FAGOR PROFESSIONAL

FagorKonnect Laundry

# Your laundry in good hands



# A unique connection between you and your business.

We put all the information about the machines and your business at your fingertips. Connected any time, from any place.

### Responsive Web-APP
Multi-platform
+ Multi-resolution
+ Multl-operating system

### Multi-lingual
Available in multiple languages

### Secure communication
Availability, integrity and confidentiality

### Easy to use
UX (User Experience)
UI (User Interface)

### Useful for everyone
Owner/end user, technical service, distributor and chemical companies

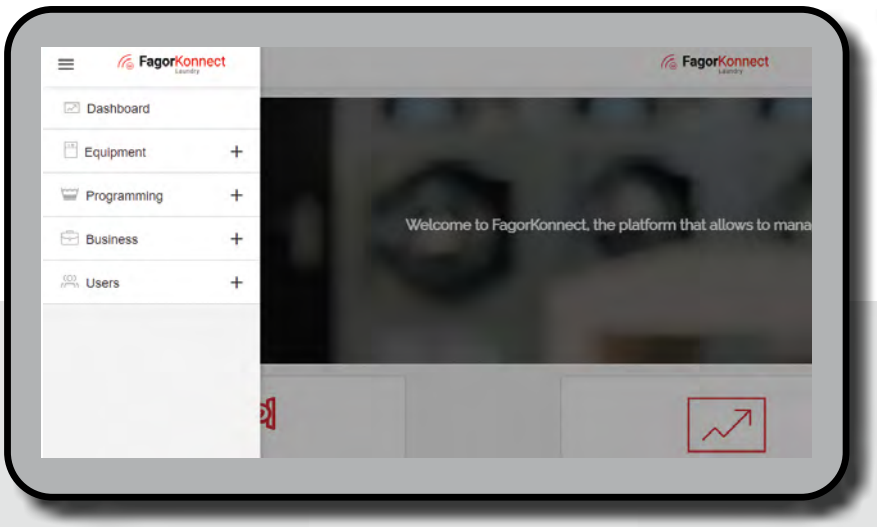
### Constantly evolving
A team dedicated exclusively to developing and evolving the platform



FagorKonnect
Laundry



# Main features




## Control panel

Customised graphs to keep track of your business, machine status, executed cycles, occupation, errors, etc.

## Machines

Management: telemetry, statistics, remote access, error alerts, etc.
Configuration: programs, phases, prices, washer and dryer setup, etc.

## Programming

Control your machines remotely, (create programs, phases, group programs, filter), view telemetry and much more.

## Business

OPL: keep track of your business, production, consumption, collection, export reports, and more.
Self-service: configure and manage your self-service laundry (opening hours, payment methods, discounts, prices, etc.)

## Technical service

Documentation, intervention management, remote breakdown and incident support, telemetry, etc.

## User management

Manage the users who have access to your machine information. Give access to the information to whoever you decide, both from your organization and external collaborators (agents, technical service, chemists, etc.).

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| Owners / end users | Distributors | Technical service | Chemical companies |
|---|---|---|---|
| ● | ● | ● | ● |
| ● | ● | ● | ● |
| ● | ● | | ● |
| ● | ● | ● | ● |
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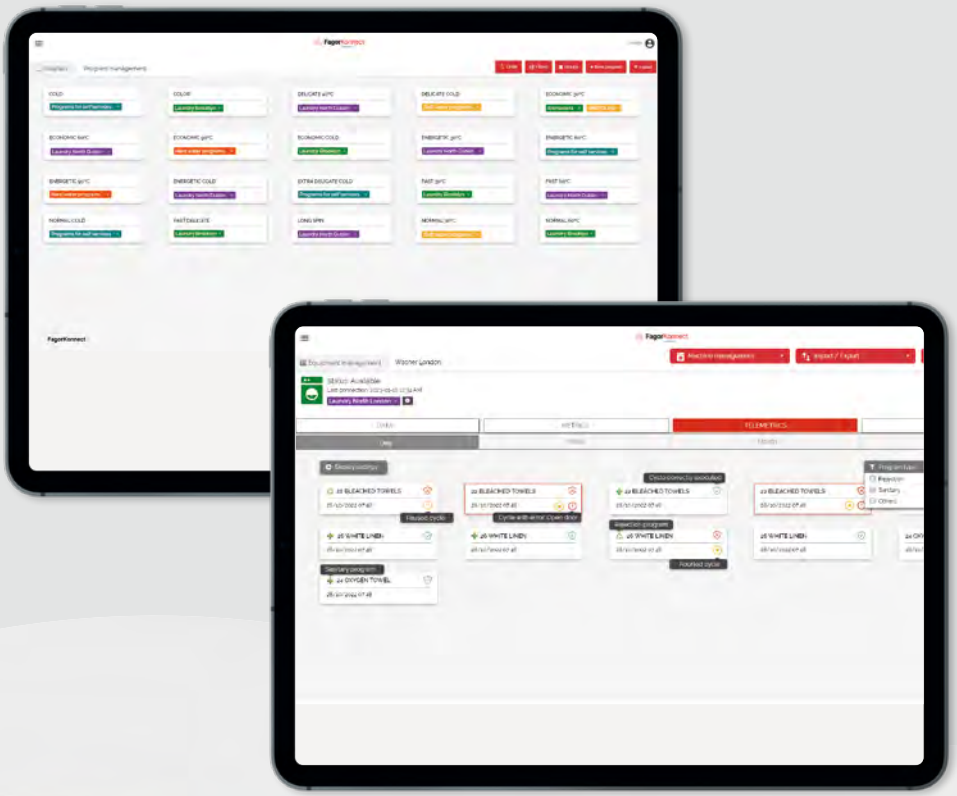
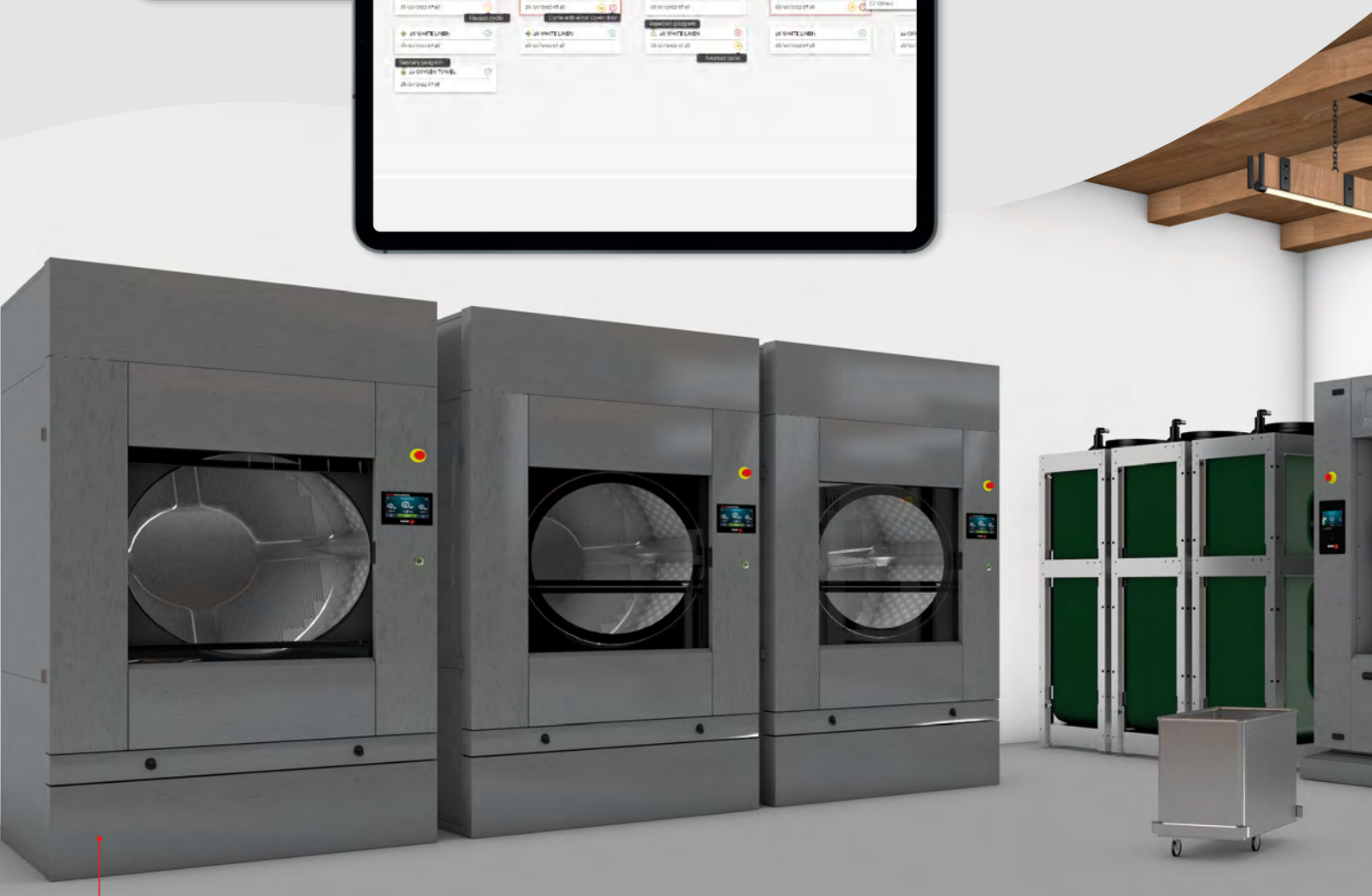
# Connectivity

