

THE JENSEN GROUP  
A WORLD OF COMPETENCE...



TO ASSIST  
THE HEAVY-DUTY LAUNDRY

**JENSEN**

# THE JENSEN GROUP

## – the world market leader...

### The JENSEN GROUP

Today the JENSEN GROUP is the market leader in the heavy-duty laundry industry – widely recognized as the outstanding innovator and supplier of equipment, systems and services.

The JENSEN GROUP traces its origins to a servicing and manufacturing company founded in 1937 on Bornholm, a Danish island in the Baltic Sea. Today the JENSEN GROUP consists of 11 operating companies, including 7 production units in Europe and 1 in the USA.

In May 1998 the Group took a major step forward by acquiring Senkingwerk GmbH, Germany, a leading supplier in washroom automation systems. And in 1999 the Group acquired FUTURAIL, a UK specialist in monorail systems. Also in 1999, the Group acquired the L-TRON (USA) washer extractor and dryer product range.

These acquisitions, backed by the Group's aggregate resources and by a consistent emphasis on research, development and innovation, firmly establish the JENSEN GROUP as the market leader. As a single supplier capable of meeting all needs related to laundry processing and automation.

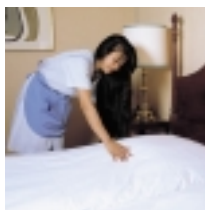
### Laundry Systems Group

The merger with IPSO-ILG in 2000 has created a new worldwide laundry giant (Laundry Systems Group) which in terms of market share, product offering, distribution network and quality remains still unmatched.

*The JENSEN GROUP has something special to offer the textile industry...*

– soft, fluffy towels

– flawless bedlinen



– impeccable table linen

– immaculate uniforms

### The JENSEN business foundation

It is the purpose of the JENSEN GROUP to assist heavy-duty laundries worldwide to produce quality textile and garment services. As a global network organization, the JENSEN GROUP will develop and provide innovative, reliable equipment, system solutions and services – from single machines to total laundry process engineering, thereby setting the standards for the heavy-duty laundry industry.

### JENSEN core competence areas

The JENSEN GROUP has a world of competence in total laundry process engineering for:

- Washroom Technology
- Garment Processing
- Flatwork Processing

We are a customer-driven organization, maintaining and developing our core competence areas in:

- Operating an expanding global distribution network
- Project management
- Fast-to-market research and development
- Software design
- Implementation of new and proven technology in our industry
- Cost-effective design, production and sourcing
- Proactive support service
- Networked organization for service and communication
- Leadership by empowerment

### Loyal partnership – we think globally and act locally

Much of our success is based on our ability to form long-lasting partnerships with our clients. We have appointed the best distributors at more than 45 strategic locations on key markets all over the world. What's more, we have experience of working in all parts of the world, applying our global competence to meet local needs. That means being aware of local customs, traditions and cultural preferences.

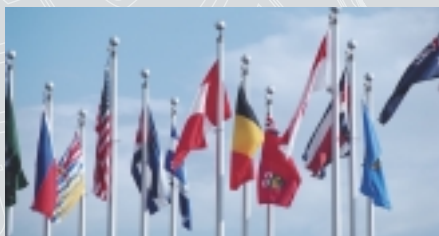


### Three JENSEN generations

*Serving the heavy-duty laundry industry – three generations of the JENSEN family: Einar Jensen (portrait), Jesper Munch Jensen (left) and Jørn Munch Jensen (right)*

*In 1937, during a period of economic recession, Einar Jensen had the courage to leave his job and start his own service company. In 1960 the son, Jørn Munch Jensen, developed the first folding machine for heavy-duty laundries and led the JENSEN company through three decades of organic growth and internationalization. In 1992, the third generation of the JENSEN family entered the corporation. Jesper Munch Jensen guided the JENSEN activities into a new era of expansion, focusing on acquisitions and thereby extending the product line. The result was that the JENSEN GROUP became the first corporation in the world to supply all the equipment and systems demanded by heavy-duty laundries.*





– We think globally  
and act locally.

JENSEN is the world market leader  
in the heavy-duty laundry industry.



**JENSEN**®

# A WORLD OF COMPETENCE

## – RESPONDING TO MARKET DEMANDS...



The JENSEN GROUP:

- 1) JENSEN DENMARK  
Rønne, Denmark
- 2) JENSEN SWEDEN AB  
Borås, Sweden
- 3) SENKINGWERK GMBH  
Harsum, Germany
- 4) JENSEN AG BURGDORF  
Burgdorf, Switzerland
- 5) JENSEN UK LTD.  
Banbury, England
- 6) D'HOOGHE N.V.  
Gent, Belgium
- 7) JENSEN NETHERLANDS B.V.  
Kerkrade, the Netherlands
- 8) JENSEN FRANCE  
Epone, France
- 9) JENSEN USA INC.  
Fort Mill, South Carolina  
and Panama City, Florida, USA
- 10) JENSEN ASIA PTE LTD  
Singapore
- 11) LSG-SOUTH AFRICA  
Johannesburg, South Africa

### Sales and service organisation

The JENSEN GROUP has its own sales and service organisations in Denmark, England, the Netherlands, Belgium, Germany, Singapore, Sweden, Switzerland and the USA. They provide direct sales in Germany, Switzerland, England, Singapore and USA and project and service backup for JENSEN's 45 distributors worldwide.

### The JENSEN GROUP's world of competence

#### JENSEN brands:

##### JENSEN®

– the market leader in finishing systems. Production plants in Denmark, the Netherlands and Switzerland. World's oldest supplier of finishing equipment.

