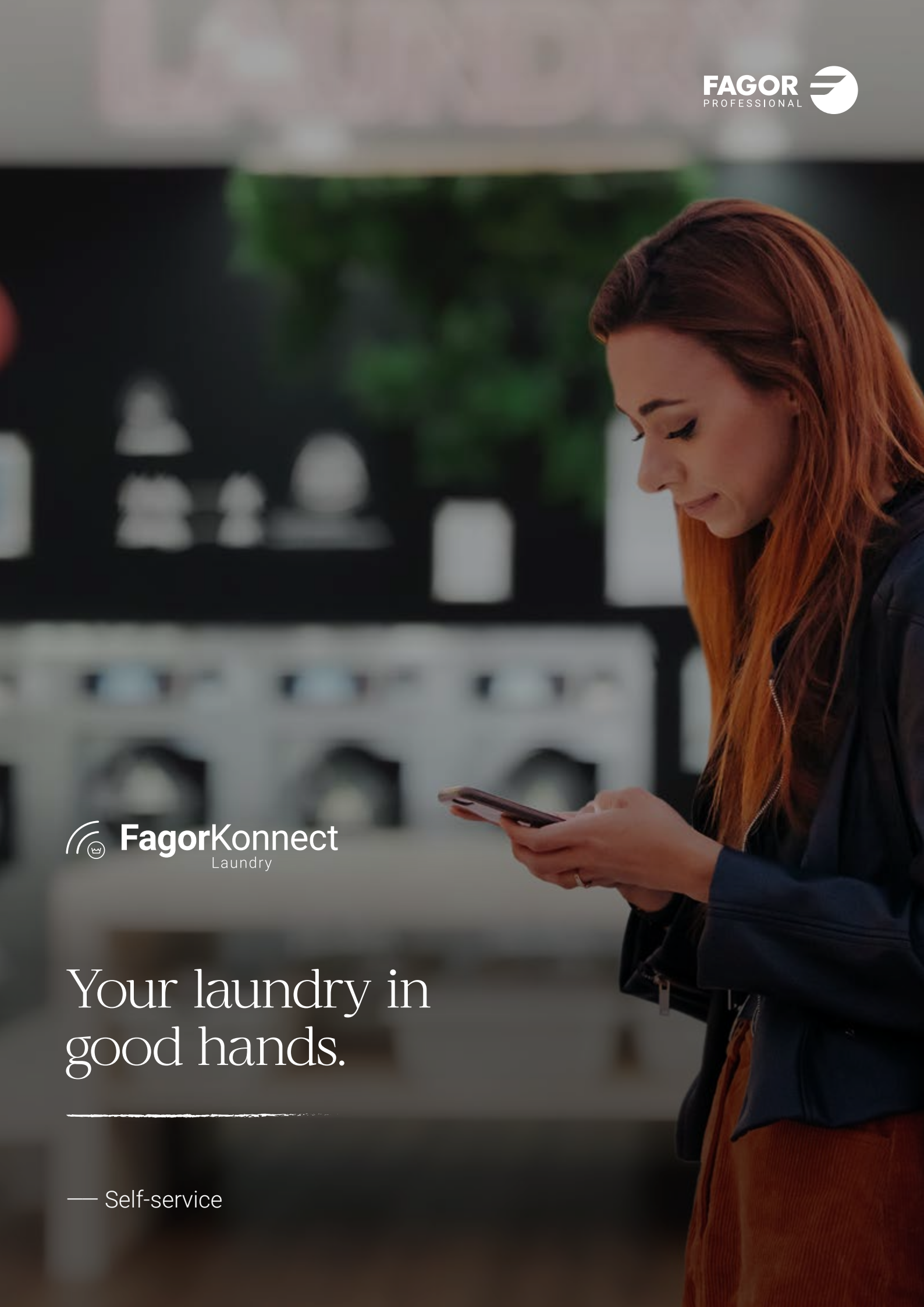

FAGOR
PROFESSIONAL
FagorKonnect
Laundry
Your laundry in good hands.
— Self-service

FagorKonnect, the IoT from Fagor Professional

Free web platform for laundry management that takes **IoT** to its full potential, transforming the operation of your self-service laundry.

Thanks to this platform, you can **increase efficiency, reduce costs and improve your customers' experience remotely.**



FagorKonnect
Laundry



Characteristics:

Accessible
Manage from any device: computer, mobile phone, tablet, etc.

Multi-language
Multiple languages available.

Useful for everyone
Owners/end users, technical support, distributors and chemical technicians.

Highly secure
Advanced security to protect data integrity and confidentiality.

Free updates
New features added regularly to keep your business at the forefront.

Constantly evolving
A great team dedicated exclusively to developing and evolving the platform.

Advantages:

Manage your machines, programmes, takings, schedules, users, home automation, and obtain real-time reports.

