



National



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DL EXPO East comes to DC this October

When DL EXPO East debuted in Kissimmee, FL, in June of 2024, over 700 attendees from 32 states and three countries showed up to experience the new format regional trade show.

For its encore, the North

DRYCLEANING & LAUNDRY EXPO EAST

Eastern Fabricare Association (NEFA) and the Mid-Atlantic Association of Cleaners (MAC) will seek to replicate that success later this year in National Harbor, MD.

DL EXPO East 2026 will be hosted at the Gaylord National

Resort and Convention Center, which is located approximately 10 miles from Washington, DC.

The dates for the show will be Oct. 16 to 18.

This year's educational sessions will include a pair of keynote speakers: Dr. Alex Ellis and John Stricker.

Dr. Ellis is a dynamic motivational speaker and interna-

tionally recognized leadership expert who has been featured on CNN, *Good Morning America*, BET, Black Enterprise and *The Steve Harvey Show*. He has also worked with organizations including Disney and The Bill & Melinda Gates Foundation.

His program on Saturday will be focused on building strong team culture, develop-

ing leadership at every level and creating high-performing organizations.

On Sunday morning, Stricker's keynote presentation will focus on building financial systems that help operators better understand cash flow, improve decision-making and create a stronger foundation for long-term growth.

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Gaylord National Resort & Convention Center
Oct. 16 to 18, 2026



Dr. Alex Ellis **John Stricker**

DLI offers new Find a Pro service for members

The Drycleaning and Laundry Institute (DLI) has launched **Find a Service Pro** (see image on right), a new online maintenance and repair directory that helps drycleaning and laundry owners and managers find technicians and firms to service the specialized equipment used in professional garment care opera-



tions. The list is available in the Members Only section of DLionline.org.

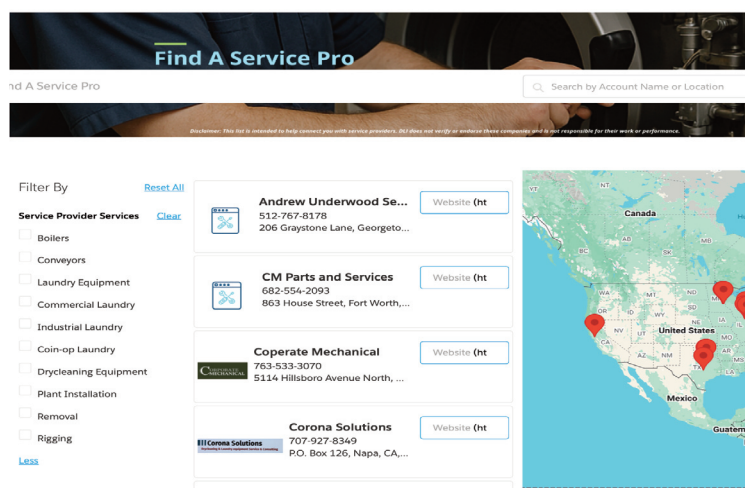
DLI's Board of Directors identified maintenance and repair services as a critical industry need and prioritized improving access to qualified service providers.

The directory is designed to help members locate professionals who can assist with

drycleaning and laundry equipment, including, but not limited to, cleaning equipment, boilers, presses, stain removal boards, steam piping, pneumatic systems and other equipment.

Unlike many industries where technicians specialize in a single discipline, drycleaning and laundry equipment often requires a combination of skills, including electrical,

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Route Pros add Blake to its Hall of Fame

During its recent **Spark and Start** conference hosted in Dublin, OH, **Route Pros'** **Chris Albrecht** (pictured on right) officially inducts **Peter Blake** (left) into its Hall of Fame. Blake, who serves as executive director for the Mid-Atlantic Association of Cleaners (MAC), the South Eastern Fabricare Association (SEFA) and the North East Fabricare Association (NEFA), becomes only the eighth person to receive that honor. For the full story on the conference, go to page 6.



Sneak Peek Inside

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OSHA's NEP... WTH?

Here's what you need to know on a new OSHA initiative that seeks to raise heat stress awareness at work.

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The ABCs of calculating PPOH

In this industry, PPOH is frequently figured out incorrectly and it can be a very costly mistake to make.

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Keeping your equipment cool

Conditions that weren't an issue during cooler months may become problems as ambient temperatures rise.

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Don't double your troubles

Oil stains are among the most common stains that cleaners fail to remove — it all starts with identification.



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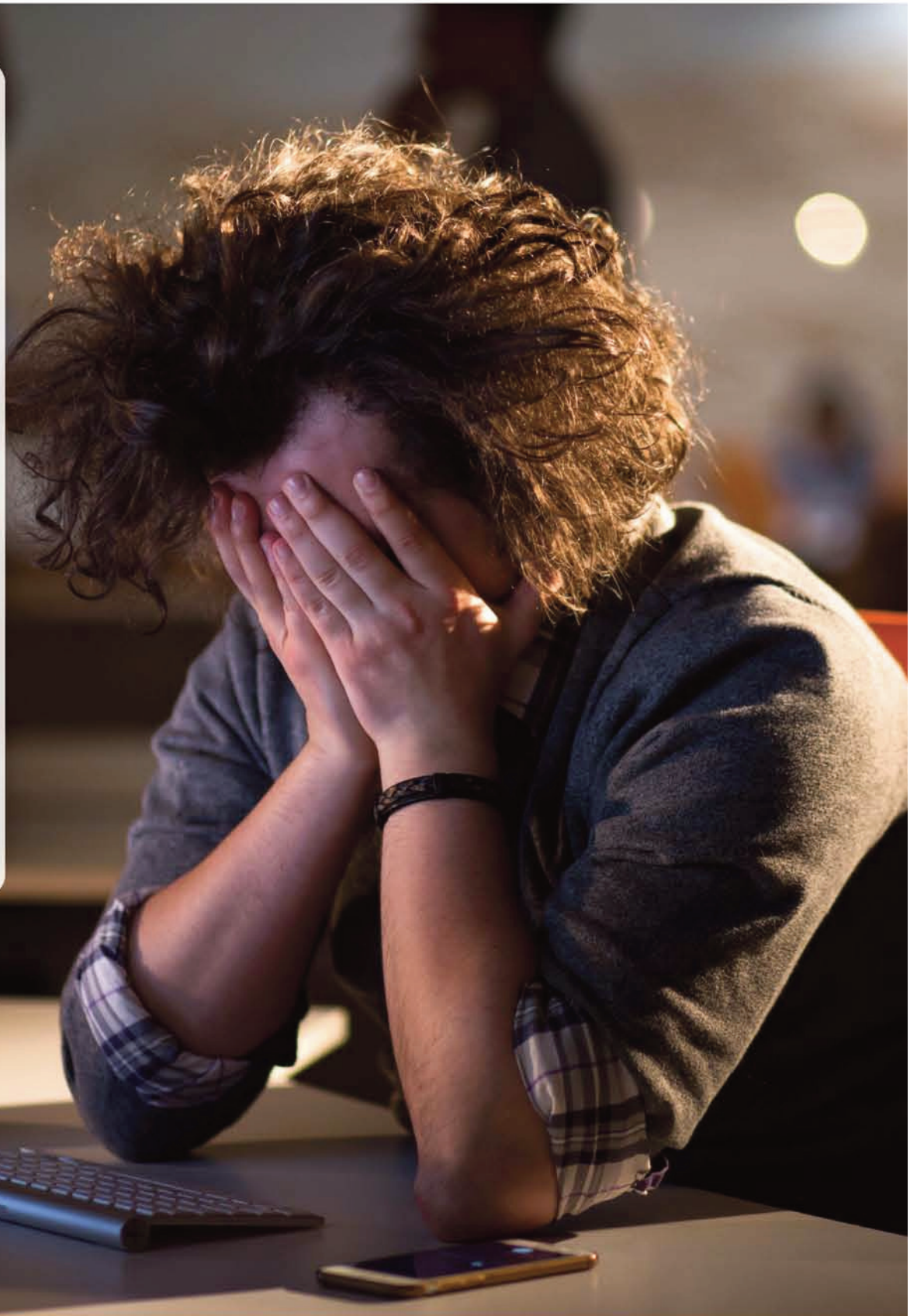
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No successful business reaches 250 years without enduring disruption. America has survived wars, depressions, pandemics, political divisions, financial crises, and periods of profound uncertainty. At numerous points in its history, observers predicted decline or collapse, yet the organization continued moving forward. The nation was founded on a willingness to take risks, challenge conventional wisdom, and pursue opportunities that others considered impossible. Those same traits continue to define countless business owners today, including many in the drycleaning and laundry industry. Every entrepreneur who opens a new store, invests in new equipment, enters a new market, or reinvents a struggling operation is participating in a tradition that stretches back to the country's earliest days. So, in that spirit, we'd just like to say: **Happy 250th Birthday, America** — and *many happy returns!*

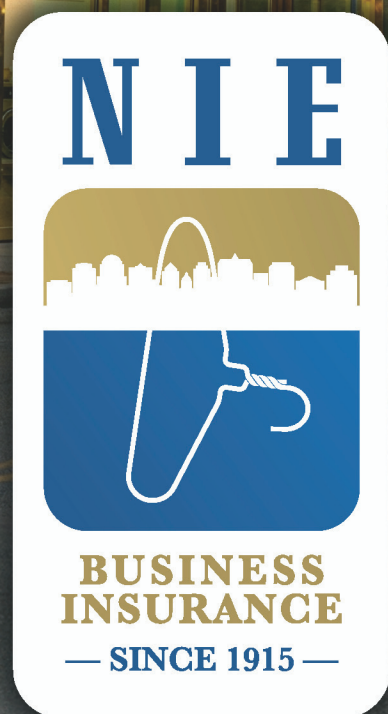
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DL EXPO East comes to DC in October

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Drawing from the principles of “Profit First,” he works with service and trade businesses to develop practical systems that shift owners from reactive management to proactive financial leadership.