##### METRICON®

– brand name of the world's most advanced garment sorting and handling system. New production plant in Borås, Sweden. Member of the JENSEN GROUP since 1994.

##### SENKING®

– brand name of the market leader in washing equipment: tunnel washers, extractors, presses, tumblers and transport equipment. Production plant in Hildesheim, Germany. Member of the JENSEN GROUP since 1998.

##### FUTURAIL®

– the brand name for bag handling systems since 1967 known all over the world. Production plant in Banbury, England. Member of the JENSEN GROUP since 1999.

##### L-TRON®/D'HOOGHE®

– Complete washer extractor range enjoying a worldwide reputation. Produced in Panama City, Florida, USA and in Gent, Belgium.

##### CENTRAL® (named JENSEN USA from June 1999)

– the JENSEN GROUP's organisation in North America.



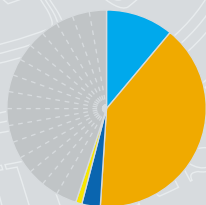
Member of the board and founder of the JENSEN GROUP Jørn Munch Jensen, flanked by CEO of LSG Jesper Munch Jensen (left) and President of the JENSEN GROUP Steen Nielsen (right).

### Constant response to market demands...

"Throughout the past 40 years, JENSEN has been supplying the heavy-duty laundry industry. We have maintained close contact with the market and its key actors, with trendsetters, and with national and international textile associations. The JENSEN GROUP has always been aware of the trends in the industry, and it will continue to serve its customers as a hands-on supplier. This close contact explains why we are the most innovative people in our business. When it comes to finding the right solution, no one is more flexible, more focused on the needs of the single customer, than the JENSEN GROUP.

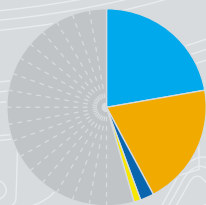
The growth and success of the JENSEN GROUP are a clear indication that the JENSEN GROUP has met the real demands of the market by developing the right products at the right time and by maintaining close contact with its customers.

The new and extended JENSEN GROUP will continue this policy. We shall continue to assist you in your efforts to produce high-quality flatwork and garment services."



Typical distribution of average production cost in flatwork supply.

- 11% - Textile
- 40% - Salaries
- 3% - Maintenance
- 1% - Training
- 45% - Others



Typical distribution of average production cost in garment supply.

- 20% - Textile
- 18% - Salaries
- 2% - Maintenance
- 1% - Training
- 59% - Others

## Your requirements...

The list of your requirements is based on a detailed study of the need for solutions offering high quality and productivity. The items are not prioritized as no customer needs or product mix are quite the same:

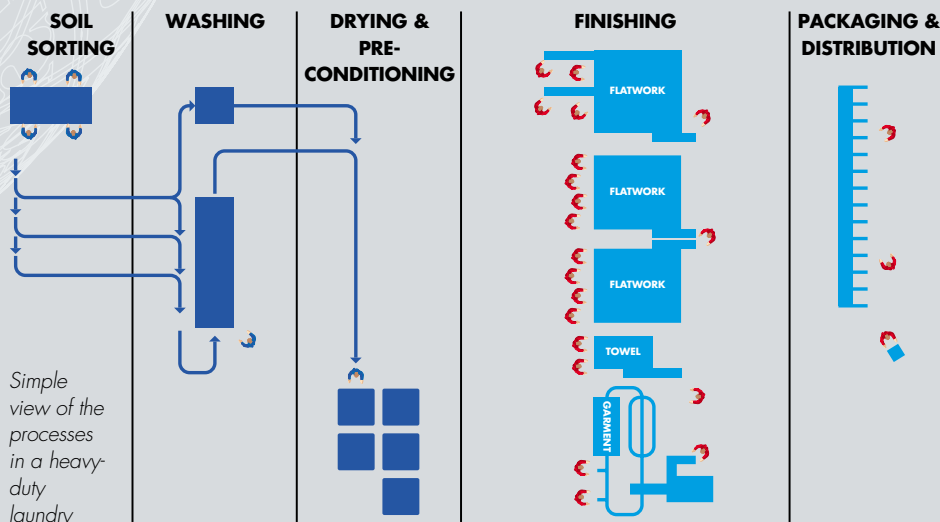
- High productivity – measured in output per operator hour
- The highest consistent quality of the linen produced
- Reliability of systems – minimizing downtime
- Easy-to-use interfaces – operator panels, displays, instructions, etc.
- Easy maintenance – easy access to all working parts
- Management Information System: systematic compilation and processing of production data
- On-line information and help facilities
- Improvements in the working environment – noise reduction, ergonomic design
- Compliance with external environmental requirements.

## Our response...

Any supplier attempting to satisfy these requirements must have a comprehensive understanding of the entire laundry process. That's why we've extended our range of capability, creating the JENSEN GROUP's "world of competence" – a network of competence centers capable of delivering both individual and integrated solutions and systems comprising:

- Automation and integration of processes
- Automatic quality control by scanning and identification
- Designs with a focus on ergonomics, working environment and easy service
- Visualization of flows and production statistics with link to MIS
- User-friendly Man-Machine Interfaces (operator panels)
- Local proactive customer support services.

Our competence covers all the processes from soiled sorting through the washroom, the finishing department to deliveries. The systems feature integrated management information systems. And we can offer service contracts and customer support systems. Working with the JENSEN GROUP means working with a strong partner – a partner with a world of competence operating from a local base...



