



*Green Clean Washing*



The North's  
#1 provider

**Miele**  
PROFESSIONAL

Carlton Kennels Group Case Study  
Washing and Disinfecting for Kennels

## The Client

Carlton Kennels and Cattery based near Yeadon, Leeds has been established since 1979, providing excellent facilities for the cats and dogs they look after while their owners are away or busy at work during the day. They provide luxury accommodation for the animals they care for, with centrally heated kennel blocks, hydrotherapy pools, treadmills, outdoor runs and dog grooming, they can even collect and bring back dogs and cats for busy owners.



## The Challenge

The owner of the kennels, Tim Hollings needed a commercial washing machine to deal with the increasing volumes of bedding and blankets he needed to wash on a regular basis. He wanted to be sure that the fabrics would be cleaned effectively and also that the detergents he used would be kind to the animals' skin. In addition, all of the water for washing came from a bore hole on his land so he needed to be assured that the washing machine would work effectively using this source of water.



## The Solution



After contacting JTM Service, an engineer visited the site to inspect the water supply and also recommend the most appropriate washing machine for the volume and type of bedding/blankets he needed to wash. After selecting a Miele PW6080 which gave him the load capacity and wash programmes required, it was installed a few days later.

Unfortunately the very next day the machine stopped working, and he got in touch (on a Saturday) to let us know that something had gone wrong and he was unable to wash anything. An engineer was despatched within an hour of his call and discovered that it wasn't the machine that was at fault, it was debris from his bore hole water supply that had clogged up the filter.

This was unlucky, as the supply is normally clear, however the engineer fixed it quickly, got the machine operating again and showed Tim how to deal with the problem if it happened again.

### Quote

*"I am absolutely delighted with the washing machine, the wash performance is excellent, considering the type of animal bedding we are washing on a regular basis. However, it has been the speed and level of service that has really been excellent. I couldn't fault the response time to come out and resolve my problem so i was up and running again very quickly. More importantly I know what to do if that problem happens again. "*

Tim Hollings  
**Owner of Carlton Kennels**