Save time and travel by managing your entire self-service facility **remotely.**

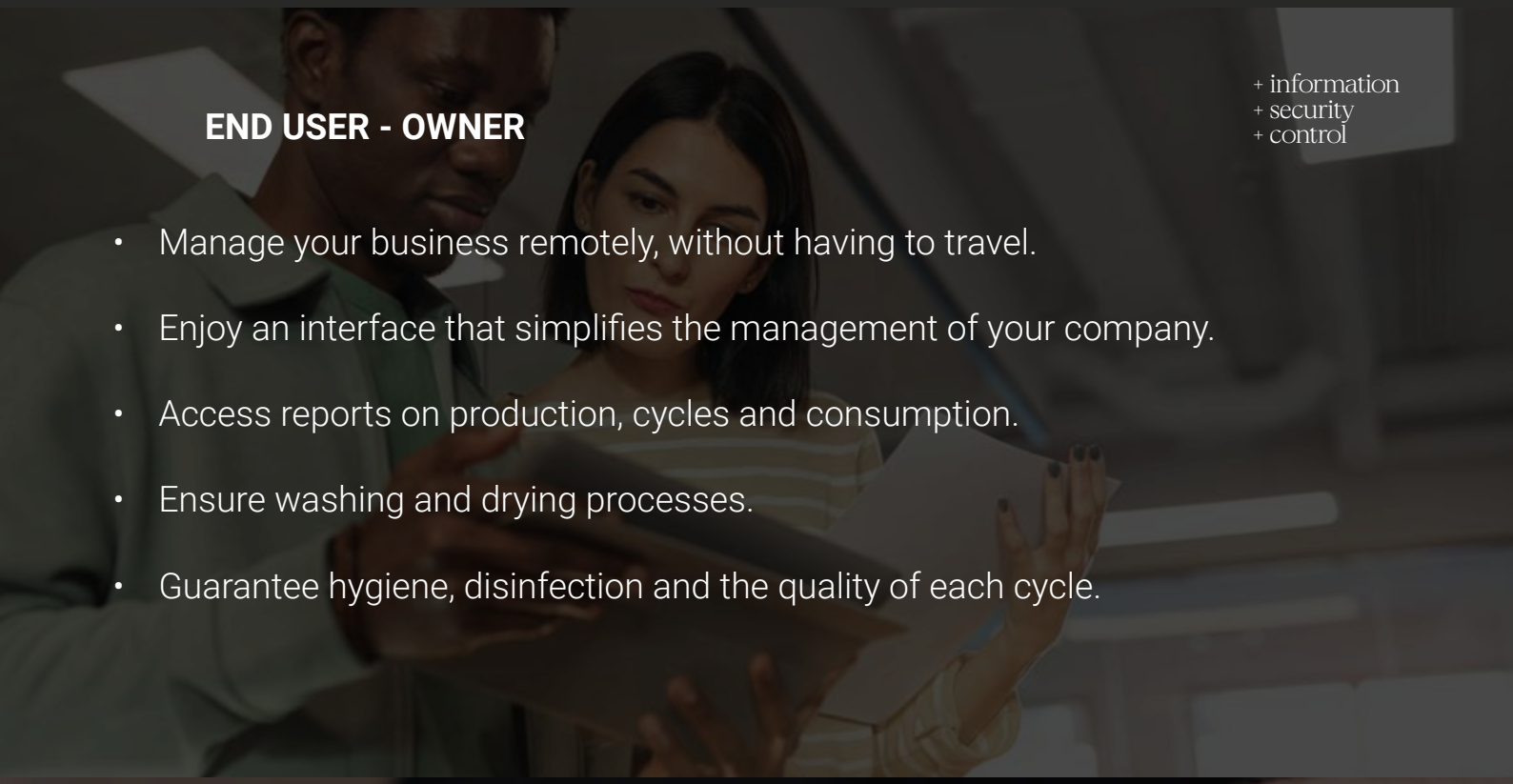
Ethernet connection
Sending of metrics with Touch Plus Control TP2 and consumption data collected by the LEMS BRAIN to the **FagorKonnect** web platform.

Pulse connection
My Laundry Time Kiosk allows you to connect other devices via pulses, including your washers and dryers, as well as other services.

Home automation
Manage lights, cameras, sensors, and other devices.



FagorKonnect adapts to each user's needs



END USER - OWNER

+ information
+ security
+ control

- Manage your business remotely, without having to travel.
- Enjoy an interface that simplifies the management of your company.
- Access reports on production, cycles and consumption.
- Ensure washing and drying processes.
- Guarantee hygiene, disinfection and the quality of each cycle.

TECHNICAL SUPPORT

+ efficiency
+ support
+ information

- Improved service offered to customers.
- Improved processes, more efficient and less costly, avoiding unnecessary travel.
- View data on cycles performed with the new telemetry.
- Remotely update the software to keep machines up to date without having to travel.

CHEMICAL TECHNICIANS

+ information
+ management
+ ease of use

- Remotely manage and create washing and drying programmes.
- Ensure efficient processes and guarantee the hygiene and quality of each load.
- Access new, detailed telemetry data for all programmes run.
- Thanks to data from the new pulse concentrator, chemical technicians can adjust and optimise the dosage of chemical products.
- Establish connections with dosing systems.

CUSTOMER

+ convenience
+ speed
+ gain loyalty

- Navigate easily through a clear and user-friendly interface, both on the My Laundry Time Kiosk payment terminal and on the My Laundry Time app.
- Pay quickly, securely and conveniently using your card, Bizum*, the My Laundry Time app, or coins/tokens.
- Enjoy special promotions and loyalty programmes that offer you discounts and personalised rewards.
- Check the current status of your machines through **FagorKonnect** and avoid unnecessary waiting times.

* Bizum: Instant transfers, coming soon only available in Spain.

FagorKonnect: main functionalities

From the main menu of the web platform, you will have access to various functions that will allow you to completely manage your laundry, whether from your mobile phone, tablet or computer.