## A connected world, a world of benefits





Ethernet connection as standard on all Touch Plus Control machines.

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Laundry

Fagor machines with Control Touch Plus come with the connectivity feature.
The licence is free of charge.
The Internet connection is via Ethernet and allows access to the world of IoT, so you can enjoy all its advantages.



# User profiles

FagorKonnect Laundry

## Owners / end users

Improved usability, efficiency and convenience. Business control: configurable reports on production, cycles, consumption, revenue, etc.
Ensures washing and drying processes, guarantees hygiene and disinfection, washing quality, etc..

+ information + safety + control

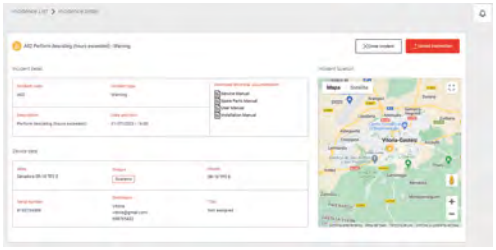
**Telemetry**
Customised graphs to keep track of your business



## Distributors

Technological basis for new businesses, leasing, maintenance contracts, self-service, etc. Databases of installed machines, geographical distribution, models, and more.
Greater added value of Fagor machines for the customer.

+ opportunity + information + added value



## Technical service

Improved of the service offered to customers.
Improved, more efficient and less costly processes, avoiding unnecessary journeys.
Remote incident management and access to technical documentation.
Program telemetry, with complete information on all programs performed.

+ efficiency + support + information

**SAT - trouble shooting**

## Chemical companies

Management and creation of wash and dry programs, online and offline. Ensures washing and drying processes, guarantees hygiene and disinfection, washing quality, etc.

Remote management.

Program telemetry, with complete information on all programs performed.

+ information + management + ease


FagorKonnect
Dashboard
Equipment
Programming
Business
Users
FagorKonnect
OWNER
Welcome to FagorKonnect, the platform that allows to manage your whole launderette business.
Dashboard
Go to section >
Equipment
List >
Map >
Follow us on

# Owners / end users

FagorKonnect gives you the peace of mind of having control of your business. All you need to do is connect your machines to the internet (using an Ethernet cable) and you can supervise your business from home or the office, without physically travelling to the laundry.

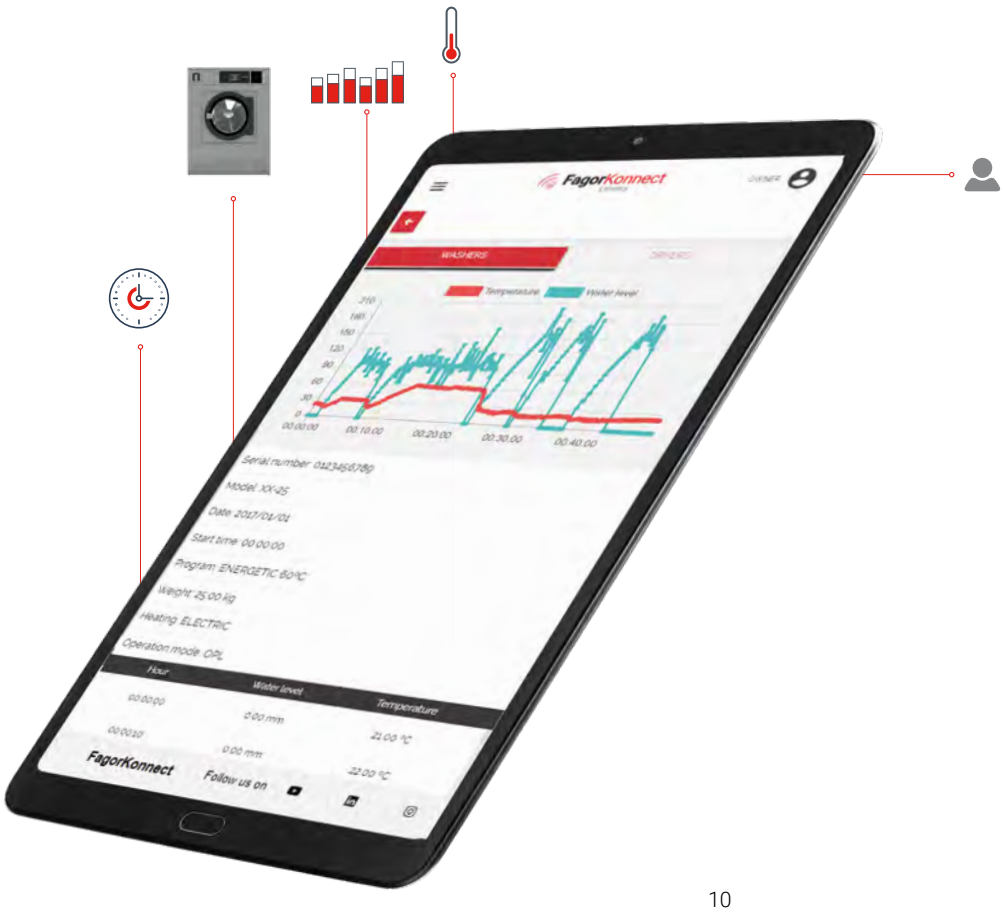
The control panel lets you configure the graphs that are most useful to you when it comes to assessing and monitoring your business or businesses. You can view logs or developments in real time, for each machine or for groups/laundries. Times and cycles, revenue for a self-service laundry, etc.

