS distributors around the globe



Explore the narratives of the selected 2023 edition winners as they share their firsthand experiences and insights into the transformative impact of working with DOMUS machines. These personal accounts underscore the unparalleled value of partnering with DOMUS, highlighting how its innovative solutions have redefined industry standards and propelled their businesses to new heights.

STORY 1

WASHSTATION

United Kingdom

No. 1 Innovative Dealer of the World (2023)



Our client is the University of Bristol, to whom we have been providing on-campus student launderettes since 2013. In 2023 we installed new Domus equipment in all **14 laundry rooms, which are used by 3,700 students.**



The machines that we replaced were from other brands small chassis, all of which were being operated on our App but, due to their basic processors, we could not use all of our IoT controls when we connected them in 2021. The University

was seeking innovation and, as they have a very strong environmental strategy, on replacing the laundries they wanted to ensure that the maximum possible reduction of resources and CO2 was made.

The Domus Heavy Professional range is our machine of choice for managed laundries.

This is because we can deliver real and material ESG impact for our clients using these machines and we can also achieve our IoT ambitions, which are to have predictive maintenance regimes, two way communication with the machines and data that will enable us to understand all aspects of our laundries. Our scheme for Bristol included the installation of

133 Domus Heavy Professional with water recycling plinths in laundries where we did not need to stack the dryers. **These are the first and only student launderettes in the UK to have water recycling facilities.**

The main advantage to the University is a **50% reduction in their utilities costs** simply from changing over the equipment. Because of this they are able to offer students a much reduced price to wash and dry. For Washstation, we have benefitted from being able to **remotely manage and control the machines**, reducing the number of reactive maintenance visits and engineer's CO2 emissions.

The replacement of the laundries was presented as a tender project and so our competitors also bid for the contract. However we were able to demonstrate not only the strength of the equipment and our service but also the approach and philosophy of the Onnera Group to the environment. The fact that the machines are manufactured in a facility with renewable energy sources, with adaptations to reduce environmental impact, scored us extra points!



Text by **Katy Mitchell** (WASHSTATION)



washstation.co.uk

DOMUS LAUNDRY CZ

Czech Republic

No. 3 Eco-Energy Dealer of the World (2023)**No. 4 Innovative Dealer of the World (2023)**

The project we chose is a laundry room in a care home called Vila Vancurova in Opava in CZE. When they decided for our machines, they were a new client for us (and a new client in general as they were building their laundry room from scratch). We went through every step with them to make sure they got their laundry

room completely fulfilling the demands they had for the needs of a big retirement home, housing about 70 users.

They wanted washers, dryers and an ironer, and in cooperation with our company they chose the best mix of these machines to fully fit their needs, and to make sure they can still be

operational in case one of these machines is out of service for a while, without having overly huge amount of them – 1x DHS 11, 2x DHS 18, 1x DHS 35, 2x DTT 18, 11x DTT 36, and ironer CM-2665. **In the end they chose our project as they liked our ECO ENERGY approach,** and the fact that we made sure the laundry room will still be in service even if one of the machines needs repair, but that we have also not tried to make use of it by recommending senselessly 10 pieces of small washers/dryers. Now they have a new laundry room fitted entirely with DOMUS machines – washers, dryers, ironer, all of them in ECO ENERGY line, and **these machines are also connected to IoT + automatic dosing systems.**

As this is a retirement home, they now have a laundry room right on the premises, which is

conductive to efficiency and thanks to all the ECO ENERGY machines, they are able to keep up even a big laundry room working on state benefits. They highly value **the IoT as they can check everything about the machines there.**

One interesting thing about this client is, the Vila Vancurova is now in a building which used to be a former maternity hospital, and basically almost entirely three generations of Opava residents were born there. After a new maternity ward was made in a local hospital about 20 years ago, this building became "useless" and it was only ten years ago that a first senior client moved in after it was reconstructed from hospital to a retirement home.

They are also one of the few clients who truly appreciate the quality of our machines and did not only look at delivery times when creating the entire laundry room from top to bottom, as usually a lot of clients are under pressure regarding this factor.