DASHBOARD

Customised graphs to track your business:
machine status, cycles performed, occupancy, errors, etc.

MACHINES

Management: telemetry, statistics, remote access, error notifications, etc.
Configuration: programmes, phases, prices, washer and dryer settings, etc.

PROGRAMMING

Configure and program your machines remotely (create programmes, phases, group programmes, filter), view telemetry, and much more.

BUSINESSES

Configure and organise your self-service laundries, link machines and payment methods, and much more.

USERS

Manage the users who access your machine information.

FAGOR PROFESSIONAL

DASHBOARD



Manage your business

Customised graphs to track your business:
machine status, cycles performed, occupancy, errors, etc.

- View machine status, geographical distribution, cycles performed, evolution over time, occupancy, programmes run, and number of errors, among other things.
- Filter and customise information by date, machine type, status or other criteria.
- Group graphs to customise your dynamic control panel.
- Download graph information in XLSX or CSV format.

Dynamic panel

The new dashboard allows you to organise graphs into customised groups.

- Create labels to group graphs according to your criteria (efficiency, productivity, hygiene, etc.).
- Save and view customised groups of graphs for specific analyses.



Improved occupancy graph

Allows you to monitor machine usage time, showing details for each day within a selected range.



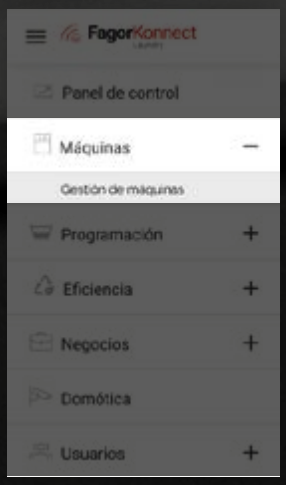
Manage and control your takings

- Aggregate: view the takings from each machine for any date range.
- Temporal evolution: view and track the evolution of your takings over time.
- By payment method: analyse income according to its source (My Laundry Time Kiosk contactless payment centre, My Laundry Time payment app, or coin box).



FAGOR PROFESSIONAL

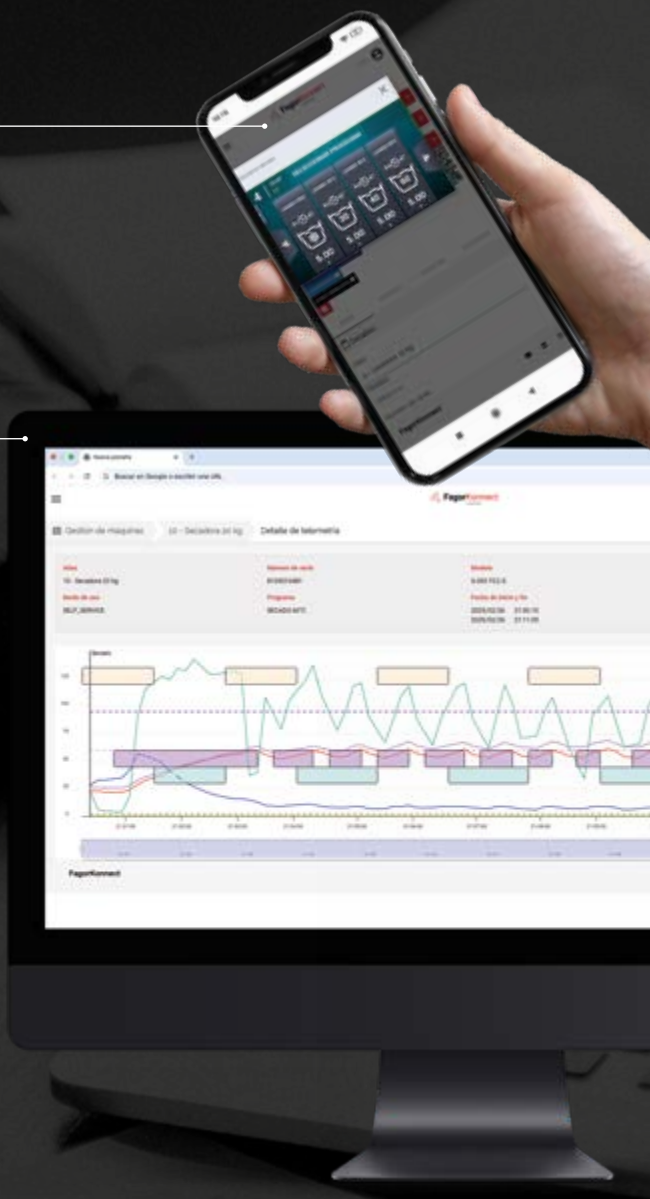
MACHINES



Remote management and configuration

Management: telemetry, statistics, remote access, error notifications, etc.
Configuration: programmes, phases, prices, washer and dryer settings, etc.

- Organise and manage equipment remotely by grouping it according to your criteria.
- Filter your machines with advanced options such as type, status, software version or keywords.
- Take advantage of new telemetry to obtain key data and optimise your operation.



Remote desktop

Access your machines from anywhere, as if you were right in front of them. Facilitates daily management for the owner and enables efficient remote assistance from technical support.