FagorKonnect lets you see the information on the programs run through the telemetry and with details of the different parameters. Plus, you can download the data to keep track of your business.

Customers require reliability and efficiency, and you want to offer them this. Traceability of the washing and drying cycles is vital for ensuring maximum hygiene.

Fast action means efficiency for your business. Give access to your technical service so that they can see the technical information such as the status of the machine, historical data, breakdowns and errors, in order to have the machine back up and running as fast as possible.

Share the information and management with whoever you choose: internal or external technicians, collaborators, for the mutual benefit of all.









# Technical service

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The after-sales or are the best guarantee for winning customer loyalty. A direct connection between your technician and the machine to find out about an incident allows effective action to be taken remotely, saving on time and travel.

A quick and efficient after-sales service is essential. With the IoT from Fagor you can connect remotely to the machines in order to make the best decisions.

Unnecessary visits are avoided and you can find out the real-time or historic state of the machine, allowing you to determine the most suitable action to take.

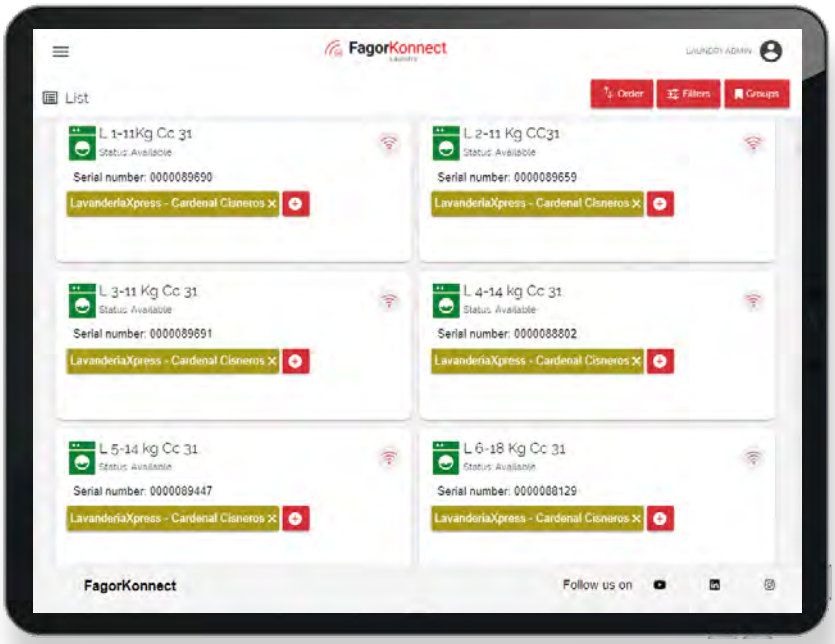
You can resolve incidents using remote tests, update software, modify programmes and use the machine from the remote desktop.



# Distributor

As a distributor, good customer service reflects on your good image and their loyalty.

FagorKonnect gives added value to the machines and to business, with multiple benefits at your convenience: an argument in favour of why your customers should choose Fagor machines.




## Management

Control and manage the fleet of machines sold, locate the machines by zones or sales area and organise your commercial strategy.

Optimise and bolster the technical service, improve the service thanks to the nowledge you obtain from the machines.

## New businesses

Remote connection to the machines offers new business possibilities like machine leasing or pay-per-use.

# Chemical companies

FagorKonnect Laundry

Optimum programming guarantees the quality of the wash and your customer's satisfaction.

Create, manage and distribute the programs for your customers remotely easily and simply, and track performance.

Close collaboration between the chemist and the manufacturer allows for the creation of reports on the operation of the laundry to be optimised, for example.



## Advantages

As a chemist you will receive full traceability of the wash cycles (telematry) in order to guarantee the correct program compliance (temperatures, times, cycles).

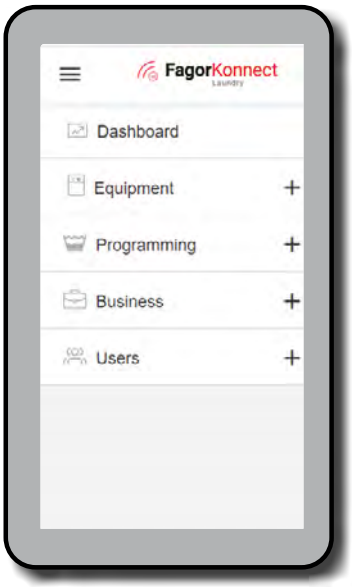
You can review programs, create new ones individually or by groups of machines, unify criteria, etc.

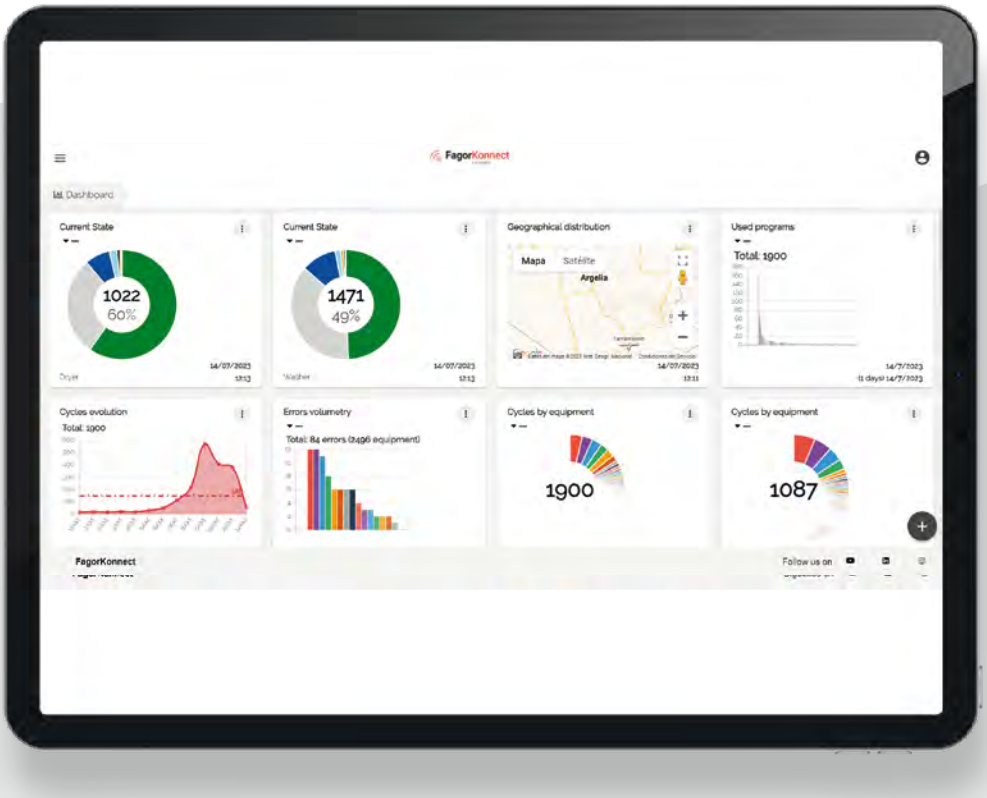
All this remotely, reducing travel and costs and streamlining management.