Text by **Michaela Nárožná** (DOMUS LAUNDRY CZ)

domuslaundry.cz

ORGAEARTH

India

No. 1 Eco-Energy Dealer of the World (2023)



We have a client that has revolutionised the on-premise laundry and wet cleaning industry in India with an impressive network of stores. This transformation began in 2020 when we at Orgaearth Laundry Solutions introduced them to the DOMUS heavy professional range. Previously, our client relied on 6kg machines from another manufacturer.

The decision to switch to DOMUS machines was driven by our client needs for innovation and efficiency. They prioritised DOMUS for several key reasons: **the machines offered superior durability, eco-friendliness, and operational efficiency compared to their previous equipment.**

The inclusion of IoT software enables remote access and control of the washers, significantly enhancing operational ease. Additionally, DOMUS washers' ability to work with any chemical and dosing system offered our client the flexibility they needed.

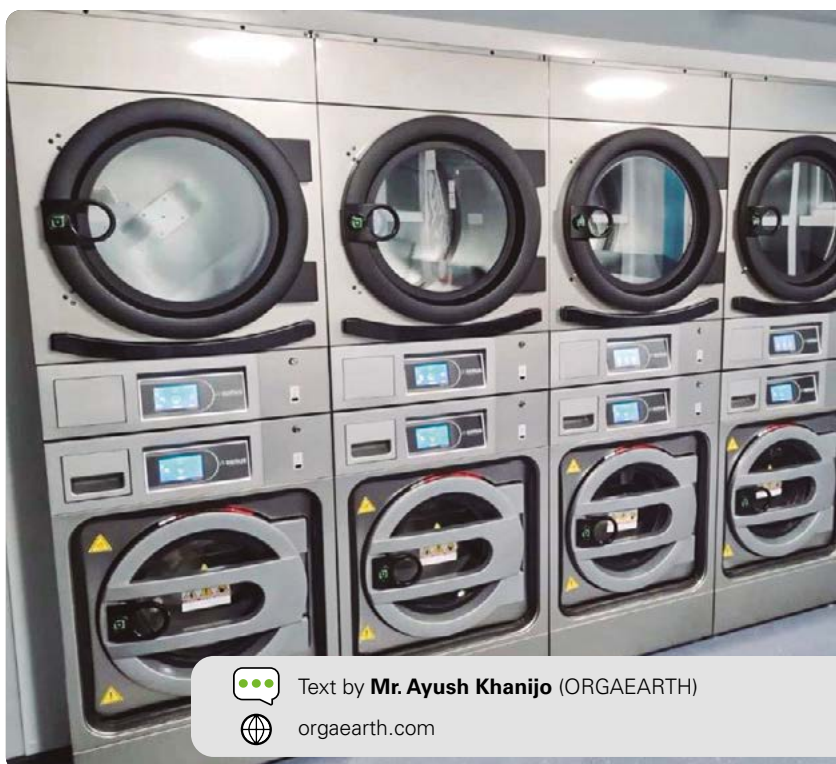
The advantages of the DOMUS laundry systems are substantial. **Optimal loading features** help optimise water and chemical consumption, leading to both cost savings and environmental benefits.

The user-friendly interface ensures that machine programming is straightforward and efficient. **The high G-factor** reduces drying time, improving overall efficiency. Designed to be highly energy-efficient, DOMUS machines support sustainable practices.

Furthermore, **the machines are easy to maintain, and IoT capabilities facilitate quick and efficient troubleshooting.**

Orgaearth Laundry Solutions provides comprehensive solutions, including auto-dosing systems and chemicals, to meet all commercial and industrial laundry re-

quirements. With a team of dedicated in-house service engineers located throughout India, we ensure prompt service and support. Beyond our client extensive network, our collaboration with DOMUS has also seen significant installations in other sectors. We have equipped numerous hotels and hospitals with industrial washers, dryers, and ironers. Particularly noteworthy is our **success with state-of-the-art medical barrier washers**, which we have supplied and installed in cleanroom laundries for pharmaceutical companies and hospitals.

Text by **Mr. Ayush Khanijo** (ORGAEARTH)

orgaearth.com

CLASSICO

Bulgary

No. 10 Eco-Energy Dealer of the World (2023)

The client is a large hospital in the region of eastern Bulgaria. This is a new client that we reached with the help of our distributors from the city of Varna.

The hospital's laundry department needed additional machines, as the rest of the equipment they had was on the one hand getting old and on the other hand insufficient.

Selected machines: washers and dryers.

