

Issue:1

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Washroom Matters

Washroom Matters to Link Your Team and Ours! A Message from the MD

Welcome to the first issue of Washroom Matters – Unicorn Selfserve’s new customer newsletter. You may be an existing customer who knows us quite well, or you may not know so much about Selfserve, but either way we hope to bring you some interesting news in each issue of Washroom Matters.

We wanted to use this first issue to tell you a little about us and to communicate some of the reasons for producing a newsletter. In today’s global marketplace companies work across political, geographical and cultural boundaries and communication is vital, but sometimes hard to get right. We want Washroom Matters to be a link between your team and ours, perhaps creating a more personal understanding of what we can do for you and who you can speak to when you need help. If you think there is a way of improving Washroom Matters or our service to you please contact us with your suggestions.

What is Selfserve? Unicorn Selfserve is a washroom product design and manufacturing company based in Northern Ireland and doing business across the UK, Europe and North America. We offer a full range of products designed specifically for washroom service companies – everything from vending machines and consumables to air freshener dispensers and baby changing units. Our aim is to combine modern and aesthetically

“We want Washroom Matters to be a link between your team and ours”

pleasing design, reliable technology and Selfserve’s first-class administrative support. We pride ourselves on our ethos of innovation, smart design and solution-based products and manufacturing our own products means we can bring you the best value on price.

We have many years experience in the washroom market and a fully trained and skilled workforce who know our product inside out and understand your needs as a customer.

So what’s new? Well for starters we are launching some new products in 2008 – some of them at the Interclean show in Amsterdam this May.



Unicorn iberia Limited is being launched this month, highlighting our commitment to the market in Spain and Portugal and marking a milestone in our plans to further develop our business across Europe. We already have sales people based in Spain and France, with distributors in the US and Canada. There’s lots more news in this first issue of Washroom Matters. We hope you enjoy it...look out for regular columns, which will tell you about new products, Selfserve people and industry news. Don’t forget – if there’s anything you think we should highlight just let us know!

Best wishes,
Roger Pannell

Our 40,000 sq ft (4,000 m²) production and sales facility.



Autovend Improvements

Selfserve specialises in the production and supply of modern, top-end vending machines. The best-selling Autovend has a slim design with hands free operation, making it suitable for the smaller washroom or competitive contract. Products are dispensed automatically from the vending machine once the correct money has been inserted.

Autovend Improvements continued

The recently updated design has fully adjustable columns for easy product change and a coin sorter, which in turn means easy coin change. The new version is configured to vend Colgate toothbrush & toothpaste and Condomi Condoms with full vinyl graphic wrap, for maximum visual effect.

Autovend is available in white, stainless steel and a highly polished Chrome effect. Other colours are available depending on the quantity required.

Autovend Dual Colgate Vending



Industry News

RoSH

European Directives Explained

On the 1st of July 2006 the EU introduced RoHS Directive 2002/95/EC. RoHS stands for "the Restriction of the use of certain Hazardous Substances in electrical and electronic equipment". The Directive bans the placing on the EU market of new electrical and electronic equipment containing more than agreed levels of lead, cadmium, mercury, hexavalent chromium, polybrominated biphenyl (PBB) and polybrominated diphenyl ether (PBDE) flame retardants. Since the directive came into force Unicorn Selfserve has worked with its suppliers to ensure we are in total compliance with this directive and we have initiated a purchasing procedure which guarantees this.



Along with the RoHS directive the EU also initiated the Waste Electrical and Electronic Equipment (WEEE) Directive at the same time. This aims to minimise the impact of electrical and electronic goods on the environment by putting the responsibility of the disposal of these products sold in the EU market back to the manufacturer and distributor. If you need any help in understanding WEEE and how to ensure you conform to the directive please see the governments website <http://www.dti.gov.uk/innovation/sustainability/weee/page30269.html> or give our technical team a call on 0044 (0)28 9264 0827 and we will try to advise you.

Contact Us

For sales enquiries contact Joanne or Roger at info@unicorn-selfserve.com or telephone 0044 (0)28 9264 0827. If you have any suggestions about this newsletter contact Paul on the same email and phone number. Customers in Spain & Portugal can contact Pablo J. Muñoz at pablo@unicorn-iberia.com

To view our wide range of products click on <http://www.unicorn-selfserve.com>

New Sanibin

The new Selfserve Sanibin is a robust, pedal operated design with a traditional front to back trap format. Screen printed surfaces are also available. All of this adds up to choice – giving the customer an alternative to existing Sanibins and other products in the marketplace.



Packing Machine Gives Peace of Mind

Unicorn Selfserve is pleased to announce the acquisition of a new packing machine for consumables, which will further improve the company's service to customers. Consumables such as Tampax and Always are packed in a clean room, using the new machine, to exacting P&G standards. Each pack is now glued and date coded by the packing machine to offer additional peace of mind for service companies and their customers.



Special Promotions

Buy a case of Biological Sanitiser fluid (310ml) during February and March and get a Puresse Sanitiser dispenser free! Our formulations clean and deodorize urinals and cisterns, helping to reduce water usage if used in conjunction with a water saving device or by simply reducing the flow of water into the cistern. To place your order contact the sales team and mention Washroom Matters.



Free Sanitiser dispenser when you purchase a case of Bio sanitiser fluid (310ml).



Puresse Micro Aerosols

Ahead of the field – that's where we like to be at Selfserve – and to stay there we are constantly introducing innovative new products and consumables. This month we launch the new Puresse Micro aerosols – 100ml of aerosol in the same size can as the current 75ml aerosols. The new cans will fit most dispensers on the market. Puresse fragrances contain Aromaguard which counteracts odours and enhances the impact of the fragrance, leaving the environment fresh and clean. There are five fragrances available. Please contact us for samples and prices.

We are also launching several new vending products, including a toothbrush kit and Condomi brand condoms.

"Our People" Stacey Wolfe



In this issue we meet Selfserve Sales Administrator Stacey Wolfe.

Whenever you place an order by phone, email, fax or post you're probably dealing with Stacey, or one of her colleagues. She's a very important part of our team as her role is all about fulfilling our commitments on customer service. All of us at Selfserve work to ensure that our customers' interaction with the company is smooth and stress-free and Stacey is no exception.

Stacey takes the orders and makes sure customers get what they want, and in the timescales agreed. She works with our production team to ensure that delivery schedules are met and if there are any changes the customer knows about them. There are lots of things to check when an order comes in, from order numbers and customer account details, to pricing, stock and delivery lead times, so you need a head for detail, a cool manner and a sunny disposition. That's Stacey!