**JENSEN**®



# GLOBAL PROJECT COMPETENCE – with local backup

## Local partners

Whatever the nature and scope of your laundry project, the JENSEN GROUP has the resources to meet your needs, based on our own project engineering and support services – and our world-wide network of distributors.

In line with our market policy we have established our own sales and service companies in certain markets. In other markets we team up with the best local partner capable of serving the heavy-duty laundry sector. We select a partner with the broadest range of technological competences, fully capable of working with customer contacts, project engineering, installation, training and customer support services. You can always rely on our local distributor to do a good job – backed by JENSEN, and complying with the policies adopted by the JENSEN GROUP.

*No IT remote service can replace the local and direct contact with the JENSEN GROUP and its worldwide network of distributors.*

Our distributors have direct access to our project engineering resources and our customer support services. And their direct involvement at local level is backed by the full range of JENSEN tools, which are always available to our distributors – and to our clients.

With the JENSEN GROUP's world of competence, you can bring your project a step closer to implementation. You can contact us directly – or through our network of distributors, you yourself can link to the JENSEN network.

## Project services

**The earliest phase:** Even before you define your project, JENSEN supports your project team. We have top consultants in different parts of the world – offering project support, setting up reference visits and providing input for your specifications.

**The project and implementation phase:** A project team will meet with you to specify your needs and requirements, and to coordinate the implementation of your project in a close partnership with you.

You can draw on the combined experience and expertise of the Group's engineers and supervisors – and, of course, on the skills and local knowledge of our distributor.

- We support you in asking the important questions:
- What kind of return are you going to get on this investment?
  - Does the proposal match your technical specifications?
  - How will the new plant or installation work?
  - What about the future – improvements, increased capacity, etc.?

You will soon discover that when entering a partnership with JENSEN, you have a loyal partner who works in your interests, all the way. Our main goal is to assist you in producing high-quality flatwork and garment services.

Language is no barrier. The JENSEN GROUP is knowledge-focused, and one of our resources is the linguistic skills of our employees, who cover many nationalities.

We can assume overall responsibility for a total turnkey project, offering design, planning, installation and training. You – the end user – will benefit from our unique combination: global competence and local knowledge.

**After installation:** You will have direct access to our customer support program – including preventive maintenance, service checks and remote-modem service. We train your operators and instruct your engineers. You can conclude a contract with our local partner covering systematic maintenance.

Our continued involvement reflects our policy of maintaining an open and constructive dialogue with our customers. We believe in a loyal partnership – before, during and after the project.

## JENSEN PROJECTS

JENSEN PROJECTS provide turnkey project engineering including feasibility studies, planning and design, delivery and installation, training of the personnel, management and long-term maintenance. For every project undertaken a multidisciplinary team of skilled professionals is gathered to analyse and provide the most meaningful solution for each client.

The JENSEN PROJECTS' area of expertise includes hotel, hospital, industrial and ship laundries. JENSEN PROJECTS (formerly D'HOOGE projects department) have completed laundry projects worldwide in cooperation with architects, consultants, contractors, governmental organizations (Ministries of Health) and with major hotel groups such as the Hilton, Marriott, Mövenpick, Sheraton, Hyatt, Shangri-La and others.

## An impressive list of references – always ask JENSEN

When you get in touch with the JENSEN GROUP to present your ideas or projects, our list of references will give you an impression of the scope of our experience – the experience that makes us a market leader with a world of competence.

*When you're looking for a proposal for a heavy-duty laundry project, your search is incomplete if you haven't asked JENSEN!*

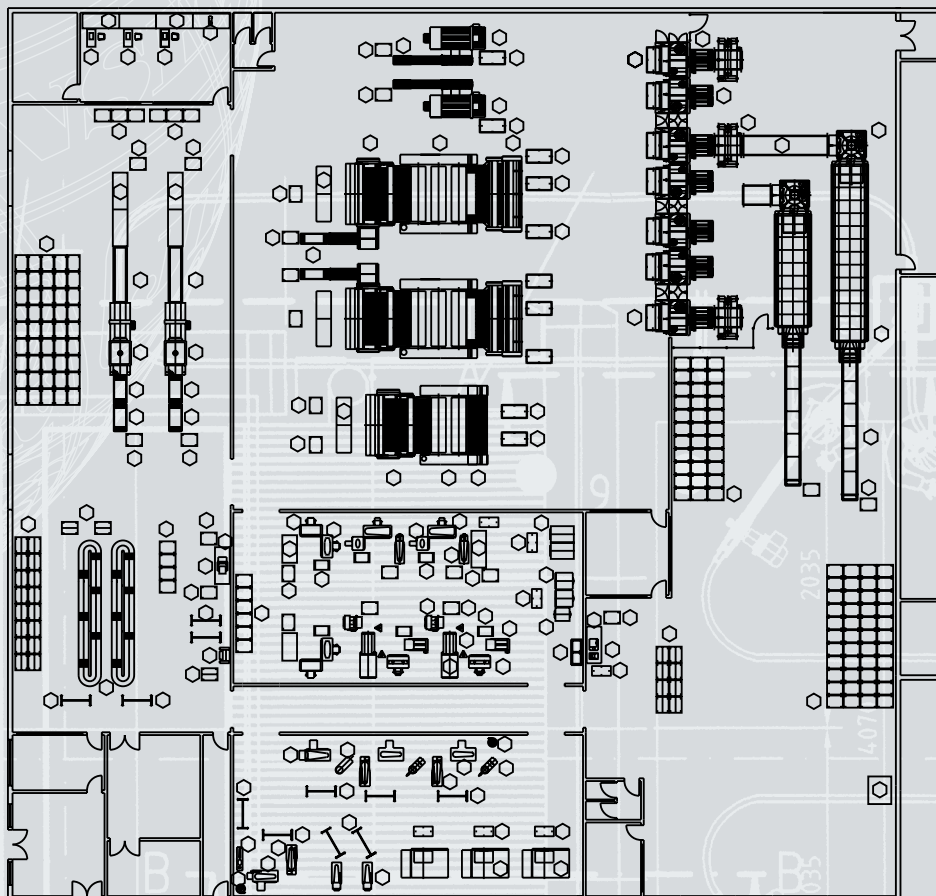
*You can draw on the combined experience and expertise of the Group's engineers and supervisors...*



