

ILS OPL and ILS Max *Introduction*



Peta

Scope of Presentation

- Laundry dispensers: single washer, multi-washer, tunnels
- When & where ILS OPL & Max is used
- Benefits of ILS OPL & Max
- ILS OPL & Max sales strategy
- Account management
- Ordering



Single Washer Laundry Dispensers



Summit E

- Single washer dispenser with 2-8 chemical pumps.
- Uses small 100 Series and/or medium 600 Series pumps.
- Runs a max of 3 pumps simultaneously.
- Data logging features and network capable via MNet/DNet.



Summit XL

- Single-washer dispenser 4-8 chemical pumps.
- Uses medium 600 Series and/or large 100 RPM 2000 Series pumps.
- Runs a max of 8 pumps simultaneously.
- Data logging features and network capable via MNet/DNet.

Multi-Washer Laundry Dispensers

ILS OPL

- Multiple washers: Recommended for 4-5 50 Kg washers, handles up to 6.
- Uses 4-8 medium 600 Series pumps
- Integral POF (proof of flow)
- Optional Proof-of-Delivery feature
- Data logging and network programmable via DNet



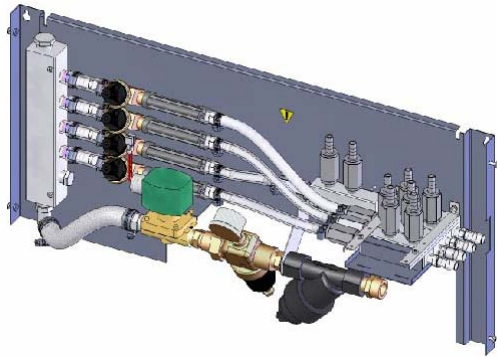
ILS Max

- Multiple washers: Recommended for 6-9 washers, but will handle up to fifteen 200 Kg washers.
- Washer hold ensures chemical goes into the washer at the right point in the cycle, even when using with the max number of washers.
- Up to 10 large 2000 Series chemical pumps
- Integral POF (proof of flow)
- Optional Proof-of-Delivery feature
- Data logging and network programmable via MNet/DNet



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Tunnel Laundry Dispensers



Tunnel flush manifold with Summit XL

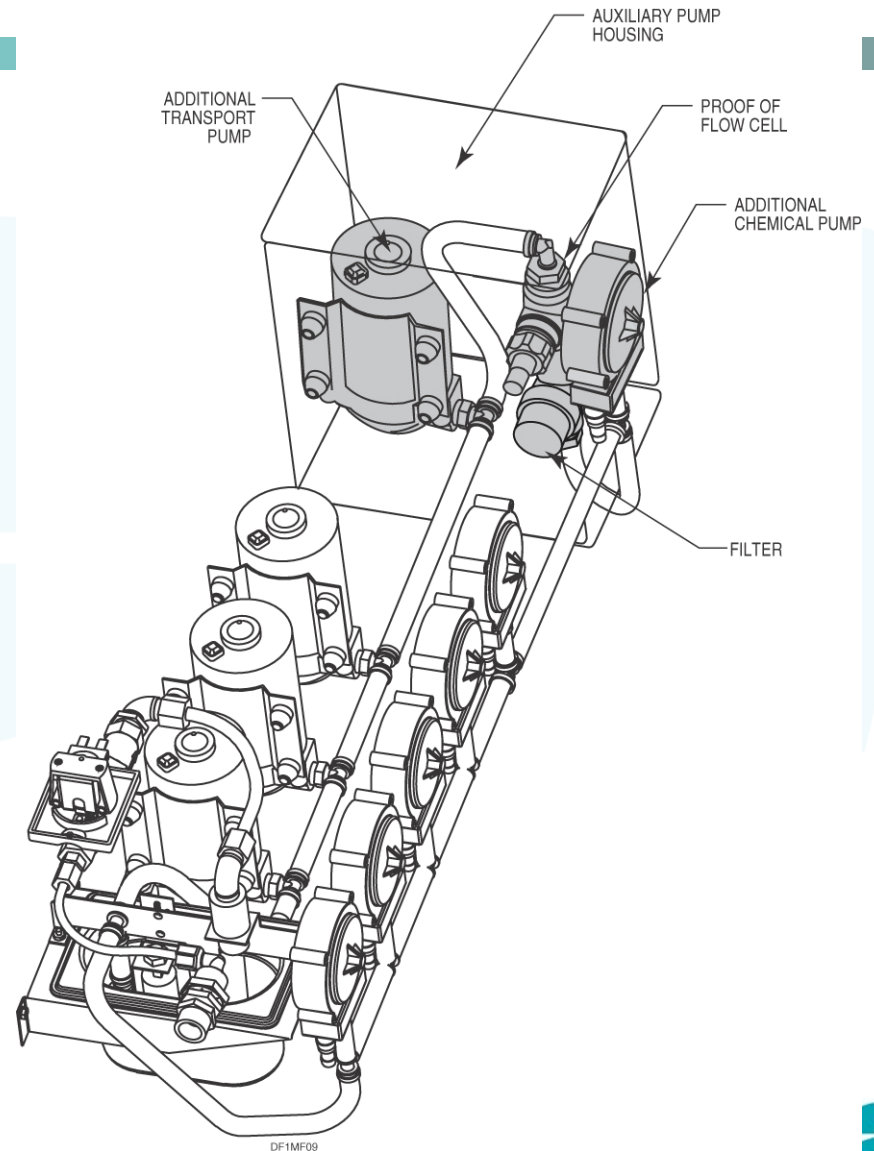
- Delivers up to 4 chemicals to 4 tunnel modules simultaneously.
- Can be expanded to dose into 5 tunnel modules.
- Up to 8 chemical pumps total (600 Series or 2000 Series).