Stricker is a Fractional CFO, Business Coach and certified Profit First Professional of Stricker Co., which specializes in helping business owners gain clarity and control over their financial operations. Social events will begin on

Friday, Oct. 16 with a cocktail reception planned from 5 to 7 p.m. Following time allotted for the educational sessions from 8 to 10 a.m. on Saturday morning, the exhibit hall will be open for attendees from 10

a.m. to 5:30 p.m. On Sunday, the education session is planned from 8 to 10 a.m. and the exhibit hall will be open from 10 a.m. to 3 p.m. In terms of pricing for hotel accommodations, the show hosts have secured an exclu-

sive group rate of \$279 per night (single/double occupancy) for those who make reservations for the event. A link to make reservations is available on the official DL EXPO East site at www.dl-expo.org/dl-expo-east/.

DLI offers new Find a Pro service for members

Continued from page 1
plumbing, steam, pneumatic, mechanical and equipment-specific knowledge. As a result, cleaners frequently struggle to find service providers who understand the

full range of systems used in a drycleaning plant. “When your machines stop working, you can’t make money,” said Jon Meijer, DLI director of membership. “Members expressed difficulty

in finding maintenance and repair technicians to keep their machines running. To address this need, DLI is building the Find a Service Pro database. This page on our website [DLIonline.org] lists repair ex-

perts who can keep drycleaning and laundry business owners’ equipment running smoothly. Ultimately, this will help cleaners serve their customers better.” The directory will continue

to expand as DLI identifies additional technicians and service firms. Maintenance and repair professionals who would like to be included may complete the form at DLIonline.org/ServicePros.

Route Pros honor Blake at Spark and Start Conference

In May, the Route Pros hosted its Spark and Start Conference 2026 in Dublin, OH. During the event, the Route Pros inducted Peter Blake into its Hall of Fame. Blake, who is an association manager for the Drycleaning and Laundry Institute (DLI) and executive director of the Mid-Atlantic Association of Cleaners (MAC), the North East Fabricare Association (NEFA), and the South Eastern Fabricare Association (SEFA).



Mark Albrecht, DLI’s allied trades director and the Route Pros manager, said Blake earned the recognition through his “integrity, character, work ethic” and longtime service to the industry. He added, “There has been

no stronger ally to many than Peter. His time and expertise given to others is second to almost nobody.” Blake said the recognition is especially meaningful because it reflects the value of association work across the industry. “This is a tremendous honor for me,” he said. “I am only the eighth person to receive this recognition — and the first recipient from outside the Route Pros customer network. That makes it especially meaningful to me.” “It is humbling to hear from so many people how DLI — and specifically the associations I manage — have made a meaningful impact on their businesses and professional growth,” he added. “To me, this recognition validates the work we continue to do to

help members succeed.” Albrecht said Blake represents the values The Route Pros wants to celebrate because of his grit, relationships, and willingness to help others succeed. “Simply put, Peter has grit in our industry,” Albrecht said, referencing the Route Pros’ 2026 conference theme of **Guts, Resilience, Initiative and Thrive**. “His willingness to proactively seek out advice — as well as provide it — from others is similar to what The Route Pros set out to do,” he said. Throughout the weekend, attendees heard from many guest speakers, including the Route Pros’ own James Puester, Jennifer Whitmarsh and Mark Albrecht. The group also enjoyed a tour of Dublin Cleaners, had excellent opportunities to network and exchange ideas and left with many ideas to implement back home.

DLI plans upcoming classes on stain removal, marketing

The Drycleaning and Laundry Institute (DLI) and its partner regional associations present more opportunities for drycleaning professionals to grow and connect in July. Dave Coyle of Maverick Drycleaners will offer “A Deep Dive into Five Favorite Marketing Tactics” webinar at 1 p.m. EST on July 15. He will walk participants through a series of marketing pieces that bring in more money. For those who cannot learn enough about marketing, there will also be the Marketing Masterclass on the following

day, July 16, from 2 to 3 p.m. EST. The session acts as a forum for members to learn about strategies and tactics that sell drycleaning services. During the following week, DLI will begin hosting its Virtual Advanced Stain Removal course which will meet on Aug. 11, 13, 18 and 20. This four-day course combines live lectures, engaging videos, and hands-on activities, providing students with the skills and knowledge to tackle more complex challenges in stain removal and

fabric care. Also, DLI will host a Virtual Basic Stain Removal course in Spanish that will meet on Aug. 18, 20, 25 and 27. This live, online course is specially designed for individuals who want to enhance their stain removal skills with professional techniques, now fully taught in Spanish. Gina Hernandez with Ortega Cleaners, a DLI Professional Member in San Juan Capistrano, CA, will serve as instructor for this course. Learn more and register at: DLIonline.org/Education.

DATELINE

Send us your upcoming events to be added to our calendar of events. E-mail them to: info@nationalclothesline.com.

2026

July 13-17 The Drycleaning and Laundry Institute’s (DLI) five-day Introduction to Drycleaning course. For more information, visit online at www.DLIonline.org.

July 15 The Drycleaning & Laundry Institute will host “A Deep Dive into Five Favorite Marketing Tactics” online session by Dave Coyle of Maverick Drycleaners at 1 p.m. EST. For information, visit www.DLIonline.org.

July 16 The Drycleaning & Laundry Institute (DLI) will host Marketing Masterclass webinar at 2 p.m. For more information, visit www.DLIonline.org.

July 16 The North East Fabricare Association’s “State of the Industry Meet & Greet Dinner.” For more information, visit them online at www.nefabricare.org.

July 20-31 The Drycleaning and Laundry Institute’s (DLI) ten-day Advanced Drycleaning course. For more information, visit www.DLIonline.org.

July 31 - Aug. 2, 2026 Michigan Cleaners Association’s 2026 Member Retreat at Boyne Mountain Resort. For more information, visit them at www.micleaners.org.

Aug. 2-5 2026 Textile Care Allied Trades Association Management & Educational Conference, The Omni Grove Park Inn, Asheville, NC. Visit www.tcata.org.

Aug. 11, 13, 18, 20 The Drycleaning and Laundry Institute’s (DLI) Virtual Advanced Stain Removal Techniques. To sign up or for more information, visit www.DLIonline.org.

Aug. 18, 20, 25, 27 The Drycleaning and Laundry Institute’s (DLI) Virtual Basic

Stain Removal Techniques in Spanish. For more information, visit www.DLIonline.org.

Sept. 15, 17 The Drycleaning and Laundry Institute’s (DLI) “Inspire and Influence” course with Jennifer Whitmarsh. For more information, visit www.DLIonline.org.

Sept. 26-27 The North Carolina Association of Launderers and Cleaners (NCALC) 2025 Annual Meeting, Durham, NC. For more information, visit www.ncalc.org.

Oct. 5-9 The Drycleaning and Laundry Institute’s (DLI) five-day Introduction to Drycleaning course. For more information, visit www.DLIonline.org.

Oct. 12-23 The Drycleaning and Laundry Institute’s (DLI) ten-day Advanced Drycleaning course. For more information, visit www.DLIonline.org.

Oct. 16-18 2026 Drycleaning & Laundry EXPO East, Washington DC. For information, visit www.dlexpo.org.

Oct. 23-26 EXPO Detergo International 2026 show at Fiera Milano in Italy. For more information, visit them online at www.detergo.eu.

Dec. 3 Heartland Fabricare Association Holiday Party, The Greek Islands Restaurant, Lombard, IL. Cocktails at 5:30 p.m. For information, visit online at www.heartland-fabricare.org.

2027

April 25-28 Textile Care Allied Trades Association Conference, The Meritage Resort & Spa, Napa, CA. Visit www.tcata.org.

July 15-18 Clean Show 2027, Las Vegas, NV. Call (770) 984-8023 or visit online at www.cleanshow.com.



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KATIE KRATZ

What cleaners should know about OSHA’s NEP

Before you panic, OSHA’s proposed federal heat stress law **has not gone into effect yet**. However, while legislation remains in a holding pattern, OSHA has implemented a **National Emphasis Program**. It might not be a strict law, but it is a program that could still cost you. Read on to understand what this new program means for you, your business, and your employees.

As summer temperatures continue to rise, so does OSHA’s focus on heat-related illness prevention. While it may seem on the surface like OSHA is giving you more hoops to jump through, their new NEP was put in place to help employees stay safe and well on the job, which benefits everyone.

The **OSHA Heat National Emphasis Program (NEP)** is not a new standard or law. Instead, it is an enforcement initiative that increases OSHA inspections and attention surrounding heat-related hazards in the workplace. In simple terms: OSHA is looking more closely at how employers are protecting employees from heat exposure, especially dur-

ing warmer months and in higher-risk industries.

For drycleaners, this is particularly important. Pressing stations, boiler rooms, laundries and poorly ventilated production areas can create significant indoor heat exposure — even when outdoor temperatures are moderate.