# Control panel

The control panel allows you to create customised graphs to keep track of your business and your machines. Different types of graphs are available: device status, cycles run, occupancy, revenue, geographical distribution, etc.

You can configure the graphs for the machines you want and with the desired date range. Plus, you can download the graph information in multiple formats.



# FagorKonnect
Laundry



# Machines

Manage your machines remotely: view their status, consult the telemetry of the cycles executed, view the statistics of the machines, edit the machine or program configuration, etc.

In addition, you will be able to group, order and filter your machines to facilitate management and monitoring.



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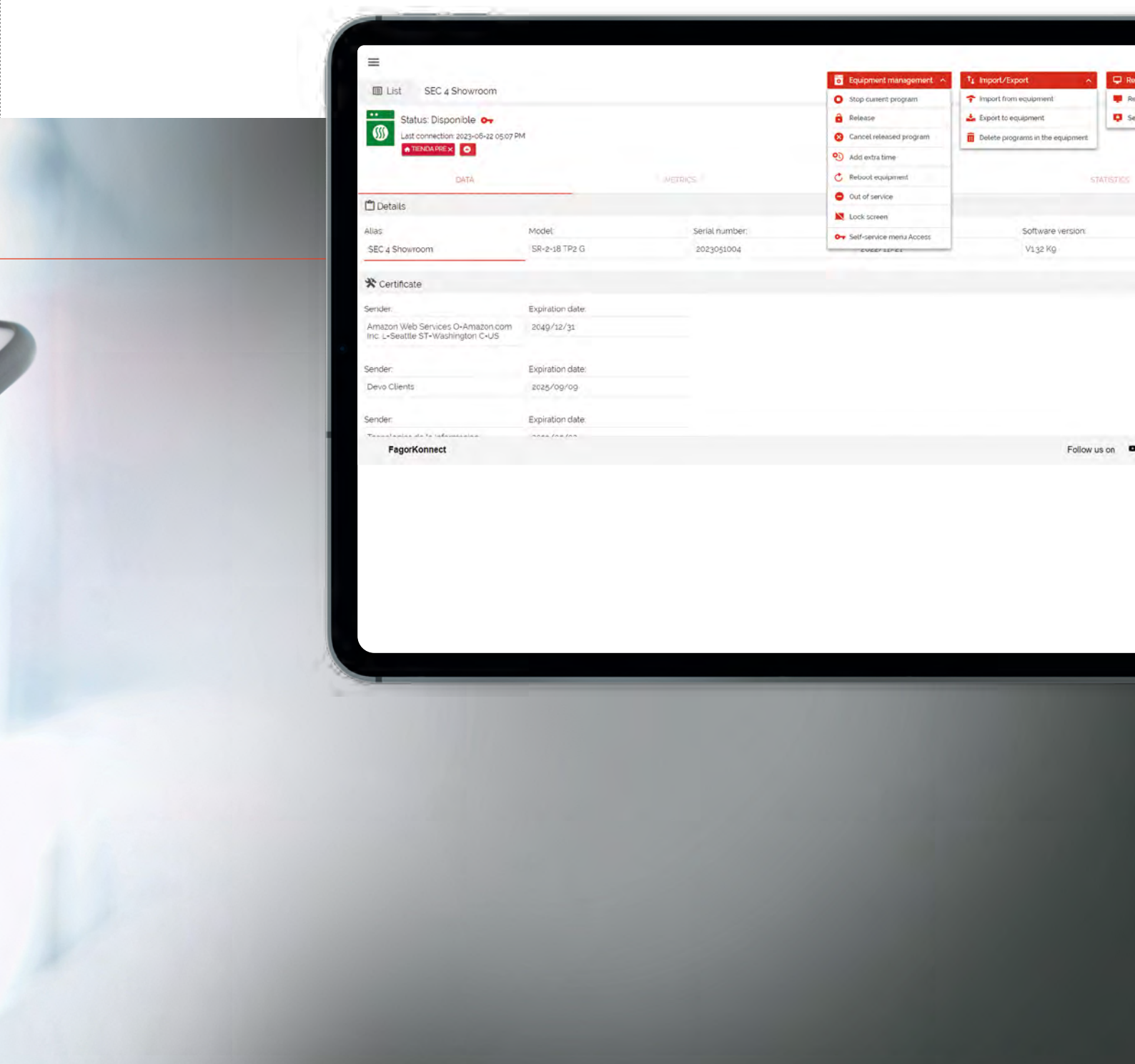
Laundry

## Remote machine management

FagorKonnect allows you to manage your machines remotely:

- Release a program, stop the current program, restart or put the machine out of service, etc.
- Export and import programs, price plans and configurations.
- Access your machine from the remote desktop.



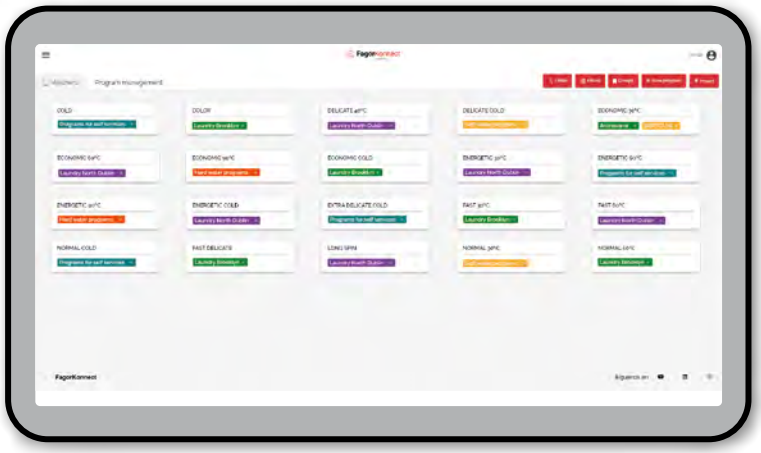
# Programming

This menu offers you a wide range of possibilities for configuring and programming your machines remotely (machine setup, phases, wash and dry programs...), as well as for creating groups and filters, etc.

## Washer/dryer editor

Customise and edit programs, phases and the machine setup.