Equipping a hospital laundry facility presents significant challenges due to the specific and high demands for hygiene and efficiency in the processes. High-performance washing machines and dryers with specific disinfection programs are required.

A great advantage of Domus equipment is that it comes with highly efficient features as standard, which makes this equipment very competitive, but also the fact that the customer knows our distributors in the region and has excellent impressions of the level of technical service.

It is a state hospital in a large seaside Bulgarian city. This project has also an important social significance for the region.

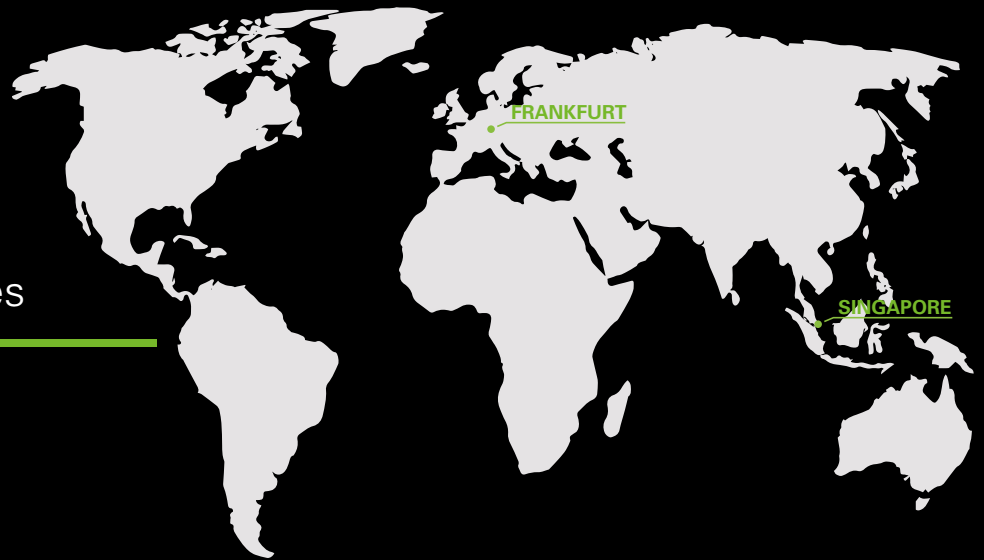
Equipping a hospital laundry requires careful planning and investment in appropriate technology and training to ensure process efficiency and safety.

Text by **Emil Paunov** (CLASSICO LLC.)

classico.bg

FAIRS

Upcoming showcases



FHA Singapore - Hall 5 PE02

Singapore Expo, 22-25th of October

DOMUS will be exhibiting at the FHA Singapore, bringing our innovative laundry solutions closer to the Asian market.

There, you'll have the chance to meet Ms. Grace Cheong, our Export Area Manager based in Singapore, who will explain to you in detail how we're transforming the industry with cutting-edge machinery. From high-performance washers (HPW) and

dryers (HPD) to ergonomic plinths and water recovery systems, **our latest professional equipment will be on display.**

Don't miss this opportunity to spend good time with the complete Domus export team at Hall 5 Stand PE02, and explore the future of efficient and technological laundry solutions. This is a must-visit event!



Grace Cheong

Domus Export Area Manager



TEXCARE Frankfurt - Hall 8 Stand G90A

Germany, 6-9th November

Get ready once more for an unforgettable experience at Texcare 2024! This year, we're thrilled to showcase our latest innovations that will leave you in awe. Dive into a world of **groundbreaking technology** and **unmatched efficiency**, designed to optimize consumption and enhance user experience.

One of the highlights of our exhibit will be the revolutionary **DOMUS CONNECT** technology, and all its implications and advantages, significantly reducing energy con-

sumption and simplifying the management. Additionally, you'll discover our **new ECO-TANK XL water recovery tanks**, the innovative Clean & Move mobile laundry, and the **brand-new Domus Laundry Kiosk**, a digital and tactile central payment system.

And let's not forget our payment systems, and other surprises to make you experience the future of laundry!

See you at Texcare 2024!



Let's play!

DOMUS Quiz


We have many, many pictures from the Domus In-House event, but... one is not original! Find the 10 differences and identify which one is fake and which one is the original image!

A

B



Find the answers by scanning this QR or by logging in:

 domuslaundry.com/en/domus-news-no-4