When temperatures ramp up, employees working near hot equipment or performing physically demanding tasks are at even higher risk for heat exhaustion or heat stroke. Under the new NEP, OSHA is taking these risks far more seriously. It’s important that you be prepared in the event of an OSHA inspector visit or in the event your receive a complaint letter.

Under the NEP, OSHA inspectors may ask employers about:

- Access to drinking water;
- Break and cool-down procedures;
- Ventilation and airflow;
- Employee training on heat illness symptoms;
- Emergency response procedures;
- Acclimatization practices for new or returning employees;

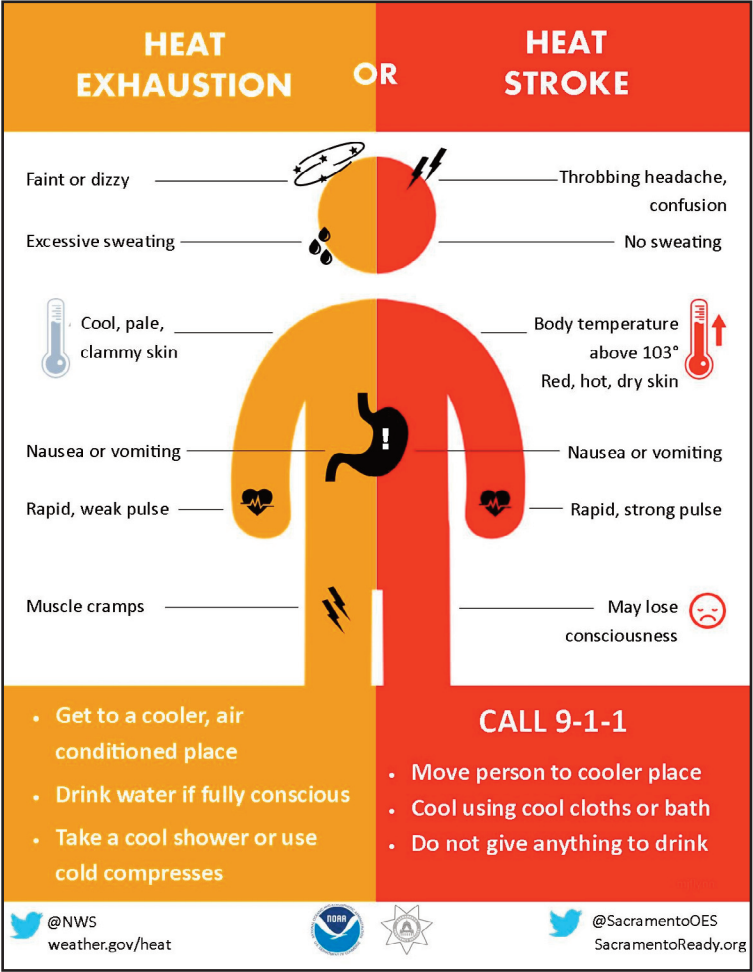
• *And more.*

One major shift worth nothing under the NEP is how OSHA is handling complaints related to heat exposure. Historically, many heat complaints were addressed through phone calls or requests for additional information sent by mail.

Under the current NEP, OSHA is far more likely to conduct an in-person inspection when a heat-related complaint is filed.

Even without a specific federal heat standard currently in place, OSHA can still cite employers under the General Duty Clause if employees are exposed to recognized heat hazards without reasonable protections. Increased enforcement means employers should take complaints, employee concerns and heat-related symptoms seriously before they escalate into injuries — or inspections.

It is also important to understand that state requirements may differ significantly. Some OSHA State Plans — including California, Oregon, Washington, Minnesota and Colorado — already have specific heat illness prevention standards in



Graphic and data provided by National Weather Service.

place, with additional states actively considering similar regulations.

Requirements can include written heat illness prevention plans, mandatory rest periods, temperature monitoring and employee training. With a federal law on the horizon, more states taking strict action, and the new NEP, it’s never been a better time to make sure you have the right plans, procedures and training in place.

Practical Steps for Cleaners and Launderers

There are several practical steps you can take to ensure your employees stay safe and that your business is protected in the event of a complaint.

If you haven’t already, I highly recommend you:

- Ensure employees always have access to cool drinking water;
- Evaluate air flow and ventilation in production areas. Add fans in work areas;
- Encourage employees to report heat-related symptoms early;
- Train supervisors to recognize signs of heat illness;
- Review emergency response procedures or enact emergency guidelines if you haven’t already;
- Train or retrain all employees on the signs and prevention of heat illness;
- Consider adjusting workloads or break schedules during extreme heat;
- Encourage employees to take breaks as needed to avoid

heat stress;

- Review your company policies regarding heat stress prevention or reach out for help creating a program in alignment with current state guidelines and proposed federal regulations.

Heat illness can escalate quickly, but proactive planning can significantly reduce risk to employees and help businesses avoid costly citations, injuries, and downtime.

Prevention is key, but you don’t have to do it alone.

If you are unsure whether your state has additional heat-related requirements or would like assistance reviewing your current workplace practices, Safety and Environmental Compliance Consultants can help guide you through the process.

Katie Kratz is a founding member of Kratz Executive Solutions, the management company for Safety and Environmental Compliance Consultants. Kratz Executive Solutions offers one-on-one coaching and individualized strategies designed to address challenges faced by business owners, organizations or leadership teams. Katie has developed a diverse skill set including: marketing, social media networking, building an online presence, enhancing organizational structures, payroll management and team development. To contact Katie, email katie.kratz@gmail.com.

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SHIRT TALES



BY DON DESROSIERS

The cost of miscalculating your PPOH

Some industry analysts will tell you that you should be aiming for **25 shirts processed** for each and every **shirt department labor hour** that you buy.

This is commonly called pieces per operator hour (PPOH). I adopted this method years ago because this is the best way for me to get a snapshot of someone's plant.

PPOH levels the playing field. I have no idea what that comes to in labor cost percentage.

Labor cost percentage is useless to me because I have clients all over the U.S. and 46 other countries that charge between **70 cents** and **\$27** to launder and press a shirt.

The gross income, of course, radically alters the percentage figure. PPOH allows me to compare workflow patterns at laundries regardless of what they have to pay for a shirt presser and regardless of what they can sell their service for.

It is a good barometer for you, too, because it will keep you from getting a tainted

view of your individual situation.

For instance, suppose you are relying upon a percentage figure and yours is higher than you'd like or higher than that of your peers.

You may hide behind the fact that you must pay higher wages because of your community standards or that you can't charge enough on average because of your wholesale accounts.

In reality in using PPOH to compare, you may find that you've developed a highly efficient plant or that your profit margin is being lost in inefficiency.

The biggest sin, I will prove to you, is calculating it incorrectly.

PPOH Accuracy Matters

It happens to be a fact that **25 PPOH is very rarely achieved**. About **9 out of every 10 cleaners** who call me for advice have a PPOH **below 19**. Some cleaners are **below 10 PPOH**.

Miscalculating PPOH makes my list of common goofs that cost you money with ease, and

is probably the biggest cause of declining profits in the industry, by far.

Let me explain, but first let's make sure that we all understand that labor is your biggest expense. No surprise there, right?

It happens to be a fact that 25 PPOH is very rarely achieved. About 9 out of every 10 cleaners who call me for advice have a PPOH below 19. Some cleaners are below 10 PPOH. Miscalculating PPOH is probably the biggest cause of declining profits in the industry, by far.

Still, we love to beat up our supplier for a dollar on a case of hangers. Why? Because labor does not appear to be out of line.

Everybody is working, and when there is one person out sick, pandemonium rears its ugly head. We certainly conclude that our labor is at rock bottom. We essentially prove it when we have a skeleton crew.

When we hear about PPOH,

even before we figure out what ours is, we conclude that we are surely within the envelope of respectability because of the very obvious fact that we have few employees and all of them work very hard. Perhaps we think that we understand how

shirts to do at 2 p.m. on Friday afternoon. Your employees are used to going home at that time, but they hang in there and press like they have had way too much coffee.

They finish at 4 p.m. They've done a good job on the shirts,

to calculate it, but we just may second guess ourselves later.

A Hypothetical Example

Let me illustrate with an example. Let's imagine a double-buck shirt unit operated by two employees. This unit feeds two other "post-press" employees — an inspector/touch-up and an assembly person. They, in turn, send off completed orders to be bagged. The person who bags drycleaning does the shirts, as well.

Our hypothetical plant does **2,500 shirts per week**. They average **80-85 shirts per hour** and work about **37 hours per week**.

To complete the fantasy, let's say that you've just returned from your local DLI affiliate's social event where they talked about PPOH and stressed 25 as a good goal in the shirt department.

When you figure out yours in the manner that was explained, you are flat out floored. It simply can't be.

Then, you begin backing out certain labor hours until you have a palatable number—one that you won't be embarrassed to admit to your peers.

The truth is that you are lying to yourself. Here are a few ways to improperly calculate PPOH, and then I'll show you how to do it correctly.

An honest PPOH number is never a spike, it is a global average. A common mistake then is to actually include all of the labor hours that you should but select a small window of time to calculate it.

Let's say that the plant we described has an equipment failure during the week. Consequently, there are still 220

and they have finished much earlier than mathematics led you to believe was possible.

You are now pumped up from a combination of too much coffee yourself, last night's pep talk about PPOH and the fact that your pressers finished an hour earlier than you thought that they would.