The new telemetry gives you plenty of information about the machines, the cycles run, and more.



WASHER

- Programs
- Cycles
- RABC/ Telemetry
- Statistics
- Configurations
- Price plan

DRYERS

- Programs
- Cycles
- RABC/Telemetry
- Statistics
- Configurations
- Price plan



# Technical service

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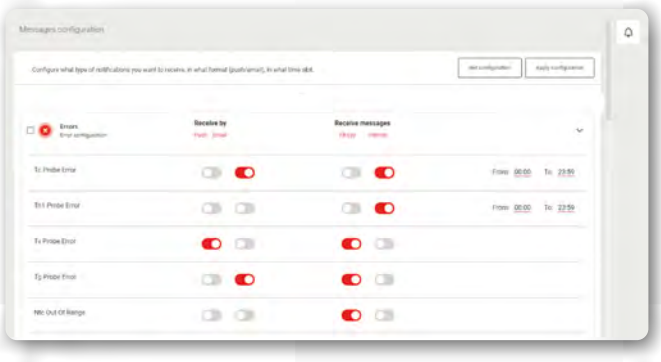
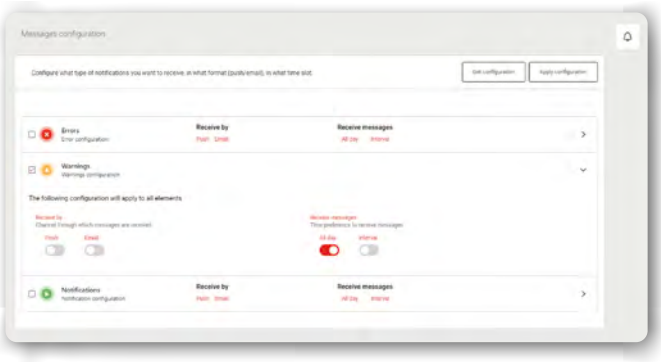
New section of FagorKonnect that offers the technical service information and tools to provide a better service to its customers, optimizing the displacements.

## 1. Create your message settings

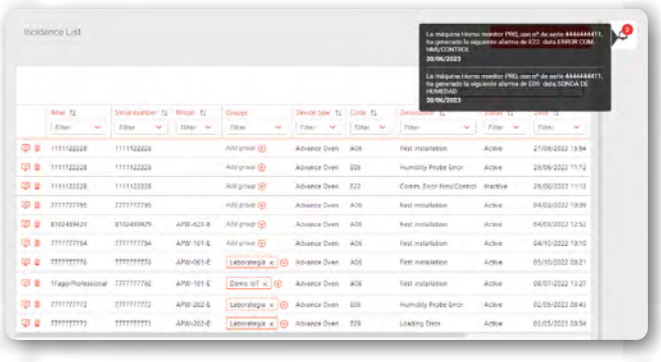
Set up the type of messages they want to receive, between which hours, etc.





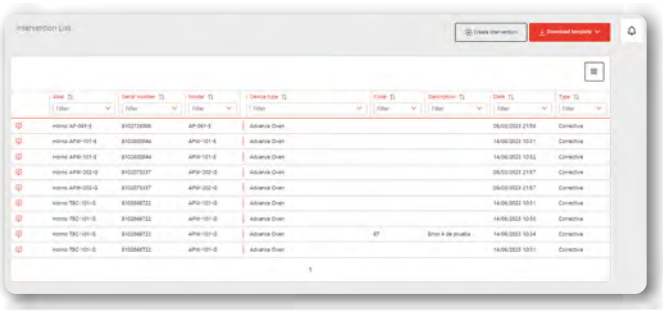
## 2. Receive incident messages

Receive and manage incidents generated by machines.



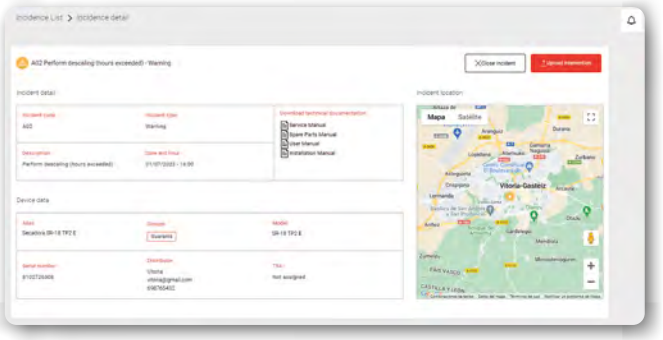
## 3. Intervention management

The system allows you to create interventions of the incidents generated by the machines.



## 4. Documentation

Access the Fagor's technical documentation.