ILS Max T

- ILS Max T is ILS Max with a different chip and software. It allows full Data logging features and network capable via DNet with tunnel washers.
- Summit XL supercedes ILS Max T in terms of delivery speed because it dispenses to multiple points simultaneously, but ILS Max T will pump a further distance.

When is ILS OPL or ILS Max Required?

- ILS OPL & Max is not required
 - To deliver chemical with a water flush; Summit E & Summit XL flush up to 30 meters (100') to the washer.
 - To collect data, as Summit E and Summit XL also provide this capability, either directly from the programmer, or via a computer network or telephone modem.
 - To service tunnels, as Summit XL flushes to 4 or 5 tunnel modules simultaneously.
- ILS OPL & Max is required
 - If the customer requires POD, conductivity proof of flow
 - If the customer requires POF or conductivity proof of delivery at the washer
 - If remote programming is required via a modem
 - If the customer requires a multiple-washer dispenser
 - If the customer requires chemical storage over 30 meters (100') from the washer



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Dispenser Washer Capacity

- We generally find our dispensers are the most cost effective when used as follows:
 - For 1 to 3 washers 50 Kg or less use Summit E
 - For 1 to 3 washers 50 Kg or more use Summit XL
 - For 4 to 5 washers 50 Kg or less use ILS OPL
 - For 6 to 9 washers of any size use ILS Max
 - For 10 washers or more use multiple dispensers
- In determining max number of washers:
 - Take into account soil load and the tonnage of the washers. With a medium soil load:
 - ILS OPL handles about 200 Kg (500 lbs) of combined washer tonnage.
 - ILS Max handles about 900 Kg (2000 lbs) of combined washer tonnage.
 - Thus, an ILS Max may be used in one site with 12 x 75 Kg (150 lbs) washers, or in another on 4 x 200-250 Kg (500 lbs) washers.
 - With light soil, the system can handle greater tonnage because the dose sizes are smaller, so the total tonnage can be significantly greater, such as 20-50%.
 - Note ILS Max has more flexibility in this regard because it allows you to run tandem pumps to double the flow rate, while ILS OPL does not.



ILS OPL & ILS Max Laundry Benefits

Neater installation

- Dispensers can be installed further from the washers.
- Less wall space is occupied by dispensers.
- Less tubing
 - Single delivery line for each washer: eliminates roughly 20 tubes per 5 washers.
 - Single pickup line for multiple washers.

Improved cleaning results

- Auto-prime prevents missed or short chemical feeds after a chemical drum is changed.
- Low level alarm prevents poor results due to out-of-chemical situations.
- Auto-calibration: ILS Max flow meter & ILS OPL float switch constantly recalibrate the chemical pumps, increasing dosing accuracy.
 - Corrects for changes in temperature affecting chemical viscosity.
 - Corrects for flow rate variance due to tube wear.
 - Systems which don't auto-calibrate can have the dose size vary with the flow rate, by roughly 50% over the life of the pump tube if the system isn't recalibrated regularly.

Less downtime & rewash

- System warns when it's out of chemicals so drum can be replaced.
- Worn pump tube replacement message.
- Data tracking allows laundry to check efficiency and optimize operations.