New telemetry

The new telemetry provides you with more data and displays it in dynamic, highly visual and customisable graphs, allowing you to:

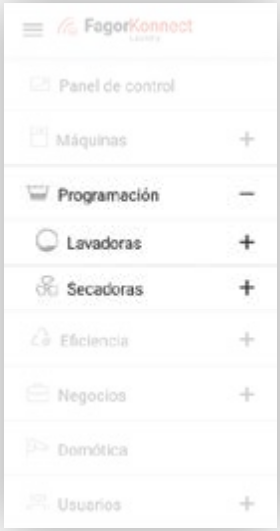
- Select data by date ranges.
- Use the zoom to view data in greater detail.
- Identify incidents in cycles.
- Export the telemetry you are viewing and import data from other machines.

Quick and effective remote management

Everyday problems have a solution.

- Extend dryer cycles according to user needs.
- Cancel or stop programmes in progress.
- Create customised alerts on equipment.
- Release programmes.

PROGRAMMING



Control the machines

This menu offers you a wide range of possibilities to configure and program your machines remotely (create programmes, phases, group programmes, filter), view telemetry, and much more.

- Create, modify or delete programmes according to your needs.
- Manage remote settings: update programmes from **FagorKonnect** or via USB.
- Easily configure prices from the web platform.
- Export key data to load onto machines via USB.

Complete control over machines and their settings

Adjust parameters such as temperature, water level, speed, dosage and more, on both washers and dryers, to optimise efficiency and results.

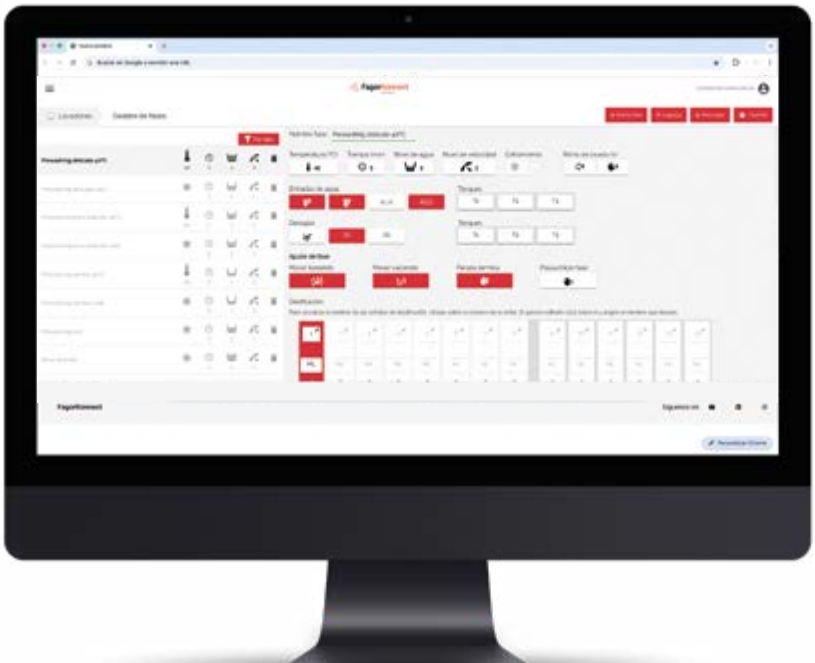
Improved user experience

Increase customer satisfaction by displaying welcome messages, logos, videos with instructions, promotions, alerts or personalised advertisements on the screens of the machines.

Combinable payment systems

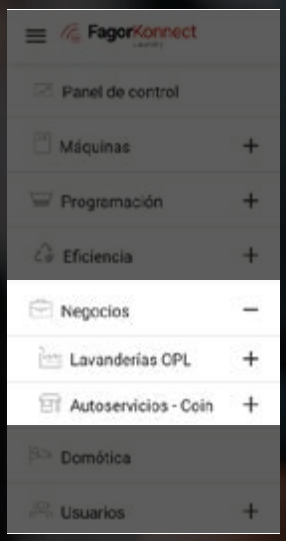
Payment methods can be easily configured and combined with each other:

- My Laundry Time Kiosk: own payment centre with contactless technology.
- My Laundry Time app: equipment bookings and payments from your mobile phone.
- Coin/token box: payment by coins or tokens can coexist with the other systems.



FAGOR PROFESSIONAL

BUSINESSES



Manage every detail of your self-service business with advanced tools, whether it's a fixed laundry, a Laundry2go mobile module or a My Laundry Time Kiosk payment terminal.

- Customise and manage your self-service facilities: design and manage your Laundry2go shops or modules, organising them by geographical location, customised labels, and specific schedules for each location.
- Link your machines to their respective self-service facilities and define the most convenient payment methods for each case, providing greater flexibility and complete control over transactions.