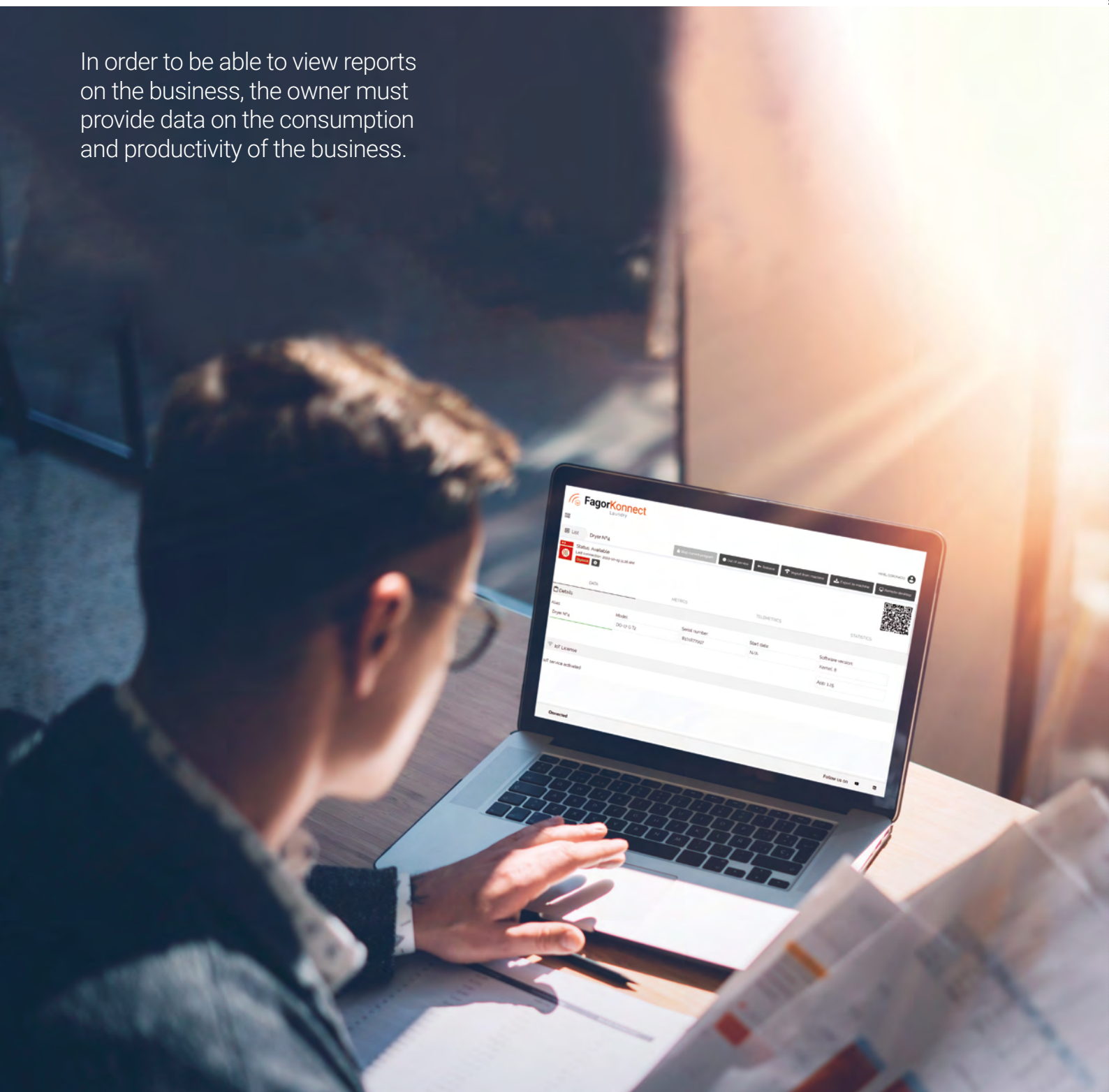


# Businesses

From the “Businesses” section, the owner can configure and manage all aspects of their laundries, both self-service and OPL (laundry information, machines, opening times, operators, utility costs, etc.).

BUSINESS MANAGEMENT
INDUSTRIAL LAUNDRIES
SELF-SERVICE LAUNDRIES
INVESTMENTS

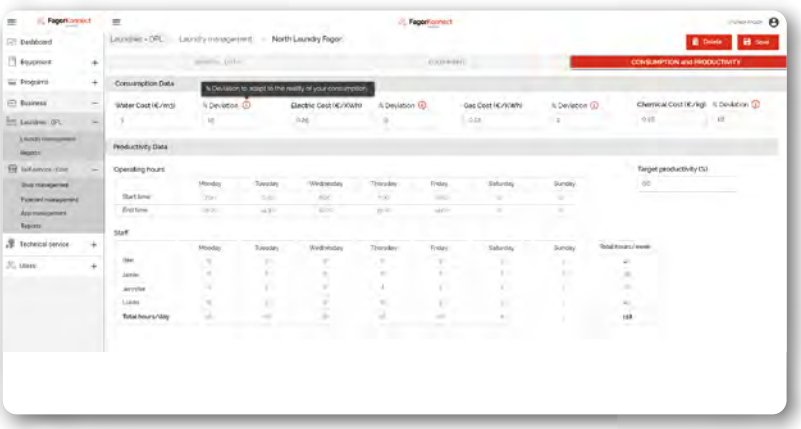
In order to be able to view reports on the business, the owner must provide data on the consumption and productivity of the business.



FagorKonnect Laundry

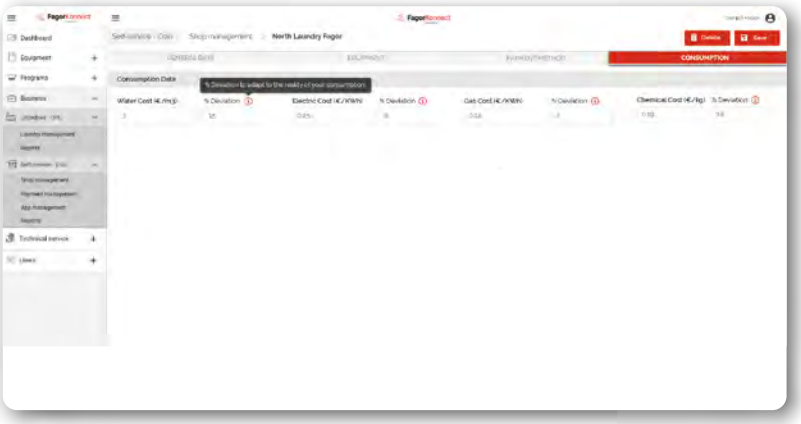
With all the information, the owner will obtain a complete and detailed overview of the business: reports on productivity and consumption, management of each laundry, etc..

There are two types of reports:



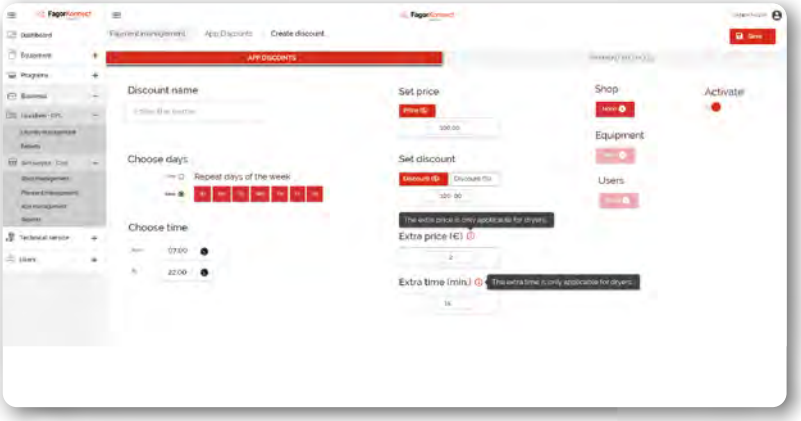
## Productivity reports

Graphs showing the productivity of the laundry based on the capacity of the machines, number of operators, working hours and occupancy. Only available for OPLs.



## Consumption reports

Graphs showing the consumption of the laundry according to the utility costs and the estimated consumption of each model of machine.



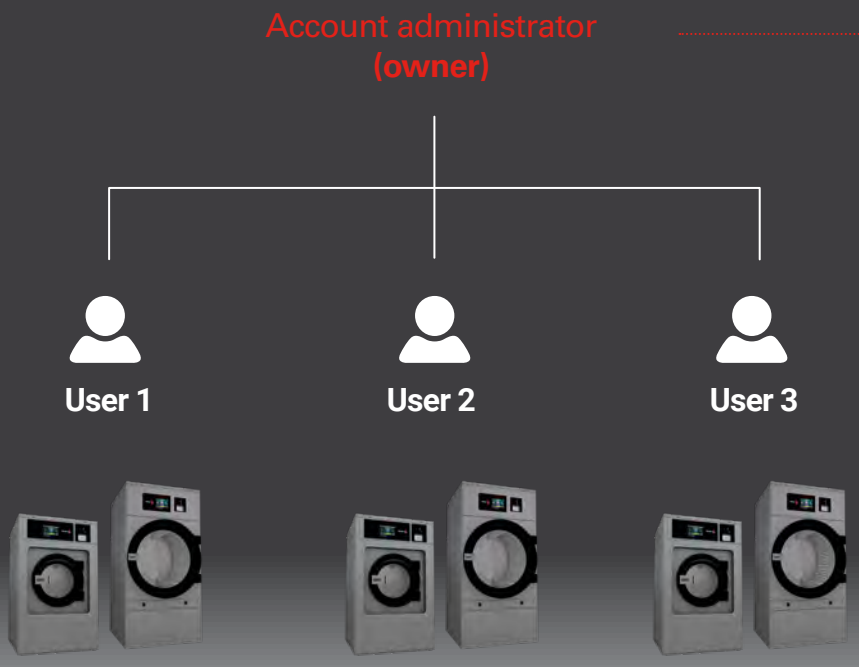

In the case of self-service laundries, owners will also be able to consult information on the use of the FagorKonnect app in their shops (operations carried out, invoices requested and issued, etc.).

