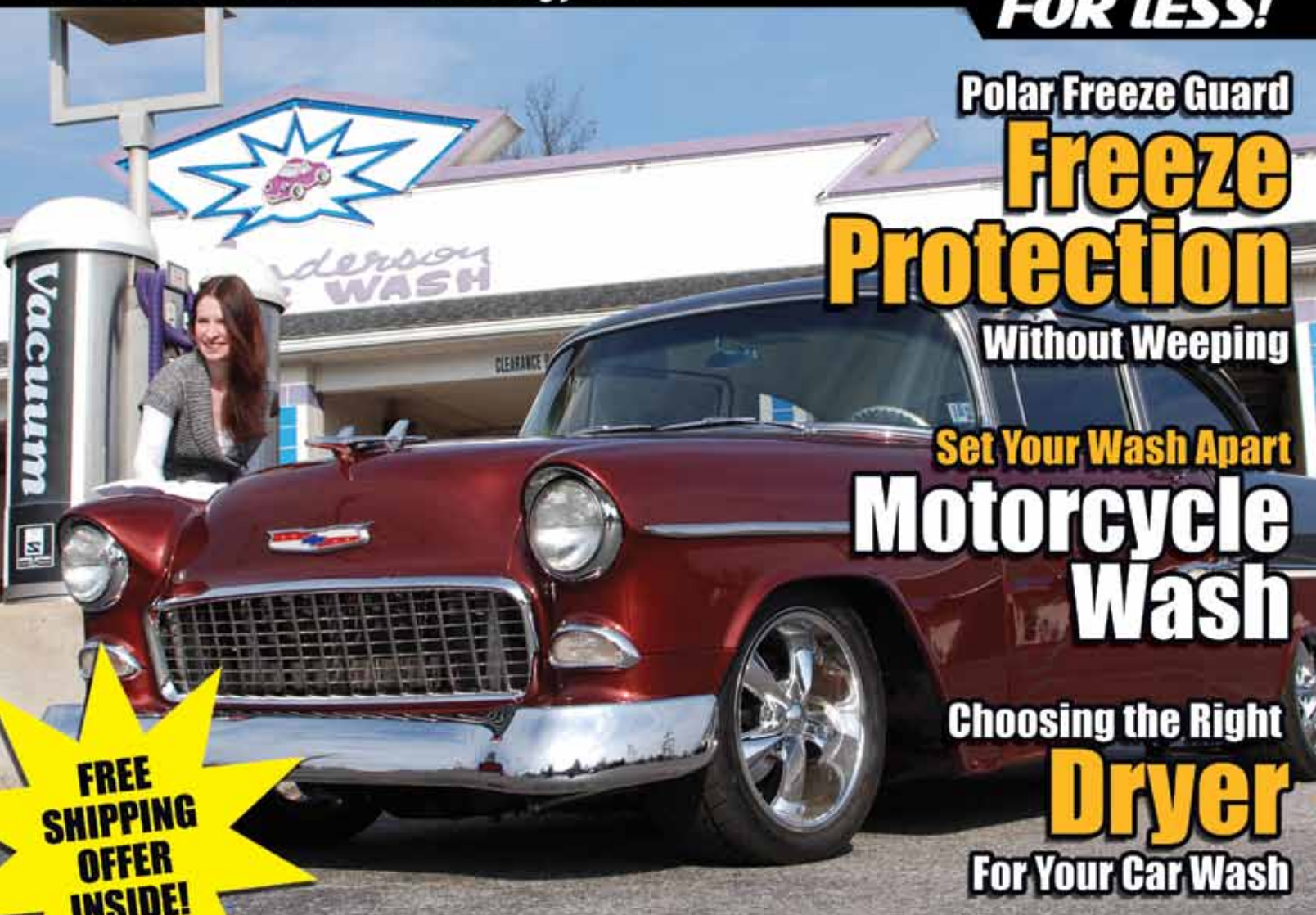


# THE **KLEEN-SCENE**

YOUR RELIABLE SOURCE FOR CAR WASH INFORMATION

ISSUE NO. 16 February, 2011

**THE BEST  
FOR LESS!**



Polar Freeze Guard  
**Freeze  
Protection**

Without Weeping

Set Your Wash Apart

**Motorcycle  
Wash**

Choosing the Right

**Dryer**

For Your Car Wash

**FREE  
SHIPPING  
OFFER  
INSIDE!**



**TOLL FREE ORDER LINE 1-800-233-3873**

VISIT US ONLINE [www.kleen-ritecorp.com](http://www.kleen-ritecorp.com)