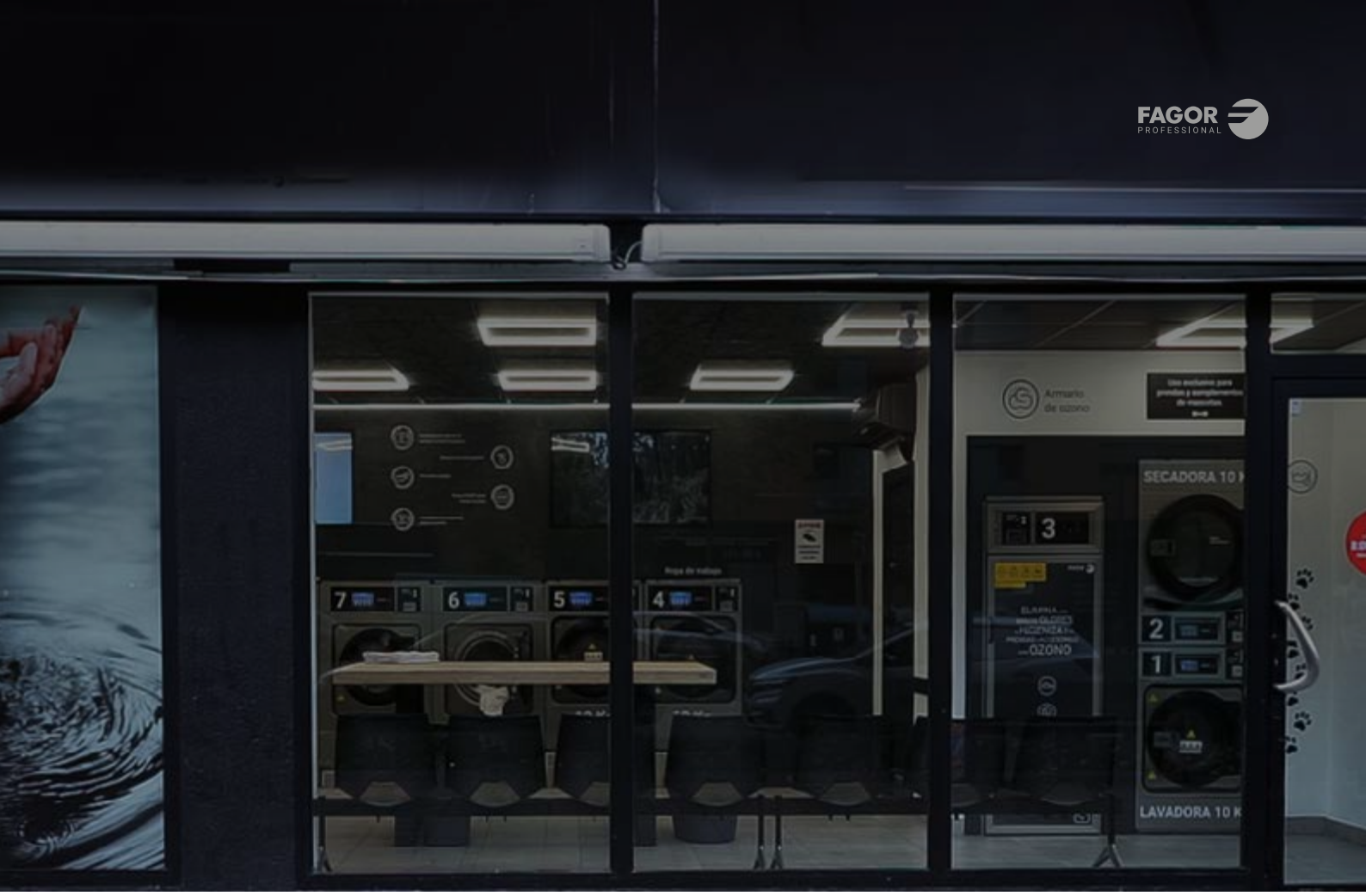


Manage your 'My Laundry Time Kiosk'

With this new contactless payment centre, you can set schedules, link machines and monitor payments and settlements in real time.

Configure and manage the 'My Laundry Time' app

This menu offers you a wide range of possibilities to configure and program your machines remotely (create programmes, phases, group programmes, filter), view telemetry, and much more.





Organise your Laundry2go shops and modules

Organise your Laundry2go shops or modules by adding key information such as address, opening hours, customised colour labels, etc.

Access full control in real time

View key statistics, monitor the status of each machine and access detailed reports on your takings to make decisions and optimise the operational performance and profitability of your business.

Manage prices and promotions

You can manage promotions or special prices according to your needs, either by day or time slot, which you can send to and synchronise with the machines or kiosks.

FAGOR PROFESSIONAL

BUSINESSES → **PAYMENT SYSTEMS**

Fagor Professional offers you maximum flexibility with three payment systems that you can combine as you wish. You can install one, two or all three in your laundry or Laundry2go compact module, depending on your needs.

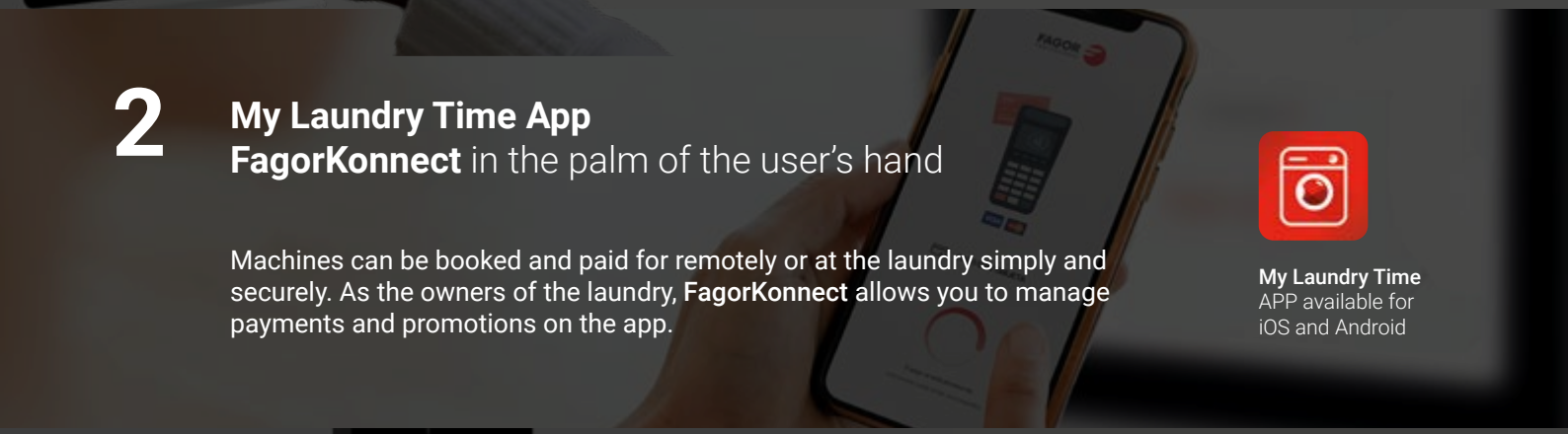
From the "Business" control panel, you can easily manage these systems, and in the "Control Panel" you will have the option to add all the graphs you want to view, both by total takings and breakdown by payment type.