# User management

By registering on the IoT platform you will be able to give access to the users of your organisation, give permissions to your collaborators, technicians, agents, etc. You decide who has access and manage all their permissions.

## FagorKonnect account

**Machine owner/end user account. Can create any number of users within the organisation.**




**Collaborators**
Users from outside the organisation who are invited to operate the machines.

DISTRIBUTOR
TECHNICAL SERVICE
CHEMIST
AGENT

FagorKonnect
Laundry

You will always have complete control of your equipment and who has access to your business data.

As an owner, you can invite your organization's agents and decide what permissions you give them on your machines.



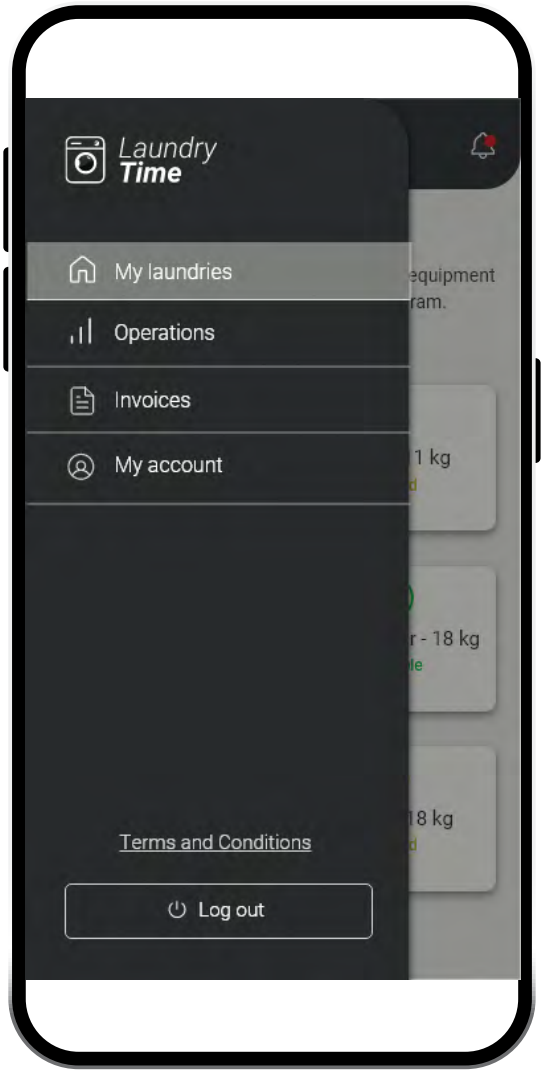
# Self-service App

My Laundry Time app is the most convenient option for using the service with your mobile: choose the shop closest to you when you need a laundry, select the machine and the program and, once finished, pay using your mobile.

You will also get statistics on all your washes and be able to enjoy promotions.

**My Laundry Time**

APP available for iOS and Android.




## What is it?

Self-service laundry app

Allows users find a laundry and select, book and pay for a washing or drying program from anywhere

Intuitive and easy to use

Available for Android and iOS for FREE

Laundry owners can keep track of their business easily through FagorKonnect.

Download the APP

**Android**

**iOS**

FagorKonnect Laundry

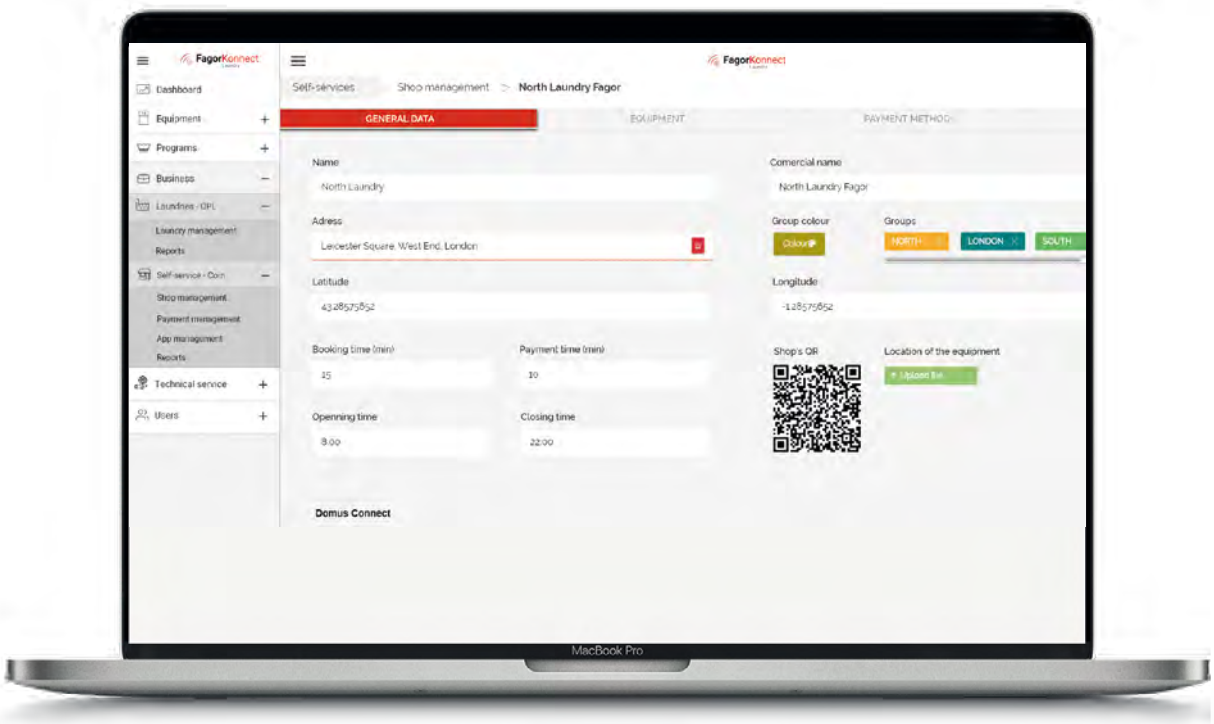
## App de Self-service
# for the owner

Configure and manage your self-service laundry (opening times, program pricing, payment methods, QR code, promotions, etc.), so your customers can find your laundry on the App My Laundry Time.

As the owner, configure and manage your self-service laundry to maximise the efficiency of your business.