They've pressed at the rate of **110 shirts per hour**. Two pressers plus two support people, each working two hours for a total labor hour usage of 8 (220 shirts, using 8 hours of labor is 27.5 PPOH ($220/8 = 27.5$ PPOH)).

You may reason, "Hmm, 27.5 PPOH! I rule! Nobody that I've talked to is doing that well. Well, actually, I'm not doing 27.5. My pressers really kicked butt this afternoon. If they pressed at their normal rate, I'd probably be at 25 PPOH."

The next time that someone asks you about PPOH, you will probably tell them that you are right at 25, maybe a hair under, "...but we do a quality shirt..." Everybody says that.

Something Does Not Quite Add Up

There are so many things wrong with this all-too-common scenario.

- **PPOH is a global average.** Sighting the performance during a small window of time is meaningless.

It only serves to allow you to justify clutching onto a money-wasting system and never allows you to see the desperate need to make a serious change.

- **It is remarkably easy to calculate PPOH, but so often the accepted formula yields a**

Continued on page 12



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Don Desrosiers

The cost of miscalculating your PPOH

Continued from page 10
truly horrendous number.
The conclusion is that you did it wrong. The result of that is to tweak the formula until its product is more like what the guys at the meetings tell you it should be. Nothing could be more wrong. Nothing could be

First, let's consider the packaging duties. They are being done by the person who bags the drycleaning. Half of those labor hours must be charged to the shirt department. Disagree? How can it possibly make sense to charge her labor to the drycleaning depart-

like perhaps inspection.
Only you can answer that because it will differ in virtually every plant.
In any case, packaging labor can not be ignored, even if for no other reason than to compare yourself with your peers.
If your total number of shirts is approximately equal to your number of drycleaning pieces in any given time frame, then half of the bagger's hours must be charged to shirts.

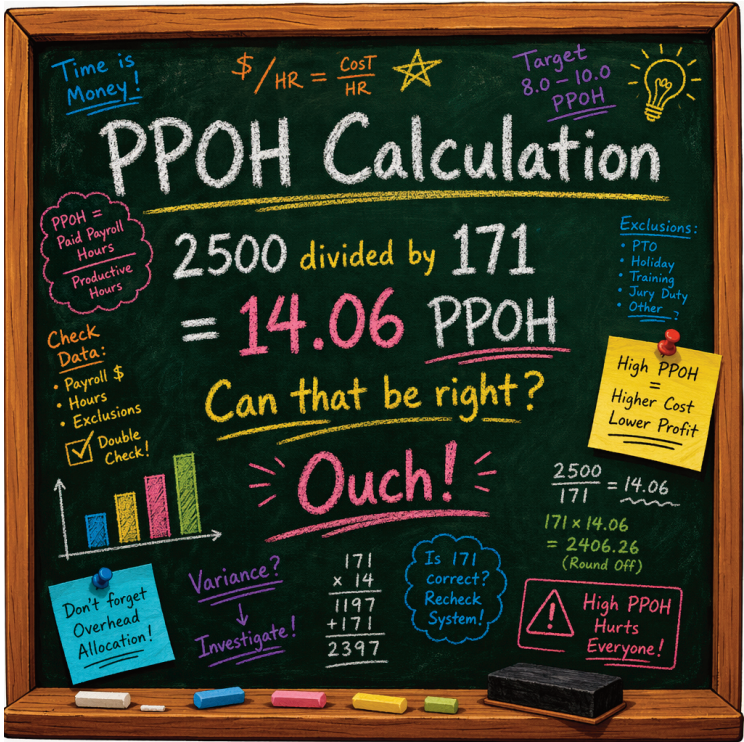
All of these words are also true for washing labor (which may be done by your drycleaner/spotter) although it may be only five to ten hours per week.

• At our hypothetical plant, how can they be averaging 80-85 shirts per hour if they work for 37 hours?

You argue that you pay them for breaks and rest room visits and maybe even lunches. Nice try. That dog don't hunt.

The fact is you are paying for 37 hours per employee. Like it or not, you are doing 67.5 shirts per hour. Mortified? You should be. Defensive, perhaps? No surprise.

You explain that they actually do process 80 shirts per hour, it's just that they have to help the assembly people or do some folds after they're done



more costly.

• Let's go back to our hypothetical plant with two pressers and two other employees for a minute.

Who washes the shirts? Who marks them in? Who packages the completed orders? If these tasks are being done for free, then you and I need to have a heart-to-heart meeting.

Commonly, these chores are done by someone else and therefore their labor cost is not relevant or the task itself is done for free. This is wrong.

ment?

It doesn't matter that that department can afford it. You are only kidding yourself. If the labor cost belongs to shirts, it belongs to shirts. Period.

You could argue that if she didn't bag shirts, she'd still have to be there all day, so therefore it's being done for free. That's not such a foreign thought. But, that is when you would have to play manager and combine the drycleaning bagging duties with another part-time job that takes all day,

pressing. That doesn't fly.

The fact is, we are not calculating how many shirts we can press per hour, we are calculating a productivity figure

Press a thousand shirts per hour if you wish, but they aren't ready to return to the customer until all of the necessary processes are complete.

Or, press a thousand shirts per hour if you wish, but if you need a hundred people to do it, you will be broke before you finish reading this publication.

• So whether you like it or not, our hypothetical plant isn't even close to the 25 PPOH that he may brag about.

In actuality, he has two pressers who each work 37 hours (74), two post-press people that likely work a little more than that (but we will be conservative and count them as 74 hours, too, for a sub-total or 148) Plus seven hours for washing labor (155) and let's say 16 hours for bagging. That is a total of 171 hours for 2,500 shirts.

The PPOH is simple to calculate: 2,500 divided by 171 labor hours = 14.6 PPOH. Ouch!

This hypothetical plant may or may not illustrate your plant, but I think that you get the picture. Can it be saved? Of course it can! It requires that scary thing that we call management.

The pressers are probably not lazy; likely they simply have not been trained to effectively produce 90-100 shirts per hour while maintaining top quality.

There is a good chance that the workflow rhythm in the plant is such that it generates relative confusion in the inspection and assembly theater and the need for two people rather than one.

Even without added production from the shirt unit, shirts

per hour remaining at a lowly 67.5 PPOH would be increased to 18.6 with the reduction of one employee.

As much as that is — a savings of over 25% in labor dollars or roughly \$13,500 per year — it is still a far cry from what is possible.

In fact, it is easy to actually double those savings without increasing shirts per hour from the shirt unit even one bit!

A reasonable goal, by the way, would be 29 PPOH for this scenario. And this is done everyday, everywhere.

The hazard, and the point of this column, is that if you miscalculate your PPOH and think that you are already at 27.5, you will do nothing about it because you will mathematically deduce that you are as efficient as you can be, when in fact you are merely at 14.6 PPOH.

You are leaving a whopping \$29,120 on the lunch table for your employees to take.

That is the cost of miscalculating pieces per operator hour.

"If you do what you've always done, you'll get what you always got."

Don Desrosiers has been in the drycleaning and shirt laundering business since 1978. He is a work-flow engineer and a management consultant who provides services to shirt launderers and drycleaners through Tailwind Systems. He is a member of the Society of Professional Consultants and winner of DLI's Commitment to Professionalism award. He can be reached by cell phone (508) 965-3163, or email to: tailwind.don@me.com.

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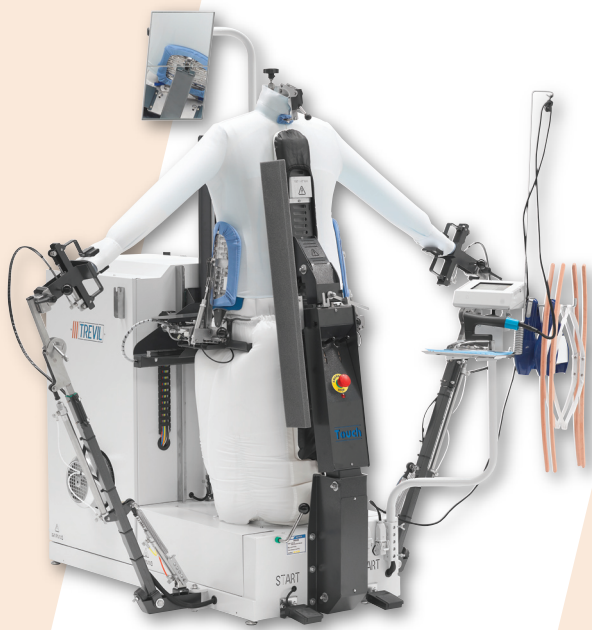


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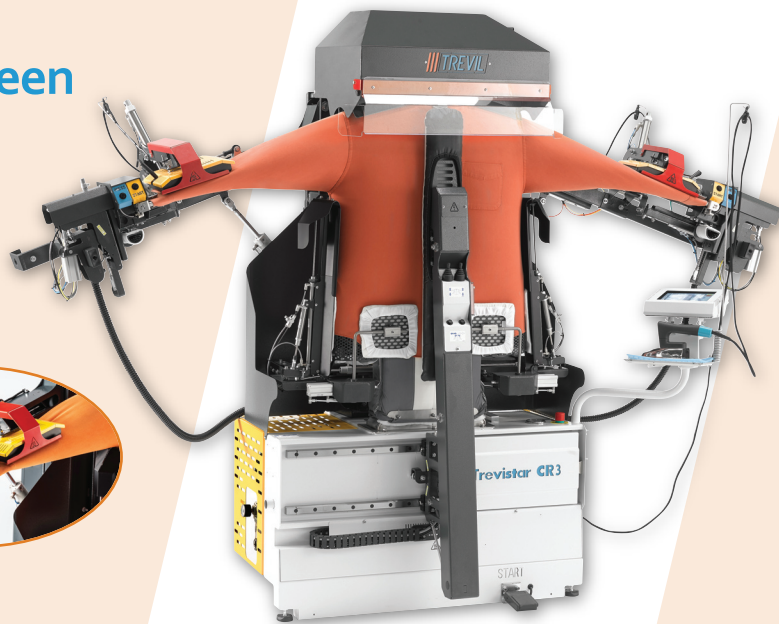
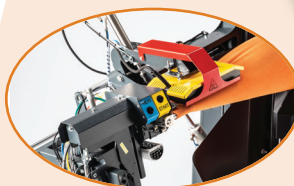
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WRENCH WORKS



By Bruce Grossman

Dealing with hot weather cooling problems

With summer upon us, your drycleaning machine's cooling system will be under greater stress.