# Kleen-Rite Touchless

**Revolutionary 2 Step Cleaning Process!  
High Performance Chemistry!**



## Kleen-Track SYSTEM ONE

Product	Part #	Gal.	Description	Dilution
<b>KLEEN-TRACK 1A</b> Low pH	KRKT1A5	5	The strongest and most effective low pH liquid presoak in the Kleen-Track line. This product is formulated for use as a first step in a two-step Touchless Wash Process. Product contains Ammonium Bifluoride.	75-120/1
	KRKT1A30	30		
	KRKT1A55	55		
<b>KLEEN-TRACK 1B</b> Hi pH	KRKT1B5	5	A high pH liquid presoak formulated for use as a second step in a two-step Touchless Wash Process. Its application is best when preceded by an acidic pre soak.	75-120/1
	KRKT1B30	30		
	KRKT1B55	55		

## Kleen-Track SYSTEM TWO

Product	Part #	Gal.	Description	Dilution
<b>KLEEN-TRACK 2A</b> Low pH	KRKT2A5	5	A phosphoric acid-based liquid presoak formulated for use as a first step in a two-step Touchless Wash Process.	75-120/1
	KRKT2A30	30		
	KRKT2A55	55		
<b>KLEEN-TRACK 2B</b> Hi pH	KRKT2B5	5	A high pH presoak formulated for use as a second step in a two-step Touchless Wash Process. Also, the product of choice for washes utilizing a single step pre soak.	75-120/1
	KRKT2B30	30		
	KRKT2B55	55		

## Kleen-Track SYSTEM THREE

Product	Part #	Gal.	Description	Dilution
<b>KLEEN-TRACK 3A</b> Low pH	KRKTNC5	5	A non-corrosive first step presoak that contains a blend of surfactants, solvents and citric acid.	75-120/1
	KRKTNC30	30		
	KRKTNC55	55		
<b>KLEEN-TRACK 3B</b> Hi pH	KRRT5	5	A non-corrosive high pH liquid presoak. This product is formulated for use as a second step in a two-step Touchless Wash Process or may be used as a presoak in a single step application.	75-120/1
	KRRT30	30		
	KRRT55	55		

AVAILABLE FROM  
**KLEEN-RITE** CORP.  
YOUR RELIABLE SUPPLIER FOR THE CAR WASH INDUSTRY

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### ON THE COVER ★★☆☆

We'd like to thank Audrey Snyder of York, PA for appearing on our cover. She is an avid car enthusiast and owns a 2007 BMW 328XI. She participates in TSD road rallies as sponsored by the Appalachian Sports Car Club. She also enjoys Formula 1 and attended the Montreal Grand Prix in 2008.

We also want to thank Darryl Brandt of Riverside Customs body shop in Wrightsville, PA for helping provide the 54' Chevy which he restored.



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## FREE SHIPPING OFFER

We are offering Free Shipping on any **ONE** order placed over **\$500.00** during the month of February, 2011.

Simply reference Kleen-Scene Offer #16 to your order taker to receive free shipping on your next order to anywhere in the continental U.S.

*\* Select items such as Corrosive Chemicals, Non Stock Factory Dropships, Vacuums, Vac & Vending Islands, Extrutech Wall Board, Anti-Freeze Detergent, Pole Covers, Grating, Mega-Venders, Cages & Large Storage Tanks may be excluded from our free shipping offer.*

**OFFER GOOD ON ONE ORDER ONLY!**

*" does not apply to previously placed orders" ....new orders only.*

**Offer Valid Until March 1, 2011**

# Rugged AND Sensitive

Recora treadle switches are tough enough for multi-ton trucks, but still respond to the lightest of cars.



- Ideal for turning equipment on without touching cars.
- Easily wires to lights, horn, bells, or any signaling device.
- Safe, fast, and easy to move in the wash tunnel or on the apron for exact timing control.

Available from  
**KLEEN-RITE** CORP.  
 YOUR RELIABLE SUPPLIER FOR THE CAR WASH INDUSTRY

## Emperor

It's Your  
Choice.