*We train your operators and instruct your engineers...*



*After installation of the solutions, you have direct access to our customer support program...*



*JENSEN PROJECTS has completed a large number of laundry projects worldwide.*

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# JENSEN WASHROOM COMPETENCE

We cover all washroom operations: soiled handling and sorting systems, loading devices, continuous batch washers, washer extractors, presses, extractors, drying tumblers, clean handling and sorting of the washed linen.

## FUTURAIL

The FUTURAIL BAG HANDLING SYSTEM – a worldwide success – plays an important role in the integration and automation of the washroom.

The FUTURAIL product range includes systems for: reception of soiled items – soiled sorting – classified storage – soiled handling before washing and transfer to the finishing department from the washroom including clean handling and clean storage. The complete bag handling system.

We continue to innovate, constantly introducing improvements to the FUTURAIL product range. We work closely with engineering consultants, metallurgists and plastic specialists in order to constantly improve design and equipment. A totally updated design of the rails and trolleys has now achieved impressive results in several reference laundries. The system is easy to install and trouble-free in operation. It needs very little maintenance – and the noise levels are very low.

The FUTURAIL bag system is reconfigurable, installations can be modified, re-using existing components and modules.

Our project department has an extensive fund of experience to offer when it comes to planning ideal flows in laundries.



*FUTURAIL bag handling system*



## SENKING

More than 1,300 continuous batch washers, presses and dryers in different parts of the world: that's the background for the JENSEN GROUP's washroom competence.

JENSEN-SENKING GMBH has a virtually unmatched fund of expertise in laundry technology. The company has an impressive record of innovation, since the first washing machine was produced as far back as 1918.

SENKING continues to innovate. Its latest development – the Universal Tunnel Washer – is the result of an entirely new approach to the washing process. The SENKING UNIVERSAL is one of the most highly regarded continuous batch washers, the preferred choice of many heavy-duty laundries. They prefer the UNIVERSAL because of its efficiency, its versatility and its economy. Water consumption can be as low as 6 liters per kg, and steam consumption as low as 0.4 kg per kg of processed linen. The concept applied in the SENKING UNIVERSAL is to exploit the full advantages of mixing batches thereby improving the to-

tal laundry flow. The performance levels have been verified by independent test institutes.

The SENKING range includes loading devices, continuous batch washers, water extraction presses, extractors and dryers – all of them computerized.

## D'HOOGE

Further to the merger of JENSEN and IPSO-LSG, D'HOOGE has become part of the JENSEN GROUP.

D'HOOGE was the first to enjoy a world-wide reputation for its versatile and well-built range of washer extractors. Available in standard, barrier and tilting versions.

In addition D'HOOGE is specialised in the supply of washer extractors fully equipped with water reclamation systems (standard or customized), which contribute significantly towards the reduction of water consumption, while safeguarding the environment.

## L-TRON

The recently acquired American washer extractor and dryer program completes the JENSEN GROUP's line of washing equipment.

Introduced in 1987, the L-TRON was designed as the first truly single motor drive in the laundry industry. This patented single motor design allowed for total variable speed capabilities for washing and extracting coupled with the patented Electronic Balancing System (EBS), this design has revolutionized the laundry machinery industry.