ILS OPL & ILS Max Chemical Company Benefits

Safety

- Patented chemical pump reverse keeps only water in the chemical pump tube, reducing the possibility of chemical burns when changing the tube.
- Transport lines always contain water, so accidentally severing lines won't result in chemical burns.
- Chemical pumps always pump into vacuum, reducing possibility of chemical leaks.
- Water flush before, after and between chemicals prevents chemical mixing.
- Low-voltage communication between washer and dispenser.
- Break tank ensures isolation of chemicals from the water supply.

Less maintenance

- Pump reverse keeps water in the chemical pump tube, extending tube life by reducing chemical exposure.
- Transport pump eliminates need for chemical pump to push chemical all the way to washer, reducing tube and motor wear.
- Competitors have to put flow meter in chemical stream due to our flow meter patent, so theirs is prone to failure from chemical attack.

Increased customer loyalty

- Neater installation, better cleaning results, and a reduction in downtime and rewash make customers value their chemical supplier.



DiverNet Computer Software

Washer Trigger Events

File Record Communicate

Retrieve Running Strip Dispenser Washer TX RX

Dispenser # 01 Washer # 01 Santa Cruz Sample Record

Date	Time	Washer On	Trig 1	Trig 2	Trig 3	Trig 4	Trig 5	Trig 6	Trig 7	Form 1	Form 2	Form 3
20-Feb-2002	16:22:41	---	---	---	---	---	---	---	---	---	---	---
20-Feb-2002	16:22:57	---	---	---	---	---	---	---	---	---	---	---
30-Dec-1989	00:00:00	---	---	---	---	---	---	---	---	---	---	---
30-Dec-1989	00:00:00	---	---	---	---	---	---	---	---	---	---	---
30-Dec-1989	00:00:00	---	---	---	---	---	---	---	---	---	---	---
30-Dec-1989	00:00:00	---	---	---	---	---	---	---	---	---	---	---
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Com Port: 88 Washer Trigger Events 4:09:12 PM

- **Diagnostics**

- Troubleshoot over a modem from anywhere in the world.
- Washer fill and trigger data allows you to troubleshoot washer functions, reducing problems which would otherwise result in rewash.
- Fill times recorded so erratic fill times can be identified and corrected.
- Production information system monitors cycle (classification) production & cost data to create reports.
- Chemical usage information is actual and not "assumed" as with other systems.

- **Consolidated reporting**

- DNet consolidates chemical use info from all the laundry dispensers, while other systems just offer data for the main system, leaving out any single washer dispensers that are handling special loads.

Chemical Usage and Cost Report

File Options Navigate

Close 100% Page: 1/1 100%

John Doe
123 Main St
Anytown, PA 12121

Chemical Usage and Cost Report

Network ID: All Dispensers Report Printed: 06-Jan-1999
 Account Name: ACME Linen Report Start Date: 01-Dec-1998
 Washer Number: All Washers Report End Date: 15-Dec-1998

#	Name	Shift 1		Shift 2		Shift 3		All Shifts	
		Amount	Cost	Amount	Cost	Amount	Cost	Amount	Cost
1	Alkalai	666.06	\$1931.57	9.39	\$27.22	15.80	\$45.81	691.24	\$2004.61
2	Detergent	184.53	\$1413.51	2.55	\$19.52	4.96	\$38.02	192.04	\$1471.04
3	Bleach	300.52	\$297.51	4.64	\$4.59	4.61	\$4.57	309.76	\$306.67
4	Fabric Softener	40.05	\$193.44	0.58	\$2.67	0.89	\$4.06	41.52	\$190.17
6	Sour	27.75	\$90.17	0.55	\$1.80	0.95	\$1.13	29.65	\$93.11
7	Starch	262.02	\$2608.72	4.24	\$39.23	9.14	\$84.58	295.41	\$2732.52
8	Anti Static Agnt	20.05	\$454.16	0.34	\$7.92	0.48	\$11.20	20.88	\$483.27
Total Costs:			\$6989.88		\$182.95		\$189.36		\$7281.39

"Amount" is measured in Gallons



Sales Strategy

Diagnose customer issues

- Identify their current problems.
- Work with customer to get a rough estimate of how much their current problems are costing them:
 - Examples are cost of rewash and plant downtime.
 - How much do these cost per hour and shift?
- Identify their current chemical cost per kg, so you'll be able to quantify benefit to them in the future with ILS Max or ILS OPL.
- Identify water usage, energy usage, rewash amount, damaged linen amount, and cost of these.