**HTF SERIES**  
 4.0 - 12.0 GPM  
 2500 - 3600 PSI

**HTX SERIES**  
 2.7 - 3.5 GPM  
 2000 - 2500 PSI

**HTS SERIES**  
 2.6 - 5.0 GPM  
 2300 PSI  
 HTS2215S is a  
 direct replacement  
 for the 5CP/310

Why not choose  
 the **BEST PUMP**  
 ON THE MARKET?

All Are  
 Available  
 Through  
 Kleen-Rite!

"The Emperor made a believer out of me!"

Sam Phillips  
 Dutchmaid Equipment



# BLUE CLOTH TOWEL



## THE ORIGINAL

Make More Per Vend  
**ORDER NOW**  
**1-800-233-3873**  
www.kleen-ritecorp.com



*Happy New Year!!!!*

We have had an exciting end to 2010. The Learn More Earn More Expo held on November 10th at our Columbia location was a true success. We had over 400 attendees and 68 exhibitors participating, helping make the expo a must-attend event. The northeast also got a little holiday snow which helped send 2010 off with a bang. We hope we can take this momentum into 2011 both here in the northeast and throughout the rest of the country.

We have many new features that we will be launching in 2011 including the following:

1. Launch of Multi-Media Site [www.Kleen-Scene.com](http://www.Kleen-Scene.com)
2. New Website Design for [www.Kleen-Ritecorp.com](http://www.Kleen-Ritecorp.com)
3. Green Initiative using online account management system
4. The use of barcode in our warehouse operation

We hope that these developments will bring a better experience to you as a customer. The Kleen-Scene website will have many features including archived Kleen-Scene's to view, a video catalog of carwash information and a forum to bring our customers together. This is truly an innovative website for the car wash industry and we encourage you to check it out. Early in the 2nd quarter you will see the launch of a new website design at [www.kleen-ritecorp.com](http://www.kleen-ritecorp.com) which will feature enhanced pictures and information as well as an upgrade to the shopping experience. As part of our Green initiative we will be encouraging customers to sign up online so they can manage their accounts, see page 7 of this issue for more information on our online management system. We will also be automatically e-mailing or faxing invoices at time of shipment, so if we don't have your information please provide it when you place your next order. The last initiative is the use of barcode and scanning your orders to insure we meet your expectations each and every order!!! We are excited to bring these features to you in 2011 and feel that they will help us remain the leader in customer satisfaction.

Keep your eyes out for the 2011 Kleen-Rite catalog that will be available in April, our goal is to produce the most informative and useful catalog in the industry and from the looks of it we will deliver!!! We wish everyone the best in the coming year and look forward to being your reliable supplier for the carwash industry.

# Upgrade Your CAR WASH EQUIPMENT

## Deluxe Coin/Bill Meter Box Fully Assembled

To Order: 1. Choose Faceplate Options.  
2. Choose Long or Short Hull. 3. Choose Additional Options

### Standard:

- 8, 10 or 12 Position Rotary Switch
- Multiple Coin Acceptor
- Dixmor or GS400 Timers
- Coinco or Mars Bill Acceptor

### OPTIONS:

- Choice of Coin Acceptor ● Credit Card Acceptance
- Express Key ● Heater w/Thermostat (31134)
- \$1 - \$20 Bill Acceptor ● Piezo or Mechanical Push Button

## STAINLESS STEEL HIGH PRESSURE PUMP UNIT

Completely pre-plumbed & prewired. Assembled ready to go bay units.

Standard Unit as shown:

- Baldor 5HP, 3PH Motor
- 310 Cat Pumps, Regulator & Pulsation Dampener
- Stainless Steel Soap & Wax Solenoids
- 3 way valve setup for hot wash & cold rinse
- Weep Plumbed
- Motor Starter, Transformer, Counter, Hour Meter, 2 Belt Pulleys.
- Unit can be customized to your specifications.



# WINDMASTER SIGNS

Let Your Message **BE HEARD!**



28"W x 44"H Sign Insert Only **\$57.50**

No Excessive Mud	WMS170
Closed 4 Maintenance	WMS160
Closed Due to Weather	WMS165
No Loud Stereos	WMS155
10 Minute Express Wax	WMS145
Accept Credit Cards	WMS115
Dog Wash Open	PTW145



Stand Only **CH2002 \$182.75**

# Kleen-Rite is Going GREEN

**Effective April 1st, 2011: Kleen-Rite will no longer provide paper copies of invoices.**

Effective April 1st, 2011, Kleen-Rite will no longer provide paper copies of invoices. Your invoices can be provided to you by email or fax. Please provide us with your email address or fax# so we can set you up to receive your invoices automatically. You can also print out your own invoices anytime 24 hours a day from the Kleen-Rite website, www.kleen-ritecorp.com. Using our Online Management System is simple and easy, below we will show you the simple steps it takes to print out you invoices.