*L-TRON washer extractor.*

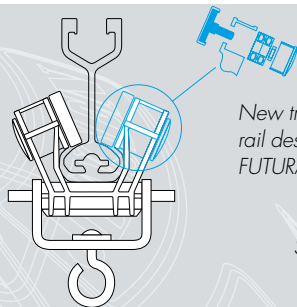


*D'HOOGE washer extractor.*



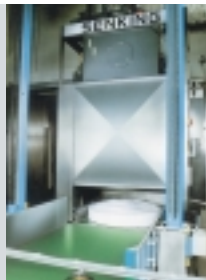
*SENKING continuous batch washer.*





New trolley and rail design from FUTURAIL

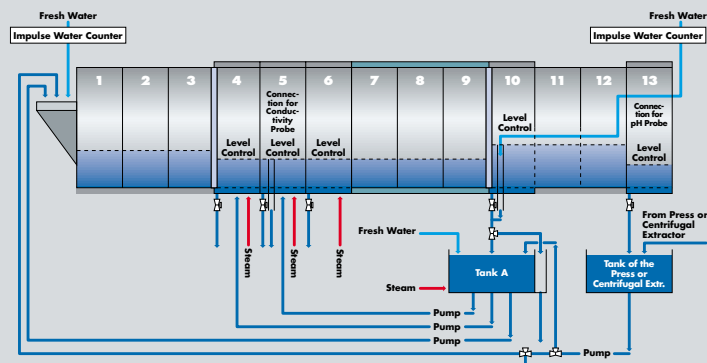
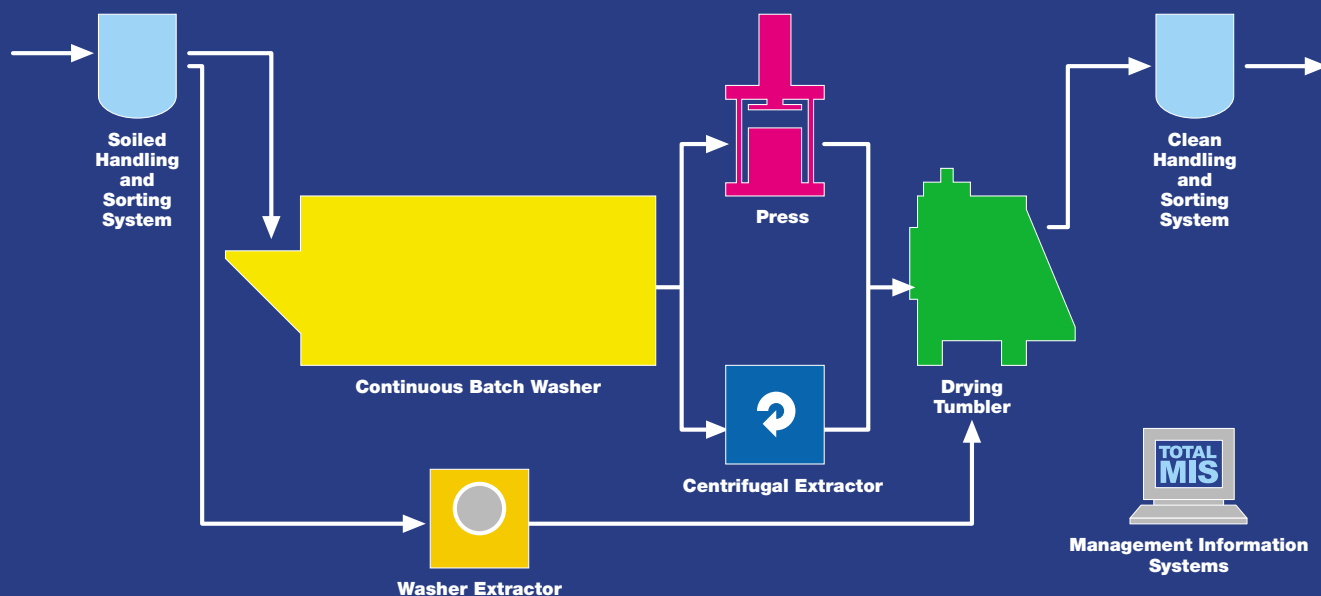
SENKING water extraction press



SENKING dryer



## JENSEN WASHROOM COMPETENCE



SENKING UNIVERSAL CONTINUOUS BATCH WASHER: Due to perfect bath separation each batch can be treated differently in regard to colours, detergents, temperatures and bath levels.

**JENSEN**®

# JENSEN FLATWORK COMPETENCE

## JENSEN – first in finishing automation

The JENSEN GROUP is the world leader in the development and production of finishing equipment for the preparation, feeding, ironing, folding and stacking of flatwork, and the sorting and folding of towels. We have the broadest line of finishing equipment. The finishing department is the most labor-intensive part of the laundry – especially the feeding process in front of the ironers. JENSEN has focused on the improvement and development of new systems that automate the flow from the tumblers to the operators at the feeder stations, including solutions with remote feeding stations, thus providing a buffer of prepared linen in front of the feeder.

The automation of the flow results in a huge increase in output per operator – and improved working conditions for your laundry personnel.

We supply all the units you need for a complete finishing line, including dispatch systems. We have systems for all types of flatwork – both standardized and mixed production. In fact, we have the broadest line of products in the industry, which can be selected and combined to give you the system that meets your individual needs.

We realize that we can maintain our leading edge only by keeping fully abreast of market trends and technological developments, both in hardware and in software. And laundry manage-

ment is a lot easier when you have “info-links” between the various units, to ensure a smooth production flow, so data collection and integrated finishing line control are standard features. Further, the equipment is prepared for data transmission to a central management information system.

JENSEN flatwork systems serve industrial laundries, including the largest linen rental companies and hotel groups, in all parts of the world. And even at sea on board luxury liners.

We know the laundry industry. We know your requirements. And we have the overall resources to match those requirements – wherever you are located!

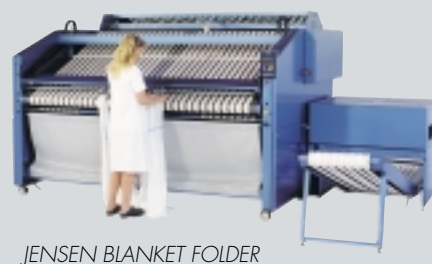
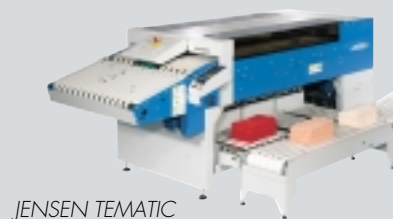
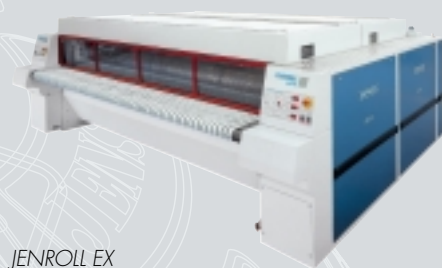