You can configure the following information about your laundry through the management platform:

- NAME
- LOCATION
- OPENING AND CLOSING TIME
- BOOKING TIME AND TIME FOR PAYMENT
- PAYMENT METHODS



# **Self-service app** for the user

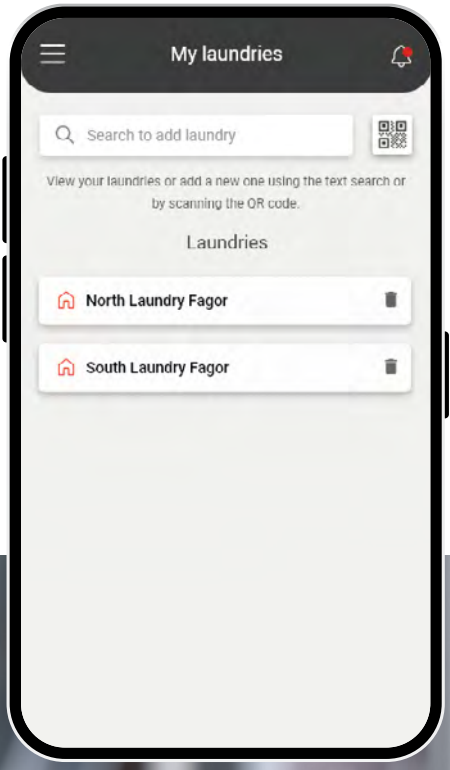
Offer the self-service app to your customers.

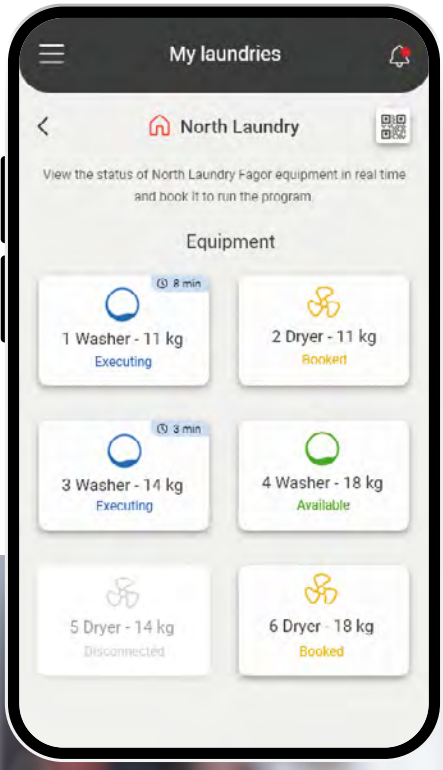
With the self-service app, your customers can search for your laundry, book and pay for the machines easily, from the app itself and through the QR code displayed on the machine screen.

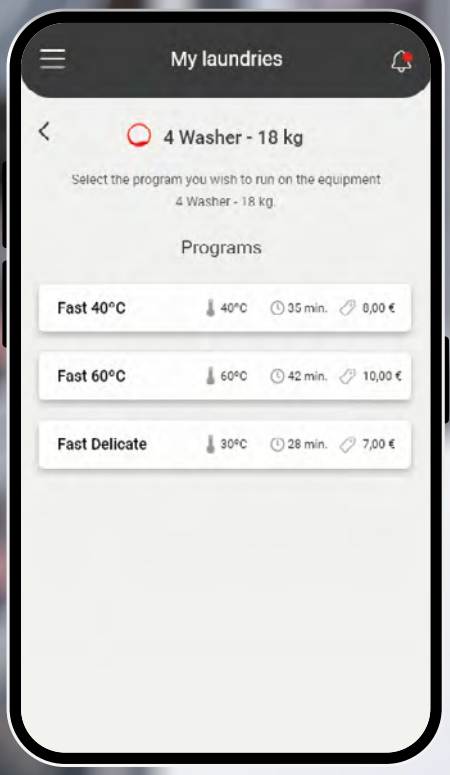
Manage bookings and payments at your trusted laundry. The app lets you:

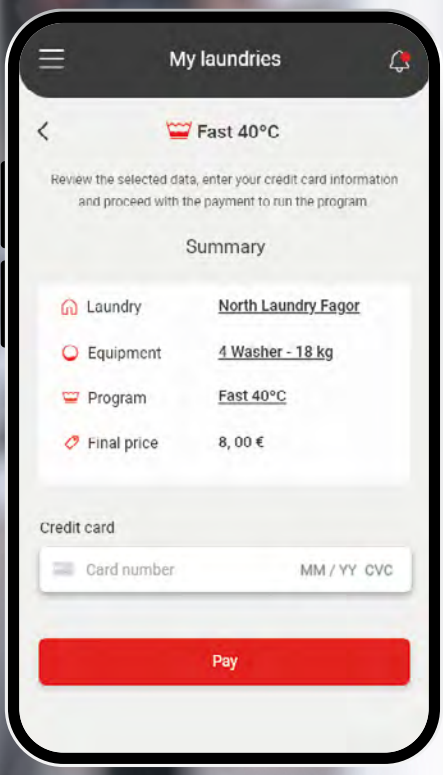
- SEARCH FOR LAUNDRIES AND ADD THEM TO FAVOURITES
- VIEW THE STATUS OF THE MACHINES IN REAL TIME
- BOOK MACHINES FOR WASHING OR DRYING YOUR LAUNDRY
- PAY THROUGH THE APPLICATION
- RECEIVE NOTIFICATIONS WHEN THE PROGRAM IS ALMOST DONE
- VIEW YOUR OPERATIONS
- REQUEST AND DOWNLOAD YOUR INVOICES
- RECEIVE DISCOUNTS AND PROMOTIONS




My laundries
Search to add laundry
View your laundries or add a new one using the text search or by scanning the QR code.
Laundries
North Laundry Fagor
South Laundry Fagor


My laundries
North Laundry
View the status of North Laundry Fagor equipment in real time and book it to run the program.
Equipment
8 min
1 Washer - 11 kg
Executing
2 Dryer - 11 kg
Booked
3 min
3 Washer - 14 kg
Executing
4 Washer - 18 kg
Available
5 Dryer - 14 kg
Disconnected
6 Dryer - 18 kg
Booked


My laundries
4 Washer - 18 kg
Select the program you wish to run on the equipment 4 Washer - 18 kg.
Programs
Fast 40°C 40°C 35 min. 0,00 €
Fast 60°C 60°C 42 min. 10,00 €
Fast Delicate 30°C 28 min. 7,00 €


My laundries
Fast 40°C
Review the selected data, enter your credit card information and proceed with the payment to run the program.
Summary
Laundry North Laundry Fagor
Equipment 4 Washer - 18 kg
Program Fast 40°C
Final price 8, 00 €
Credit card
Card number MM / YY CVC
Pay

FAGOR PROFESSIONAL

ONNERA GROUP

MONDRAGON HUMANITY AT WORK

ISO 9001

AENOR Gestión Ambiental GA-2006/0166

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Santxolopetegi auzoa, 22
20560 Oñati, Gipuzkoa (España)

Tel. (+34) 943 71 80 30
info.laundry@fagorprofessional.com

**www.fagorprofessional.com**