Thanks to **IoT** technology, you will have real-time access to all your income, wherever you are, with full control over your business.



1 My Laundry Time Kiosk
FagorKonnect for centralised payments

Manage contactless payments easily, securely, quickly and accessibly for all users, while managing prices and promotions from anywhere with FagorKonnect.



2 My Laundry Time App
FagorKonnect in the palm of the user's hand

Machines can be booked and paid for remotely or at the laundry simply and securely. As the owners of the laundry, **FagorKonnect** allows you to manage payments and promotions on the app.

My Laundry Time
APP available for
iOS and Android



3 Coins/tokens

By incorporating one of the two coin box kits (electronic or mechanical) into washers and dryers, customers can pay using coins or tokens. Income from coins/tokens can be checked remotely on **FagorKonnect.**

1. My Laundry Time **Kiosk**

Through a large touchscreen, your customers can choose the machine they want, select the programme, make the payment and access exclusive promotions both simply and intuitively.

- Available in 12” and 32” screens.
- Allows payment by card or smart device (NFC).
- Create price plans and promotions.
- Customise it by adding messages or videos.



My Laundry Time Kiosk 32 (optional model with printer)

My Laundry Time Kiosk 12

Easy to install and set up

- Kiosk connected to the internet via Ethernet.
- Can be set up in just a few minutes.
- Unlimited connections of Fagor Professional equipment with Touch Plus Control TP2.

* It is recommended to install on a wall where there is rear access for easy access to all elements. In installations with access only from the front, 25 cm must be left on the left side for access.

Versatility

- Can be combined with other payment systems (coins, mobile phones, etc.).
- Possible to connect equipment via pulse communication up to a maximum of 8 units with M control and/or equipment from other manufacturers*.

* Requires ordering the external pulse signal card option.

Security and convenience

- No coin storage, electronic payment.
- Contactless payment: allows payment by card, mobile phone or smart devices (NFC).

Remote control

- Manage machine and programme prices.
- Manage promotions.
- Set maximum machine reservation times.

Minimum commissions

Save on every transaction with the new proprietary payment gateway, thanks to low commissions and no licence fees.



FAGOR PROFESSIONAL

BUSINESSES → **PAYMENT SYSTEMS**

2. My Laundry Time **App**

App available for iOS and Android

With the My Laundry Time app, you can take your laundry to the next level, making it smarter and more connected.

Your customers will be able to easily locate your laundry, book machines, pay from their mobile phones and enjoy exclusive promotions, all from a single app.

FREE

Free and accessible

Available for Android and iOS.