It doesn't matter if you are using a water tower, chiller, or city water for cooling; conditions that weren't an issue during the cooler months may become problems as the ambient (surrounding) temperature rises.

Most of the cooling issues will rear their ugly heads during the drying segment of the drycleaning cycle.

Drying in the drycleaning machine is all about moving and transferring heat energy. The media that removes this heat inside the machine is called a refrigerant (usually a member of the Freon family).

Some type of coolant (generally water or a water and glycol mixture) is then used to remove the heat from the hot Freon gas, condensing it back to a liquid and transferring the heat to the outside environment.

This condensation process utilizes a device called a **refrigeration condenser**.

It changes hot, vapor-rich Freon gas back into liquid Freon, which is constantly recycled during the drying segment of the drycleaning cycle.

Three Methods of Supply Water to the Condenser

1) City water

Water from the city main is forced through the drycleaning machine refrigeration condenser propelled by existing city water pressure. The exiting water is then sent down the drain.

(looks like corrugated plastic cubes), which has air forced through it to aid in evaporation, into a sump where the suction inlet of the pump is connected.

The evaporation of the water from the surface of the media cools the remaining water, which drops into the sump for recirculation through the drycleaning machine refrigeration condenser.

3) Chiller

Water or a mixture of water and glycol (called a brine) is circulated by a pump through the refrigeration condenser, cooled by a separate refrigeration system, and re-circulated through the refrigeration condenser.

No matter what method is used for cooling and circulating the coolant through the refrigeration condenser, the efficiency of the process is dependent on two factors:

A) Coolant flow. The amount of coolant moving through the condenser.

B) Heat transfer efficiency. The ability of the condenser coil to move heat to the coolant.

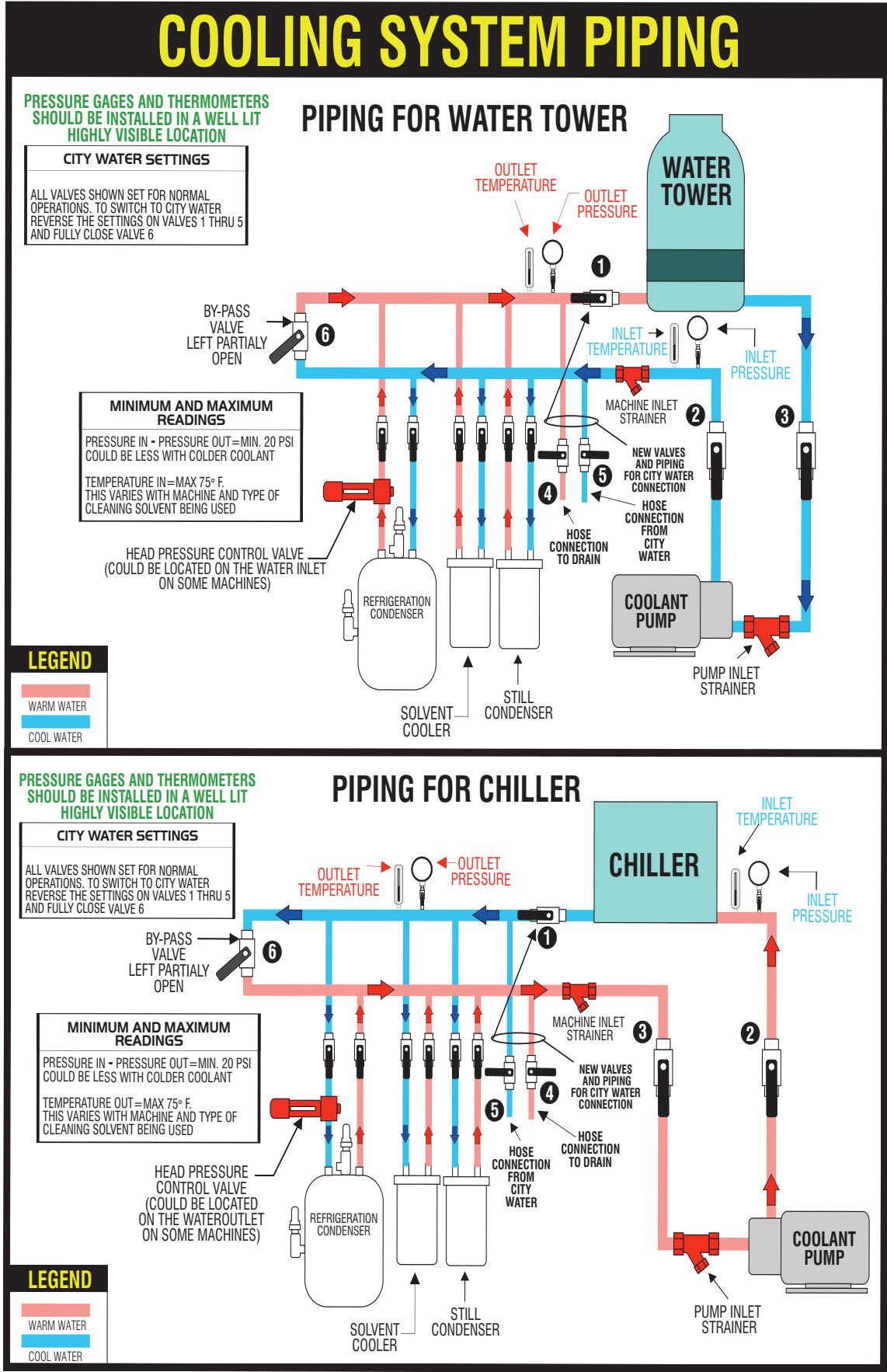
These factors can be easily monitored using pressure and temperature as indicators of what is happening in the coolant system.

A pressure gauge and thermometer at the inlet and outlet of the coolant system near the machine are vital for monitoring the cooling system's performance.

Let's look at what the pressure gauge can tell us about the condition of the coolant

system. The pump must push enough coolant at the proper pressure through the components that require cooling.

In most drycleaning ma-



chines, this includes refrigeration, still condenser and solvent cooler.

Unfortunately, there is no

and temperature readings when the machine works properly for future reference.

The following are some possible scenarios for different combinations of qualitative data:

1) Inlet pressure high/outlet pressure low:

A. Check for blockage inlet flow path — a clogged Y strainer between the pump and the drycleaning machine.

B. Heavy scale buildup — an accumulation of scale inside the piping and heat exchange surfaces of the machine.

2) Inlet and outlet pressure rapidly changing.

A. Low coolant level in the

pumping system.

3) Low inlet/high outlet pressure.

A. Open bypass valve on pumping system.

4) Low inlet/low outlet pressure.

A. Pump off

B. Clogged inlet strainer

5) High inlet temperature/high outlet temperature

A. Water tower fan not working/chiller refrigeration system faulty.

B. Pump off

6) Slightly higher than normal inlet temperature/high outlet temperature.

Continued on page 16

It doesn't matter if you are using a water tower, chiller or city water for cooling; conditions that weren't an issue during the cooler months may become problems as the ambient (surrounding) temperature rises.