Determine ILS OPL & Max Solution

- What ILS OPL & Max benefits will provide a financial benefit for the customer?
 - For example, will load tracking allow them to manage workers who don't select the right formulas, increasing rewash?
- Explain to customer how ILS OPL & Max will solve their unique challenges.

Sales Strategy

Provide pictures of other ILS OPL & Max installs

- Maintain a high standard for your installations.
- Bring substandard installations up to par.
- Remember the equipment you leave hanging on the wall is your permanent representative in that customer's location.

Provide examples of how ILS OPL and ILS Max have reduced costs for other laundries

- One early ILS OPL and ILS Max install saved 1 hour of plant time each day, resulting in cost savings for the laundry and customer loyalty.
- Get testimonials from happy customers in the region and use them to sell new accounts.



Account Management

Profitability

- Ensure minimum chemical sales criteria for ILS OPL & Max installations are adhered to.
- Proper maintenance will reduce expensive emergencies.

Maintenance plan

- For customer sites near your field personnel:
 - Train field personnel to do maintenance and troubleshooting.
 - Personnel with minimal experience should ensure they have technical support available by cell phone prior to performing maintenance and troubleshooting.
- For customer sites far from your field personnel:
 - Train and use contractors who are close to the site to do the service, so your reps won't have to waste lots of time driving back and forth.
 - Install a modem in the site so you can monitor and troubleshoot via modem.
 - Show site engineer how to replace tubes and pump motors.

Account Management

Having spares available reduces downtime and maintains account loyalty

- Keep a couple of pump tubes and motors on site at the laundry.
- Keep a basic recommended stock in your local warehouse; it's better to carry a couple of spare PCB's and other parts so you can keep the account running all the time than to risk losing the account if something happens.
- Troubleshoot effectively to be sure you aren't throwing away good parts; e.g. changing out a flow meter due to a "no flow" reading caused by air leaks in the manifold or incorrect calibration settings.
- Parts that have failed within warranty and represent a quality concern need to be returned to Santa Cruz for analysis.

Spares for the laundry	Qty	Item #
2000 series pump motor, 200 RPM	2 per ILS Max	1205241
2000 series silicone pump tube	2 per ILS Max	017434
600 series pump motor	2 per ILS OPL	093491
600 series silicone pump tube	2 per ILS OPL	096174
Spares for your warehouse		
Main ILS Max PCB, model 100	1	058492
Main ILS OPL PCB	1	096908
Relay PCB for ILS Max	1	058938
Transport pump PCB for ILS Max	1	1200049
POD probe for ILS OPL & ILS Max	1	051157
POF probe for ILS OPL & ILS Max	1	099905
Spare pumpbox key for ILS OPL & ILS Max	1	043533
ILS OPL LCD display	1	093734
ILS Max LCD display	1	059948
ILS OPL transport pump	1	096802
ILS Max Transport pump (3 GPM)	1	069947



Account Management

Some customers will take benefits for granted over time, forgetting the unique benefits they are receiving and motivating them to ask for something new. To prevent this, we suggest the following:

- Become a laundry expert
 - Shows your value to the customer
- Reinforce ILS OPL & Max benefit
 - Repeat all the benefits discussed in the previous slides.
 - Periodically provide Divernet reports to the plant manager.
 - Document the benefits ILS OPL & Max provides the plant, for example when ILS OPL & Max data allows you to solve a plant problem be sure to write it down and provide the information back to the plant managers.
- Network your success
 - Get testimonials.
 - Take photos of your installations to show prospects.
- Do professional-looking installations
 - Messy installations cause doubts in customers regarding the quality of what they are buying.

Installation Preparation

Before ordering the ILS OPL & Max

- Before ordering, thoroughly check the account and plan for what parts are required. This is called a “survey.”
- If you don’t conduct a site survey, and discover during the installation you need more parts, you could end up waiting a couple of days for parts, which will be an expensive loss of time; if you’ve shut down the laundry during this period they’ll be very angry.

Survey account

- Draw a diagram of the laundry. Show:
 - Distances from the chemical supply area to the washers
 - Number of each washer and type of injection point
 - Location and pressure of water supply
 - Height and routing of tubing
- Fill out details for each washer per the chart on the next page.
- When shipment arrives, perform inventory check vs. original order to ensure all parts have arrived prior to starting the installation.