*JENSEN VIKING SEPARATOR and  
QUICK FEEDER.*

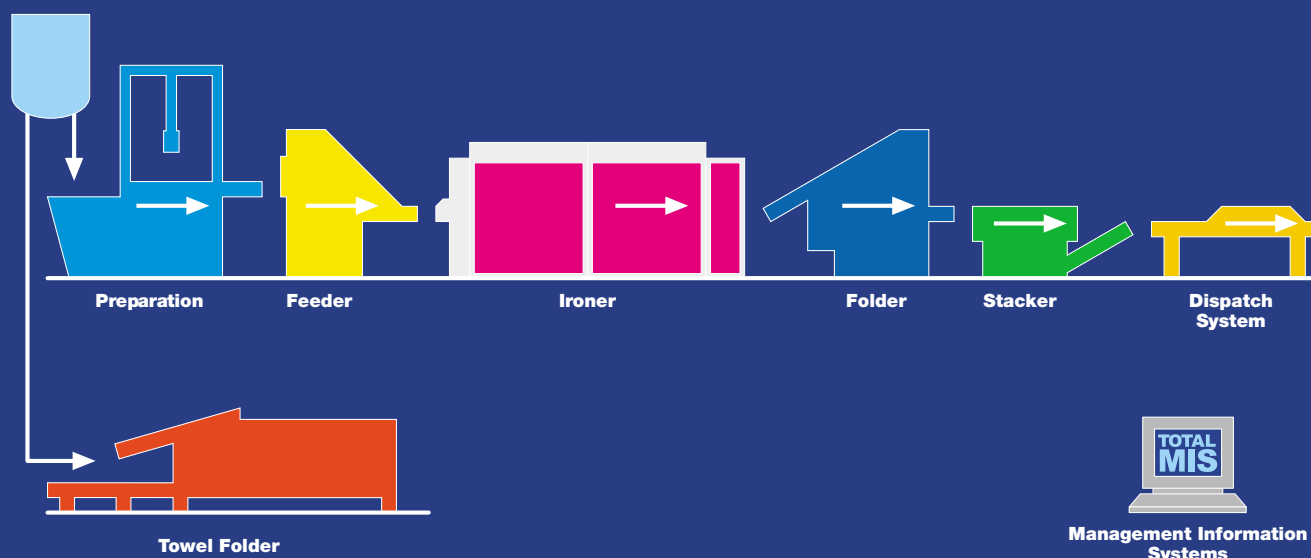


*Decentralised feeding with AMKOMATS and  
TRANSFEED 2000.*





## JENSEN FLATWORK COMPETENCE



**JENSEN**®

# JENSEN GARMENT AND SORTING COMPETENCE

## JENSEN – first in finishing automation

The JENSEN GROUP has a reputation for innovation. We were the first to add a real improvement to garment finishing, when we introduced new concepts – such as the Butterfly garment folder and the fully automatic sorting systems with hanger identification.

Today, we offer a complete garment finishing range – covering all needs, from simple folding to fully integrated systems for garment handling, tunnel finishing and sorting. And that includes identification systems using radio frequency identification.

We supply all types of folders: manual, semi-automatic or fully automated folding and sorting. In fact, we can fold anything from patient gowns to heavy boiler suits.

The JENSEN GROUP serves as an important strategic partner for many large garment rental companies in different parts of the world – in an industry that continues to expand. In some plants, JENSEN garment handling systems process up to 40,000 garments per day.

## METRICON

The METRICON conveyor system is a key element in our integrated garment finishing systems.

METRICON solutions can be applied in all segments of the garment process industry: healthcare uniforms, industrial uniforms, high-visibility uniforms and corporate identity workwear.

The components and modules of the METRICON system are highly engineered, resulting in very reliable function and extremely low maintenance costs. Thanks to its modular build-up it can easily be expanded as you expand your laundry operation.

Most systems are based on a circulating production hanger, but we also have a system for disposable hangers – using the patented METRICON hanger carrier with an Auto Tie-out System.

The METRICON garment handling system can be fully automated. We deliver the unique METRICON track and trace software to integrate garment handling with the laundry's own administrative systems for garment tracking, inventory control, invoicing, etc. The METRICON software is constantly updated to comply with the latest software developments within the IT industry such as full track and trace.

JENSEN Garment Finishing Systems – the benchmark for the uniform laundry industry...



*Auto Tie-out System.*



*METRICON loading station. Scanning of JENTAG (laundry chip) and loading of garments.*