2) Water Tower

A pump circulates water through the cleaning machine refrigeration condenser over an evaporative cooling media



GULF STATES

DRY CLEANING EQUIPMENT

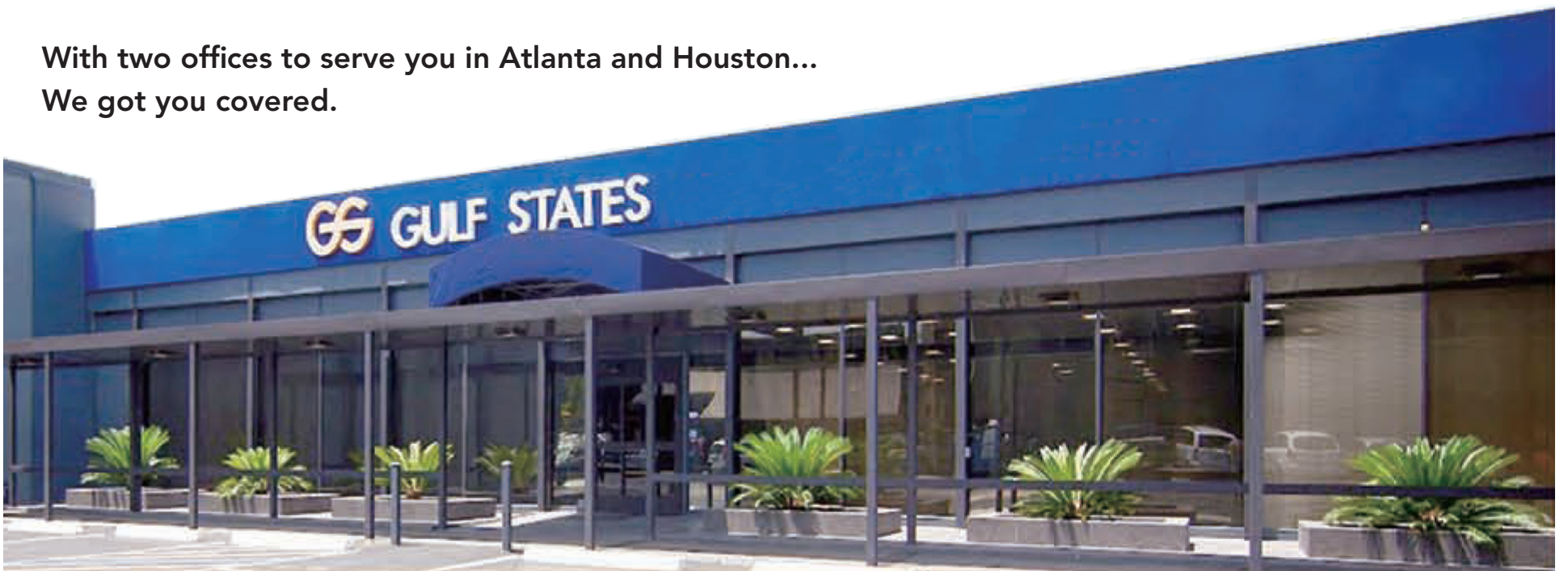
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Bruce Grossman

Cooling problems during hot weather

Continued from page 14

A. Heavy scale buildup — an accumulation of scale inside the piping and heat exchange surfaces of the machine.

B. Excessive heat source — still boil over or steam sweep valve open; steam supply valve to steam boost coil or carbon adsorber.

Getting Back to Drycleaning Machine Operation

Problems with the cooling system will most likely become apparent toward the end of the dry cycle when the machine goes into the cool-down mode and is indicated by an error message on the programmer screen and usually requires a manual reset of the refrigera-

tion high-pressure safety switch.

The reason this fault usually occurs during the cool-down cycle is that during the drying part of the dry cycle, a heat exchange coil transfers much of the heat generated by the refrigeration system to the air flowing through the machine, and only a small portion of the heat load is transferred into the refrigeration condenser. However, during the cool-down cycle, solenoids and/or dampers channel nearly all heat load into the refrigeration condenser.

This condition is almost always caused by a clogged Y strainer or excessive scaling inside the refrigeration con-

denser. On most drycleaning refrigeration systems, a water-modulating valve controls the refrigeration compressor's head pressure by varying coolant flow to the refrigeration condenser.

This valve is adjusted to give sufficient refrigeration head pressure for efficient refrigeration system operation by controlling water flow through the condenser coil.

However when:

- 1) Scale builds up inside the refrigeration condenser.
- 2) There is some restriction on the water flowing through the coil.
- 3) The temperature of the cooling water is too high.

There is a point where the

normal adjustment range of the head pressure adjusting valve can no longer compensate.

Often, cleaners keep opening the water-modulating valve wider in the mistaken belief that they have fixed something.

What they have actually done is to kick the can down the road until the refrigeration high-pressure safety switch continually trips.

In doing so, they will pay a lot of extra money for solvent and energy and possibly damage the refrigeration compressor for the privilege.

The accompanying illustration (page 14) shows a schematic for a typical cooling

water installation for use with a water tower or chiller with the addition of valves 1,4,5, which are used when city water hook-up is included in the installation.

This city water hook-up provides an emergency backup for continuing operations when the normal cooling system fails (it will not help if excessive internal scaling is the cause of the problem).

Bruce Grossman is the Chief of R&D for EZtimers Manufacturing. EZtimers manufactures machines that make your machines run better. For those needing to replace Zero-Waste or Galaxy misters, see our SA-HARA 2 model. For those with boiler problems, check out our EZ-Level and EZ-Dose machines. For more information on EZtimers products, visit www.eztimers.com. Please address any questions or comments for Bruce to bruce@eztimers.com or call (702) 376-6693.

EXPO Detergo and 2026 GBP awards come to Milan this Fall

CINET will be hosting a Global Best Practices 2026 Award event around EXPO Detergo, scheduled from Oct. 22 to 23 later this year in Milan, Italy. The previous edition of EXPO Detergo held in 2022 attracted more than 17,000 visitors from 106 countries, alongside approximately 250 international suppliers.

This year's theme will be "Smarter Professional Textile Care (PTC) Services Pay Off!"

The Global Best Practices Awards program will include sessions on issues that the industry is facing worldwide.

There will also be Best Practices pitches from approximately 60 finalists across four categories which include: Laundrettes/Laundromats; Retail Textile Cleaning SME (small and medium-sized); Retail Textile Cleaning (large); and Industrial Textile Services.

During the convention, CINET will present the results of its Global PTC Strategy study in 80 different countries that explores industry market characteristics and trends, including short- and long-term perspectives.

For more information or to register, visit CINET's website online at <https://gbpa.cinet-online.com>.

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SUNDAY

JOHN STRICKER, is a Fractional CFO, Business Coach, and Certified Profit First Professional of Stricker Co. His presentation focus on building financial systems that help operators better understand cash flow, improve decision-making, and create a stronger foundation for long-term growth.

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NEWSMAKERS

Poseidon Textile Care Systems® enhanced its **EDS-Series Dryer** line, improving everything from durability and serviceability to performance.

Since 2015, the proven **EDS Dryer Series** has set the standard for safe, efficient drying of wetcleaned garments and laundry. The newly enhanced **EDS Dryer line** includes 35-, 50-, 70- and 95-pound capacity models.



needed for textile care and the special requirements needed for wetcleaning, while offering excellent efficiency and maximize throughput," he added.

The new models carry forward Poseidon's hallmark innovations while making operation simple for any team member; Moisture Sensing and Reversing automatically prevents over-drying, reduces tangling and extends fabric life;



They are built to handle the diverse demands of modern textile care.

From wedding dresses and cashmere sweaters to linens, silks and cottons, garments move directly from dryer to finisher without air drying — saving valuable time while maintaining garment shape, hand feel and quality.

"The EDS textile care dryer offers the ultimate in programmability to allow textile care operations to precisely and gently remove residual moisture from even the most delicate items," said **Joel Jorgensen**, vice president of sales for **Continental Laundry Solutions**.

"They're specifically engi-

Dual Temperature Sensors monitor conditions in real-time for total control and safe cooling; Transflow Airflow Technology routes heat energy and airflow from the top-rear to bottom front of cylinder; and Auto Speed automatically adjusts cylinder rotation speed based on load conditions.

"Every detail of the EDS Dryer is designed to give operators confidence," said **Jorgensen**.

"The programmability, moisture sensing and airflow technology not only protect delicate textiles, they make the drying process faster, safer and more profitable."

For more information, visit www.poseidontextilecare.com.

Continental Laundry Solutions recently added four team members to support customer care, accounting and training initiatives: **Cori Baier** as equipment order processing specialist; **Jessica DesRochers** as instructional designer; **Joe Rollar** as head of technical learning; and **Ethan Whitney** as accounts receivable/billing specialist.



"The addition of Cori, Jessica, Joe and Ethan strengthens our ability to serve customers and expand training," said **President Mike Floyd**. "We're excited to have them on board and look forward to their impact as we continue to grow."

Baier, who joins **Continental** as equipment order processing specialist, fosters strong relationships with customers and is a key liaison between **Continental** staff and distributors.



DesRochers brings a solid background in technical education and user-centered design to her role as instructional designer.



Rollar, who joins **Continental** as head of technical learning, now leads



the company's national technician training strategy, including qualification standards and academy development initiatives.

Lastly, **Whitney** brings two years of finance experience to his role as accounts receivable/billing specialist.

To learn more about **Continental's** products, services or career opportunities, visit www.continental-laundry.com.

For the first time in Southern California, the **California Cleaners Association (CCA)** presented a hands-on spotting seminar in Spanish. The response was an overwhelming success.



U.S. Western Multitech offered use of their warehouse to host the event. **Forenta USA** provided the spotting boards. **Chris Patten** of **A.L. Wilson** and **Gina Hernandez** of **Ortega Cleaners** and a **DLI** Spanish translator, were the qualified instructors who presented the course.

Over 35 attendees, mostly Spanish-speaking, were given swatches with stains. Stain removal techniques were first discussed and then the students had a chance to try the tips firsthand on the various stains.

Erin Hemet of **Golden Era**

Productions said, "I have been in the business for years. I still learned a lot about spotting. I wish the class was longer."

Martinizing® Cleaners recently opened a newly renovated location in Aurora, CO. The business is owned by drycleaning veteran **Brad Ambridge**, who has more than 20 years in the **Martinizing** network.



The new Aurora location becomes **Ambridge's** third store. It is a full plant, building on its existing footprint of one plant and one satellite location.

"Our goal with this expansion wasn't simply to add another location, but to grow more intelligently," **Ambridge** said. "Aurora and Parker are seeing steady residential growth along with a return to office work, and we wanted to be ahead of that curve by offering convenient, modern drycleaning services that fit today's lifestyles."