Installation Preparation: Survey

Date ___ / ___ / ___
 Plant _____ Address _____

Make sketch of plant on separate page, showing distance from chemical storage to washers
 this will enable you to accurately plan tubing and wiring

For each washer:

Washer # 1	<u>WASHER INFO</u> plant designation of washer (1, 2..)	Washer Mfger/ their phone # for drawings and tech service	Model # Serial #	Capacity	Washer- Extractor (W/E) or Washer (W). Note type: Open Pocket, Split: Front or Side loader,etc	Chemical Injection Point? Fitting Size, (e.g.)supply hopper, above	Other notes on the washer: Opn Manual in Plant?, Other	Dose Size Minimum
	<u>CONTROLLER INFO</u>	Controller Mfger/their phone # for drawings/ tech service: MProcessor? Card/Chart? Manual?	Model #	Number of Chemical Supply Triggers	Number of Triggers that can be simultaneous	Number of unused functions that could be used for chemical triggers?	Other notes on the controller: Opn Manual in Plant? Currently using formula selector?	Dose Size Maximum

Ordering ILS OPL



ILS OPL Components	Qty	Item #
Main pump box, 4 chemical pumps & 2 transport pumps	1	1207746
Transformer	1	092066 (067260 in Europe)
Empty Single-pump Aux Box (use one per additional chemical and transport pump)	1 per extra pump	093245
Auxiliary chemical pump motor	As required	093116
Auxiliary transport pump	As required	097040
TR7000 AC with cables	1 per washer	093600
Protocol convertor, RS232 to RS485	1	097906
DNet	1	099051
FS1600 formula selector (not required for AFS & relay mode washers)	1 per washer	091869
Betalink cable	1' per 1' to washer	094479
Optional		
Washer interface module, with POD cell	1 per washer	056684

ILS OPL will hold one additional transport pump and chemical pump in the main pumpbox, so to expand to 5 chemicals for 3 washers no aux box is required. Each aux box can hold both a transport pump and a chemical pump.

Note that our other dispensers will work with ManageNet, or MNet, but ILS OPL requires DNet.

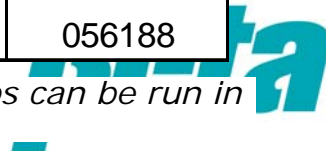


Ordering ILS Max



ILS Max Components	Qty	Item #
Main pump box, 6 pumps	1	068484
Break tank	1	1205872
Transformer	1	051281 (067260 in Europe)
Auxiliary pump box, with two pumps	As required	1205867
Initial transport pump box, for first washer	1	1205826
Additional transport pump boxes, for washers 2-3, 4-5, etc	1/2 per washer	1205734
Washer interface module, with POD cell	1 per washer	056684
TR7000 kit (2xTR7000)	1 per washer (1/2 per washer if no advanced datalogging req'd)	059011
Protocol convertor, RS232 to RS485	1	097906
DNet	1	099051
Installation kit (POF, manifold, bushings, mounting rail etc)	1	1205784
FS1600 formula selector (not required for AFS & relay mode washers)	1 per washer	091869
Betalink cable	1' per 1' to washer	094479
Alphabus cable	10'/washer	018034
Optional		
Washer interface module, without POD cell	Instead of 056684 if no POD req'd	056188

For chemicals where the doses are over 50 oz, consider using tandem pumps. All pumps can be run in tandem on ILS Max



Ordering: ILS OPL vs. ILS Max



Components	ILS OPL	ILS Max
Main module	4 chemical & 2 transport pumps	6 chemical pumps
Max # chemicals	8	10
Max # washers	6	15
Break tank	Included in main module	Ordered seperately
Auxiliary pump box	Holds 1 chem or xpirt pump	Holds 2 chem pumps
Tandem pumps	No tandem pump capacity	Each pump drive can run two pumps to double the flowrate, so max # chemicals is 10 but the system will run up to 20 pumps.
Transport pumps	In main & aux boxes	Separate modules
Wiring	Betalink only	Betalink & alphabus req'd
POD	Usually not used	Usually used
DNet	Usually programmed from screen not Dnet	Usually programmed via Dnet
Protocol convertor	Optional; for Dnet interface	Usually used
Washer interface module	Not required unless POD is used	Required; you connect TR7 to WIM and WIM to pumpbox
Installation kit	Not required (manifold & POF come with main module)	Required: has manifold & POF parts



ILS OPL and ILS Max

Introduction

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