*METRICON garment handling system with track and trace.*



*JENSEN BUTTERFLY FOLDER.*



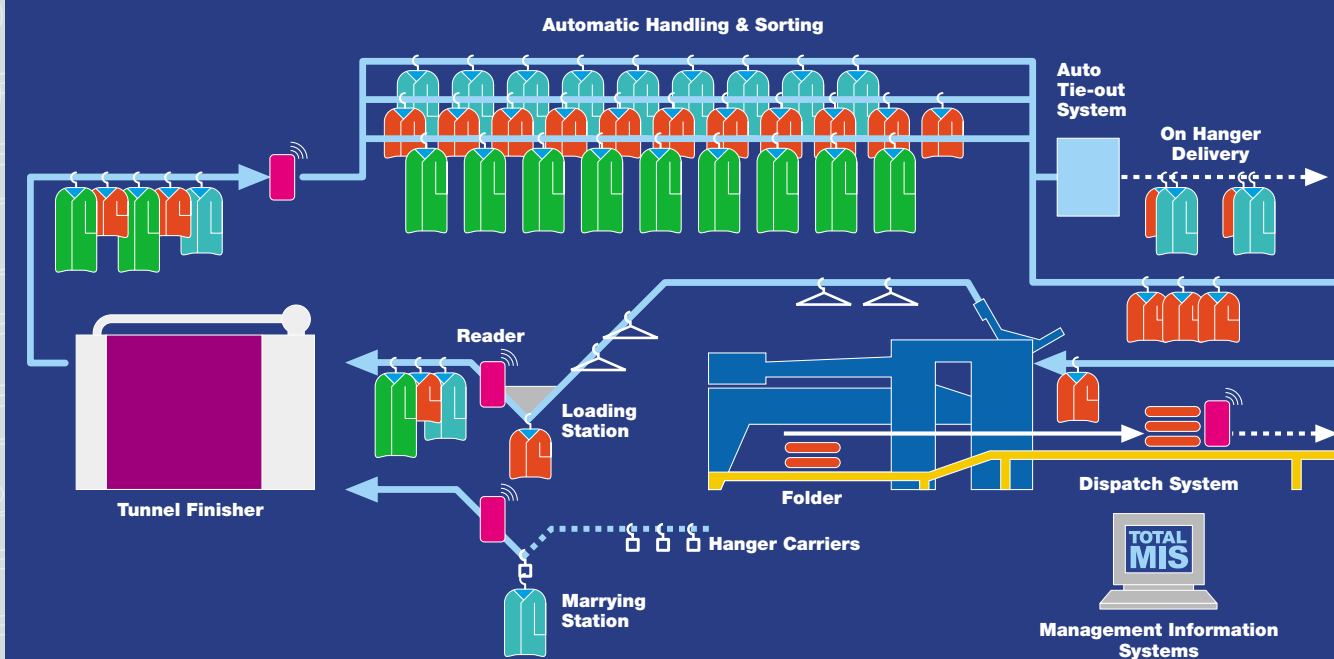


JENSEN OMEGA tunnel finisher.

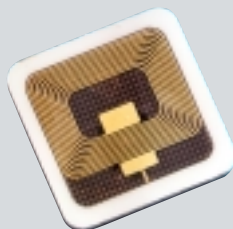
The JENTAG for garment identification is the only chip made especially for the laundry industry with a link to the unique METRICON software.



## JENSEN GARMENT AND SORTING COMPETENCE



Lobster hanger.



JENTAG – manufactured by GEMPLUS® the most innovative RFID garment tag.



METRICON hanger carrier for one-way hangers.

**JENSEN**®

# JENSEN INFORMATION TECHNOLOGY

## MANAGEMENT INFORMATION SYSTEMS – MIS

Laundry managers realize the importance of Management Information Systems – another element in the JENSEN world of competence.

They know how important it is to have a reliable flow of information on ongoing processes – the production flow, the volume, the categories, the customers, the systems, the single machines and the single operator.

We deliver the tools you need to register these data on your units – collecting and processing key information. And we deliver the software to generate reports, presenting the results on screen and on paper. The visualization of this information is an integrated part of the JENSEN software. Moreover, the information can be integrated with existing administrative systems used at your laundry.

The open structure we use for the flow of information and for databases makes it easier for you to use the data and to share data with other systems. Newer JENSEN installations already have built-in modules to facilitate links to a local network.

JENSEN's specialists have the capacity to integrate the different processes into a single Management Information System.

The system is modular, so we can select the modules you need now; at a later stage, you can add further modules, as required. This flexibility limits your initial investment, without the risk of early obsolescence.

## The MIS modules

The modules cover the following functions:

- Process monitoring, temperatures, consumption etc.

- Collection of production data – pieces per operator, total pieces, rewash/repair etc.
- Operator attendance
- Availability of equipment
- Linen flow
- Customer/category control
- Preventive maintenance schedules

## Easy operator machine interface and on-line service assistance

Our Management Information System can also include operator panels, giving the single operator access to direct on-screen visualization of the current operation and data. The system can be linked to networks linking the various laundry units and to PCs used at administrative level. You can also have a modem link to JENSEN – giving you on-line access to information updates and service backup.

The JENSEN MIS installed in your laundry will be adapted to your specific needs, incorporating the parameters that you specify. It will be based on modules constructed from widely used international software, specially adapted by JENSEN to meet the needs of the heavy-duty laundry sector.

## ROMAX – PPS

The decisions made everyday in laundries, long-term – medium-term – short-term – all influence the actual costs of operation and the lead time.

The Romax Production Planning Software – for sequential batch control – offers a tool to save operational costs by having the best "batch launcher" on the job every hour of production, in all laundries of a group.

The Romax software selects the sequence, which best optimizes the use of resources the laundry has chosen to focus on: labor, water, chemicals,

fuel and steam. In other situations Romax is able to determine the sequence, which gives the shortest total lead time of the selected batches. Human resources are an integral part of Romax, which optimizes employee allocation based on their given skills, for each specific task. In terms of production reporting, Romax computes automatically the efficiency of each resource and tracks how much of the available time or resource is actually used for production.

Lastly Romax is ideal to establish a benchmarking between plants – comparing the use of resources while having the best "batch launcher" on duty simultaneously in all plants. The data collected is of strategic importance as it allows to plan laundry layouts, find bottlenecks and eliminate them, both in existing and future production plants.

## PRISMA

The Prisma Garment Management Software has been developed around a relational database, which allows the identification, tracking, and inventory management of a dynamic stock of garments. A standardised communication protocol enables the transfer into Prisma, of the information collected by the METRICON conveyor and software. The Prisma Inventory Management Module handles real time inventory management, new garment purchase order processing, receipt of new garments, identification of new garments and management of used garment stock.