The new storefront was acquired through the brand's **Clean Exit** program, which provides existing, unaffiliated drycleaning and laundromat owners with an exit strategy. After acquiring existing companies, **Clean Brands** makes upgrades, including **Martinizing Cleaners** branding, delivery vehicles, signage and updating systems and technology, along with improving lighting, flooring and other cosmetic enhancements.

"Brad is exactly the kind of operator the **Clean Exit** program was built for," says **Joseph Hebeke**, vice president of franchise redevelopment for **Clean Brands**. "He's a seasoned drycleaner who already had a strong team and proven systems in place, which made this transition incredibly smooth. Because of that foundation, Brad was able to seamlessly transition into this new phase of his business."

"**Martinizing** has always aligned with my values around professionalism, efficiency and long-term planning," **Ambridge** said. "This expansion allows us to serve more customers, support our teams, and bring modern, reliable garment care to communities that are clearly on the rise."

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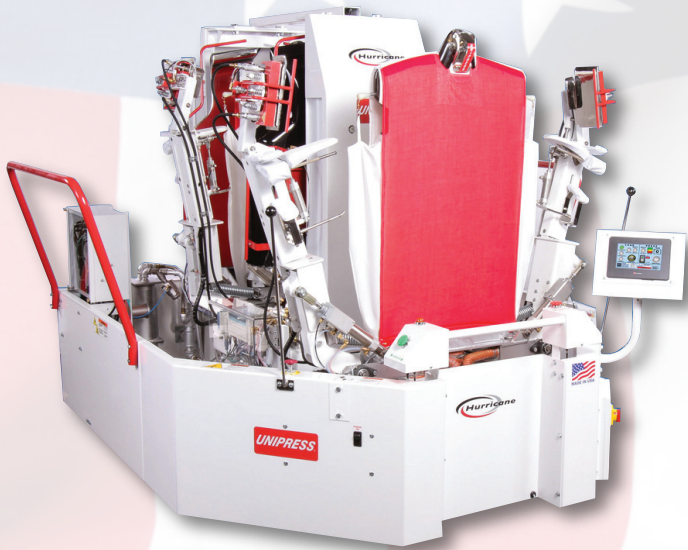
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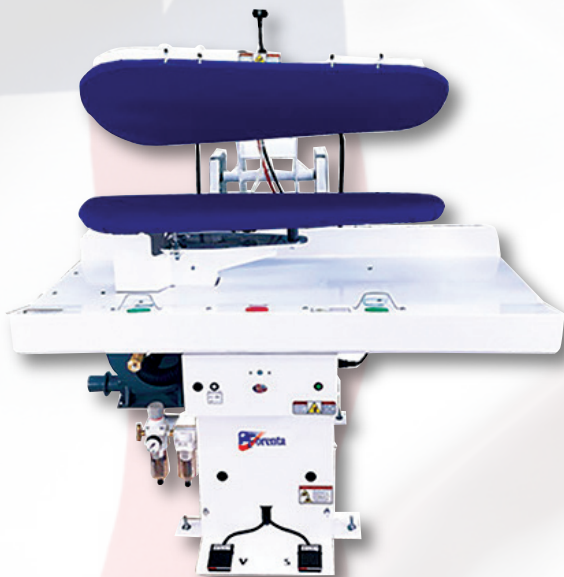


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THE SPOTTING BOARD



BY **DAN EISEN**

How to properly investigate oil stains

Oil stains are one of the most common stains that are not removed by the drycleaner. Part of the problem relates to lack of proper identification and improper attempts at stain removal.

Oil stains fall into two categories. One category is **non-oxidizing oil** such as machine oil, mineral oil, motor oil and baby oil. These oil stains do not oxidize and are easily removed in just the drycleaning process.

Non-oxidizing oils do not pick up oxygen from the air causing it to chemically change and set into the fabric.

Oxidizing oils are cooking fish and vegetable oils. This includes soybean, peanut, olive oil, fish oil, salad oil, butter, etc. These oils oxidize, which means that heat and age will change the oil into an insoluble stain matter.

Identification

Oil stains usually are yellow or brown, have no feel and are absorbed in the fabric. They are commonly mistaken for tannin stains such as coffee, tea and soft drinks.

Oil stains frequently form

a cross because they slowly absorb in the fabric following the yarns of the fabric. This is not always a positive method of and observe whether the stain is translucent and even. This differs from a tannin stain, which will be uneven and identify the stain, it is better to attempt unidentified stain removal using the dryside spotting method.

Oil stains usually are yellow or brown, have no feel and are absorbed in the fabric. They are commonly mistaken for tannin stains such as coffee, tea and soft drinks. Oils stains frequently form a cross because they slowly absorb in the fabric following the yarns of the fabric.

identification.

Another way you can examine for an oil stain is to hold the fabric up to a ceiling light show apparent rings.

A black light will glow when a fresh oil stain is present. If you cannot positively



Oxidation of Oil

I ran several tests on oil to determine what oxidizes the oil.

The tests showed that the fastest way oil oxidizes is by the heated state that it is in when it contacts the fabric.

For example, hot pizza sauce, hot butter and other heated oils immediately oxidizes when it contacts a fabric. If oil contacts a fabric in a cool state it takes a period of time to oxidize.

The heat of the steam gun and the heat of drycleaning will also oxidize oil.

The drycleaning dryer uses temperatures of 140°F and higher which promotes oxidation. The heat of the steam gun and use of wetside chemicals will immediately oxidize oils.

Solvents and Lubricants to Use for Stain Removal of Oil

The best lubricant is oily type paint remover. The darker the color of the lubricant, the stronger the product usually is.

Light colored paint removers are not as strong and may need more work for stain removal.

Do not use water with oily type paint removers since it release alcohol which is dangerous to the fabric and will set the stain.

Amyl acetate is the best solvent to use with oily type paint remover. This increases the penetration of the oily type paint remover as well as a aid to stain removal.

Potassium Hydroxide

There are many knowledgeable people that had found good results at stain removal by using a potassium hydroxide solution. It is prepared by dissolving one quarter teaspoon of potassium hydroxide to one quart of butyl alcohol. It is recommended that a chemist prepare it for you. I have personally

not obtained the same results that these people have. This solution, when contacting water, can easily cause damage to a fabric.

Mechanical Action

The only mechanical action that removes oil stains is vigorous tamping. Brushing is not effective. This is why delicate fabrics are more difficult to remove oil stains than durable fabrics.

Time

If the oil stain is set in the fabric, apply oily type paint remover and amyl acetate. Let this solution remain on the fabric for a period of time. Keep the area wet with this solution by adding more when the area begins to dry.

Procedures

- 1) Oily type paint remover
- 2) Mechanical action
- 3) Oily type paint remover and amyl acetate
- 4) Mechanical action
- 5) Dryclean the garment to remove residue.

Fabric Consideration

Oil stains are difficult to remove on all fabrics including natural and synthetic. It is more difficult to remove oil stains on delicate fabrics due to its lack of ability to withstand mechanical action.

Wetcleaning

Oxidized oil stains for removal require the use of non-ionic detergents. This is not quite as effective as removing oil stains in the drycleaning process.

Dan Eisen is the former chief garment analyst for the National Cleaners Association and also an inductee of the Drycleaning and Laundry Institute's Hall of Fame, the highest honor the association can bestow on an individual. For questions and concerns, he can be reached at (772) 579-5044, or by e-mail at dan-nyeisen39@gmail.com or through his website at www.garmentanalysis.com.



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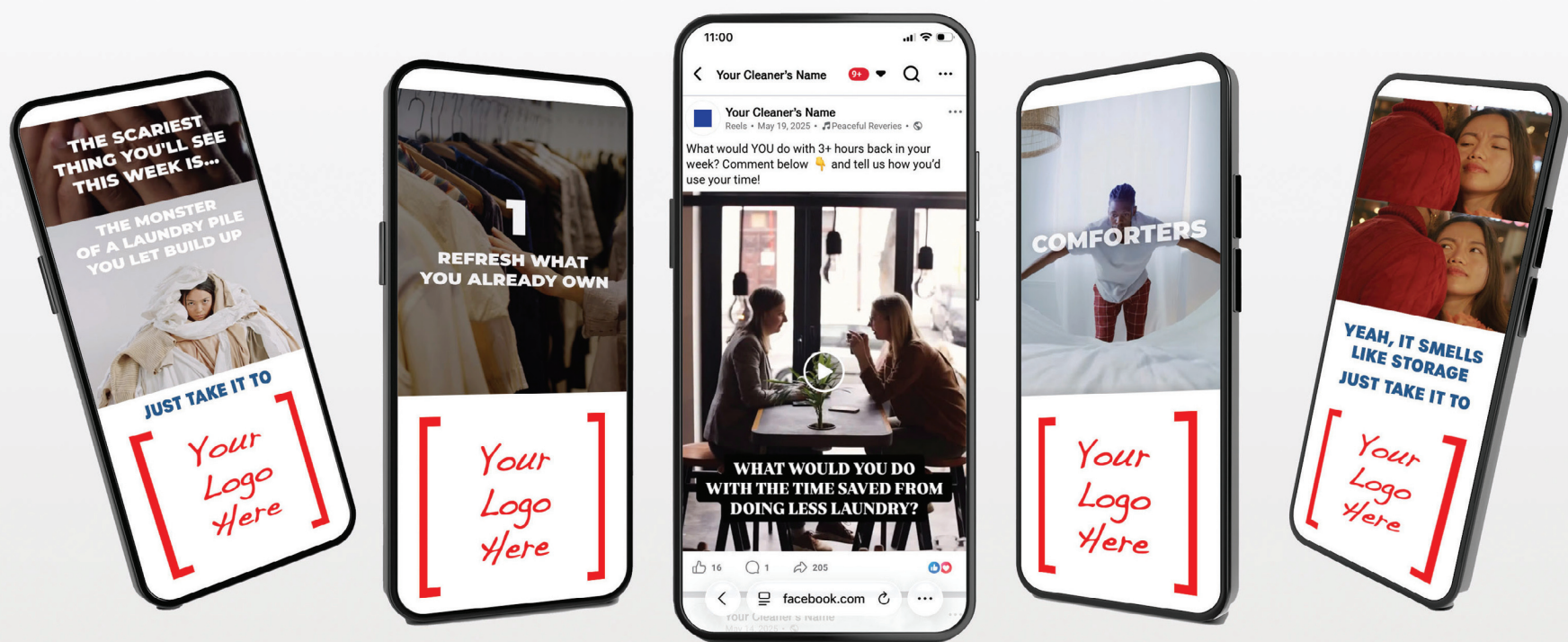
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THE ROUTE PRO