Payments through the app

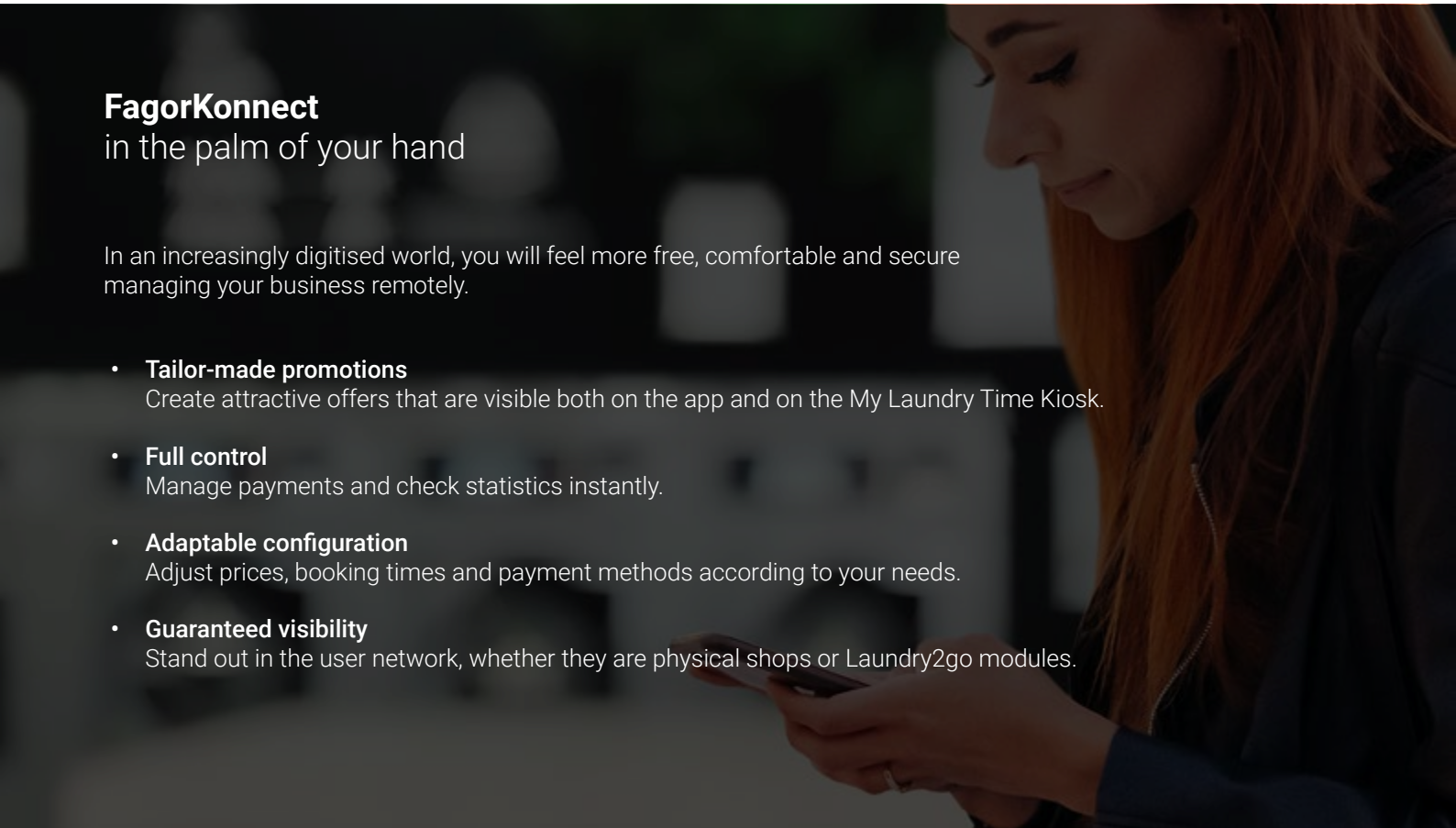
Make transactions quickly and securely. Forget about cash. Activate washers and dryers with a single click, wherever you are.

Easy booking

Select the machine and programme from the app.

Gain loyalty

Exclusive promotions that increase loyalty.



FagorKonnect
in the palm of your hand

In an increasingly digitised world, you will feel more free, comfortable and secure managing your business remotely.

- **Tailor-made promotions**
  Create attractive offers that are visible both on the app and on the My Laundry Time Kiosk.
- **Full control**
  Manage payments and check statistics instantly.
- **Adaptable configuration**
  Adjust prices, booking times and payment methods according to your needs.
- **Guaranteed visibility**
  Stand out in the user network, whether they are physical shops or Laundry2go modules.

Promotions system:

Using the **FagorKonnect** platform, you can manage all the promotions that customers will be able to see in the My Laundry Time app or on the digital screen of the My Laundry Time Kiosk payment terminal. It allows you to create different promotions for registered and non-registered users.

- **Simple promotions**
  Adjust the price of your services or apply discounts by percentage, fixed amount or even payments using a credit balance.
- **Multiple promotions**
  Offer “bring more, pay less” promotions, ideal for encouraging continued use.
- **Balance top-ups**
  Encourage your customers with bonuses on their top-ups, such as receiving an extra amount or a discount on the total amount topped up.

Advantages for customers/users:

- Easy to book, select programmes and pay.
- Exclusive promotions.
- Reduce waiting times by checking which machines are free and which are occupied, as well as being able to book.
- Locate your laundry.
- Pay conveniently from your mobile phone, without the need for coins.



Process for customers/users:

Download the app and register

Install the My Laundry Time app from Google Play or the App Store and create an account to access all features.

Find the nearest or desired laundry

Your customers can find your business, whether it’s a self-service shop or a Laundry2go module, and add it as a “Favourite” from the app.

Select machines, programmes and pay

Once registered and with your shop saved, customers can see which machines are free, select the one they need, choose a programme and time, and pay via the app itself, either by card or using their credit balance.

FAGOR PROFESSIONAL

BUSINESSES → **SOLUTIONS**

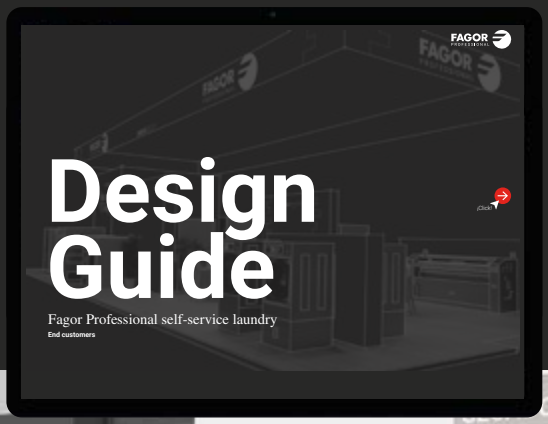
A smart, efficient, and attractively designed laundry

Fagor Professional offers you an attractive design, with efficient machines and remote management and control for your self-service laundry, making it as easy as possible for you to focus on other issues related to opening or refurbishing your business. Our self-service laundry design guide provides you with documentation, advice and editable signage to suit your needs.

The latest-generation **IoT** technology, combined with the different payment methods we offer, make the experience more convenient for both you and your customers.