The modular concept of the software simplifies the installation and spreads the implementation costs based on the customer needs

*JENSEN MMI – Man-Machine Interface:*

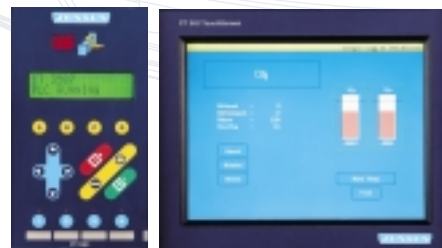
*Left: Standard operator panel.*

*Right: JENSEN touch screen panel.*



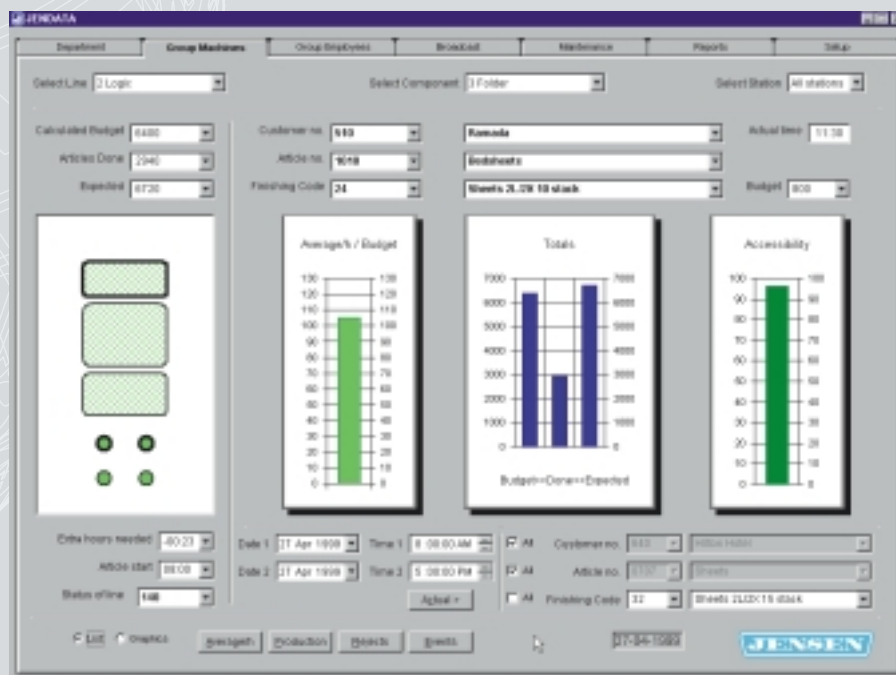
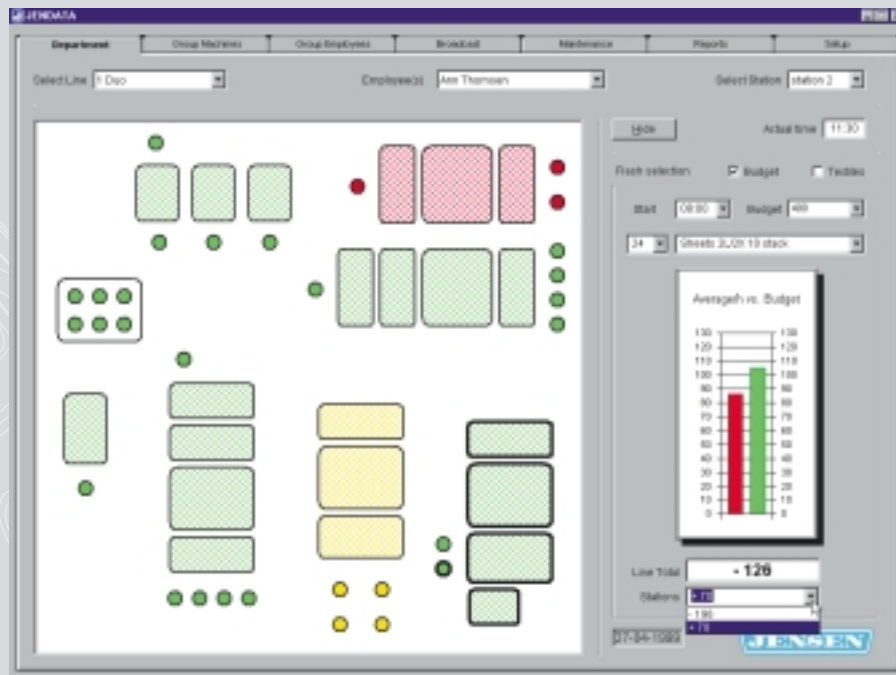
## The JENSEN COCKPIT®

*The JENSEN Management Information System puts you in the pilot's seat where you can monitor performance and make adjustments when necessary. An integrated system, linked to your administrative system and covering every unit in your laundry.*





JENVIEW,  
the JENSEN Management  
Information System, with  
data collection and  
compilation of databases,  
provides you with detailed  
information about the  
production.



ROMAX Production Planning Software.

**JENSEN**

**The JENSEN GROUP  
– a world of competence**

**Your local partner,  
with global experience**

The JENSEN GROUP is the first supplier to offer a complete integrated solution that fully matches the requirements of heavy-duty laundries. Our goal is to assist you in producing the quality of textile service you want, at your planned levels of productivity and costs. We operate worldwide, maintaining a network of competence centers linked to a worldwide network of local partners serving the end users.

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**JENSEN** – the market leader in finishing automation

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JENSEN GROUP  
– the heavy-duty laundry division in  
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