BY JAMES PEUSTER

I don't like big *but*s, and I'll tell you why

Looking back through 25 years of visiting cleaners, you see a lot of things. The sad thing is I wish that they were isolated cases.

I questioned many at first, but after a quarter of a century, I feel that I have earned the right to share my **Top 4** discouragements that business owners do that hinders growth and negatively affect the bottom line.

I say it all the time: Are you running your business, or is it running you? **But** (this is the *big but* I hate), this does not mean that you don't have to be there mentally or physically. Unless you have a strong and supporting staff, running any business takes leadership and coaching.

Take a look of my **Top 4 weaknesses** I see in ownership.

1) The Warden-Walk Syndrome: Leadership

The **Warden Walk** is a prominent, boots-on-the-

ground management philosophy used in correctional and federal prison leadership.

Rather than managing strictly from a desk, the owner shows up observing and correcting. **But**, this leads to fear, overreaction and stress. You cannot lead or coach doing this.

2) The Superhero

Owners have a tendency to like to swoop in and save the day.

This can include helping during busy times, when equipment goes down or there is a need for supplies. **But**, this leads to team members feeling useless, dependent and usually the good ones decide to leave and you are stuck with the mediocre employees.



3) Absentee Ownership

This is very common in our industry... where people buy or own a drycleaners but are never there.

Again, it's great if you have a bunch of strong supporting staff members and a good leader. **But**, if you're only observing by numbers and cameras, you quite often only look for negativity.

This also leads to the good employees leaving, leaving you once again stuck with the mediocre employees.

4) "Only I Can Do It."

This allows for continual coaching and leading by example while saving money. **But**, the business can only grow as big as you can handle it. Also, going on vacation is not an option.

The bottom line is: There are bits and pieces of the above that develop and encourage growth.

Puritan Cleaners model of QP3 represents "Quality through People, Product and Presentation."

To be successful the key is to embrace your employees as an investment, not a cost. If you were to create a culture based on this, I guarantee you that your business will thrive, not just stay in survival mode.

James Peuster is a consultant who specializes in route development, management and maintenance. He offers onsite consulting as well as ongoing coaching across the country. He also has cost groups to monitor route efficiency. For information, call (816) 739-2066, email RouteProsJames@gmail.com, or visit www.theroutepro.com.



60 MINUTE CLEANERS in Hartsville, SC, bought a new UNION HL-840 heated hydrocarbon machine sold and installed by Consolidated/Central Equipment. Pictured is Russell Willard (left) of Consolidated Equipment and plant owner Gino Prozzi.

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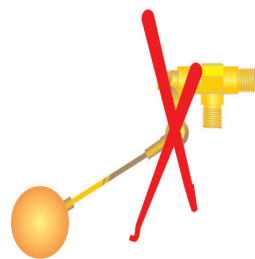
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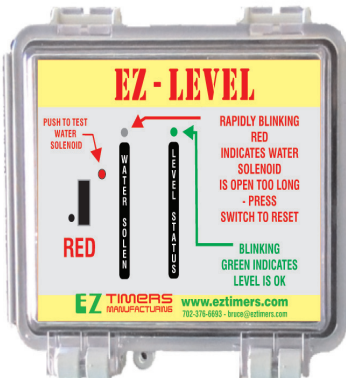
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NCL Profile
Life goes on

For the Bodin family, starting a cleaning business in Yonkers, NY, was an opportunity for a clean slate. Before that, 12-year-old Paul Bodin and his father, David, had been forced to flee their native country during the Russian Revolution (during which the family business in Kiev was confiscated). An old article from the Herald

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Industry balancing act to continue in 2022



As cleaners prepare to close the door on 2021 (and perhaps throw away the key), the last 11 months have proven to be another arduous challenge, harshly punctuated by shortages of every imaginable kind: hangers, plastic, computer chips, steel and other metals, lumber, packaging materials, zippers and

[Read More](#)

FallFest EXPO pushes date back



Even though interest for FallFest EXPO remains high, many cleaners are too short-staffed and overburdened to spend three days devoted to it in early December. As a result, the North East Fabricare Association, the South Eastern Fabricare Association and the Pennsylvania and Delaware Cleaners Association have decided to push back until

[Read More](#)

Light always follows darkness
by Peter Blake



It has been a long, interesting and challenging 18 months, to say the least. I know I have never worked harder or more hours than I have during the past year and a half. I also know I am not alone, and

Don's wishlist to St. Nick: 2021 edition
by Don Derosiers



BH happy December! It is that time once again for my annual Christmas Wishlist. Every year, I send a plea to the Great St. Nick for products that do not exist yet, but I believe they

A Tribute to James Peuster
by Mark Albrecht and Jennifer Whitmarsh



As we round out 2021, let's recognize an achievement of our familiar personality in our industry. James Peuster, JP (as many know him) begins his 20th year consulting teams

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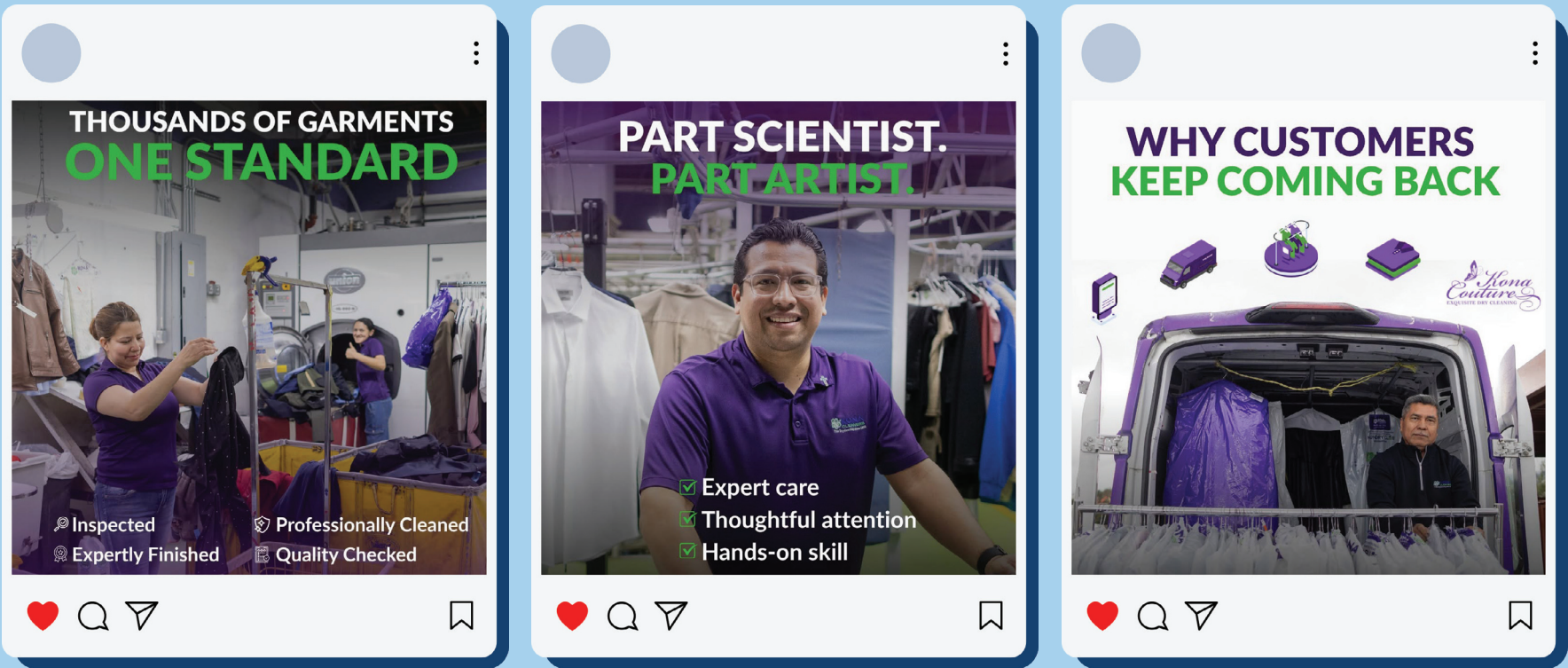
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