Advantages

- **Remote management**
  Monitor, set prices and create promotions from anywhere with **FagorKonnect.**
- **Efficient machinery**
  Fagor Professional machines reduce water, energy and chemical consumption, while guaranteeing maximum quality for your customers.
- **Editable designs**
  Attractive and modern laundry design with editable designs, such as vinyl stickers with instructions for use, zones, machines, signage, flyers and prices, among others. Save time and money on graphic design.
- **Simple and secure payment systems**
  Systems such as the My Laundry Time Kiosk payment centre or the My Laundry Time app promote customer loyalty and facilitate the management of your takings.





Laundry2go compact

Setting up a state-of-the-art mobile laundry has never been easier.

Fully equipped and transportable compact laundry with different configuration options.
Allows the creation of laundry establishments in just one step.

The compact module is equipped with the following efficient appliances: a 10 kg washer, another 18 kg washer and an 18 kg dryer. You can also choose from the 3 payment systems we offer and many other technological and innovative options.

You can connect to the **FagorKonnect IoT** free of charge to manage your business remotely and save on travel time.

Remote management

Get real-time metrics, usage, takings and status of the machines.

Easy payments

Manage payments conveniently and remotely with the contactless payment centre. Also compatible with coin boxes and the My Laundry Time App.

Home automation available (optional)

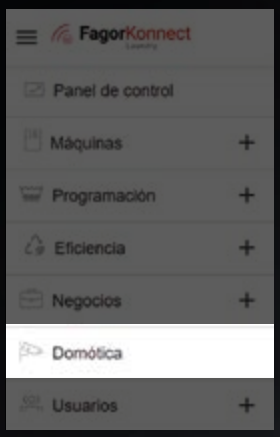
Optimise consumption with smart lighting control systems, video surveillance and more.



* The Laundry2go compact module comes with Ethernet connectivity as standard. To operate, it must be connected to the Internet via a router, either with a data plan or an existing connection.

FAGOR PROFESSIONAL

HOME AUTOMATION



Manage and control your laundry automatically.

You can configure home automation devices that allow you to manage your laundry business automatically and remotely. You can use sensors, actuators and commercial communication supports, which means lower investment and simpler installation/configuration.

In the home automation system of **FagorKonnect,** we will indicate the option and external software suggested for managing home automation devices.

Advantages offered by home automation

- Security
- Convenience
- Agility
- Remote management
- Avoid travel
- Energy savings
- Consumption tracking

Devices you can connect

- Sockets, relays (indoor/outdoor lighting, turning machines on/off, televisions/screens, etc.)
- Opening/closing of doors
- Video surveillance cameras
- Presence detectors
- Sensors (for humidity, gas, temperature, door status, etc.)
- Valve control (hot/cold water inlet, gas inlet, etc.)
- Chemical level control (detergents, softeners, etc.)
- Electrical power tracking
- And much more



USERS



Management of users

Manage and control access to the **FagorKonnect** platform to ensure an efficient and secure management of your laundry. By registering on the **FagorKonnect** platform, you will be able to:

- Provide access to members of your organisation.
- Grant authorisations to collaborators, technical support, agents, etc.
- Decide who has access and manage permissions for each user.
- Review pending invitations. If we have sent any, you can see how much time is left and resend them if you wish.

Distributors

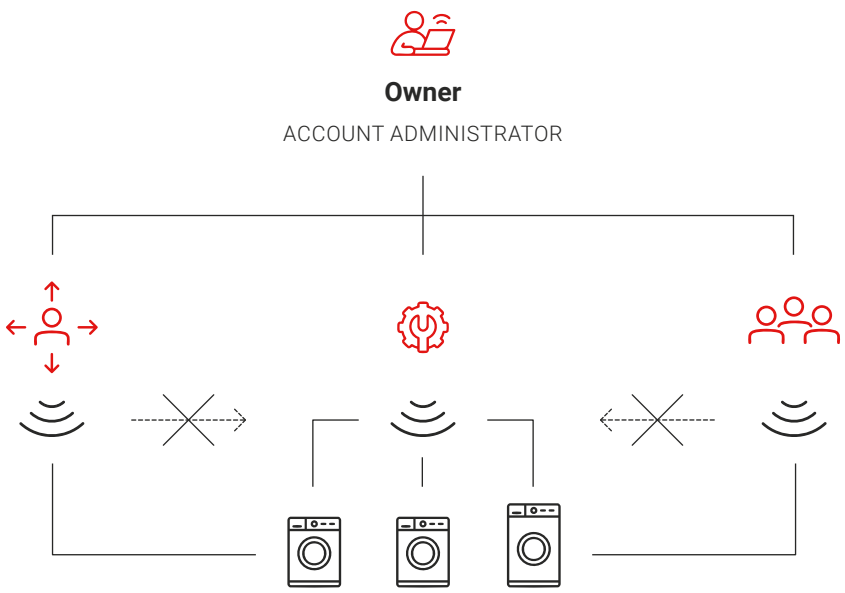
Set what information your distributors can see, allowing them to access only the data necessary for their work.

External agents

Allow external agents, such as product distributors, technicians and other collaborators, to remotely access your machines.

Secondary profiles

Generate customised accounts for users of your laundry.



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ONNERA GROUP

HUMANITY AT WORK | MONDRAGON

ISO 9001

AENOR Gestión Ambiental GA-2006/0166

AENOR ER Empresa Registrada ER 022/1/91

AWS Well-Architected

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