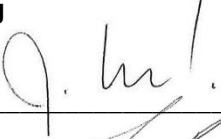
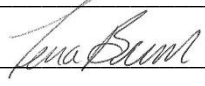


Leamington Mennonite Home

**POLICY AND PROCEDURE**

<b>CATEGORY:</b> Laundry	<b>SUBJECT:</b> Troubleshooting	<b>SECTION:</b> T
<b>DATE:</b> January 1, 2024	<b>Administrator:</b> 	<b>POLICY:</b> 2
<b>REVISION DATES:</b>	<b>HKL Supervisor:</b> 	

**TROUBLESHOOTING**

**POLICY:**

Laundry staff will be made aware of problems that may commonly occur and the remedial action to be taken.

<b>Problem</b>	<b>Possible Reason – Action</b>
Poor results	<ol style="list-style-type: none"> <li>1. Out of chemical – replace pail</li> <li>2. Line split – call maintenance to replace; Chemical rep should leave extra tubing for such an emergency</li> <li>3. Something stuck in drain holding it open (i.e. cutlery) – call maintenance</li> </ol>
Program card not advancing (if machine uses card system)	<ol style="list-style-type: none"> <li>1. Lint or dust in holes on card: clean card by wiping with a dry cloth; do not immerse in water</li> <li>2. Wheel needs to be lubricated – call maintenance</li> </ol>
Complaint of rashes on residents	<ol style="list-style-type: none"> <li>1. Linen pH too high: call chemical rep to have linen checked to ensure proper pH (should be slightly below neutral)</li> </ol>
Increased lint in lint trap	<ol style="list-style-type: none"> <li>1. Drying time is too long</li> <li>2. Too much de-stainer being used</li> </ol>
Machine not draining	<ol style="list-style-type: none"> <li>1. Solenoid stuck on drain valve – call maintenance</li> </ol>
Drum turns back and forward for extended period of time	<ol style="list-style-type: none"> <li>1. Card not advancing</li> <li>2. Machine is on a manual or gentle cycle: make sure all manual buttons are off</li> </ol>
Wash machine does not start when switch is turn to on position	<ol style="list-style-type: none"> <li>1. Locking mechanism is out of alignment – call maintenance to adjust</li> </ol>
Water slowly draining; can hear machine intermittently filling mid-cycle	<ol style="list-style-type: none"> <li>1. Something stuck in drain holding it open (i.e. cutlery) – call maintenance</li> </ol>

Many manufactures offer one-day courses to maintenance personnel on trouble shooting minor problems. Contact your manufacturer or technician.