**Step 1:** Go to www.kleen-ritecorp.com and click on the **LOG IN** button in the top right hand corner.



**Step 2:** You will then be asked to enter your **CUSTOMER #** and **PASSWORD**. If you don't have an online account, you can create one [here](#).



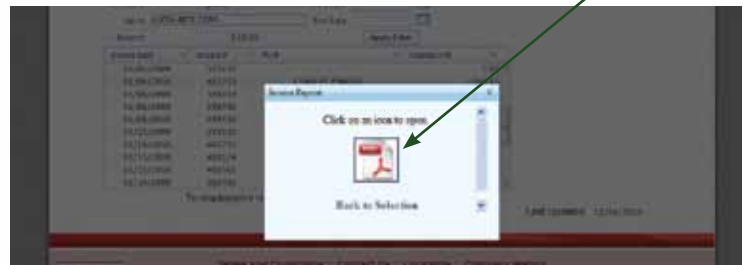
**Step 3:** Once you've successfully logged in, you will be redirected to the **HOME** screen. Now you can click on the **CUSTOMER HISTORY** button in the top right corner.



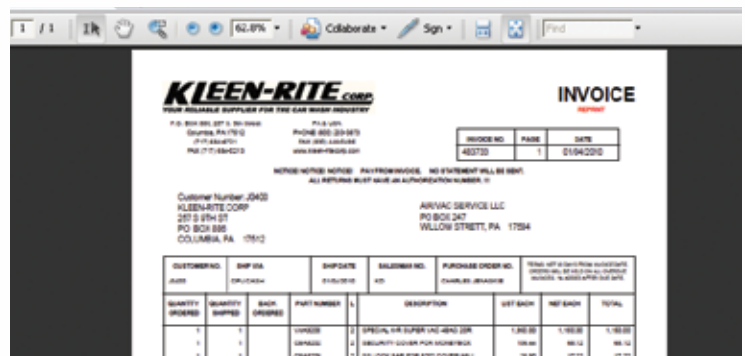
**Step 4:** Once you are in the Customer History, click on the **INVOICE HISTORY** tab to view all your past invoices, they can be sorted by date or invoice number.



**Step 5:** When you click on the invoice you want, this **ICON** will appear, prompting you to click on it to view.



**Step 6:** Your invoice will then open, allowing you to view, print or save it to your desktop.



# NEW!

# SUCKER PUNCH AIR FRESHENERS

Air Fresheners ©



**PYRO**  
24 Pak Carded - AF24C1P121  
72 Pouch Pak - AFPP121  
Overlay - AF0121



**DR. DOOM**  
24 Pak Carded - AF24C1P122  
72 Pouch Pak - AFPP122  
Overlay - AF0122



**GIRLLY SKULL**  
24 Pak Carded - AF24C1P123  
72 Pouch Pak - AFPP123  
Overlay - AF0123



**NuCar**  
24 Pak Carded - AF24C1P107  
72 Pouch Pak - AFPP107  
Overlay - AFSCD107



**Pine**  
24 Pak Carded - AF24C1P106  
72 Pouch Pak - AFPP106  
Overlay - AFSCD106



**Nilla**  
24 Pak Carded - AF24C1P102  
72 Pouch Pak - AFPP102  
Overlay - AFSCD102



**Flying Heart**  
24 Pak Carded - AF24C1P124  
72 Pouch Pak - AFPP124  
Overlay - AF0124



**Lucky lumps**  
24 Pak Carded - AF24C1P125  
72 Pouch Pak - AFPP125  
Overlay - AF0125



**love bite**  
24 Pak Carded - AF24C1P131  
72 Pouch Pak - AFPP131  
Overlay - AF0131



**Ice**  
24 Pak Carded - AF24C1P113  
72 Pouch Pak - AFPP113  
Overlay - AFSCD113



**Colada**  
24 Pak Carded - AF24C1P109  
72 Pouch Pak - AFPP109  
Overlay - AFSCD109



**Cinna**  
24 Pak Carded - AF24C1P103  
72 Pouch Pak - AFPP103  
Overlay - AFSCD103



**drunk denim**  
24 Pak Carded - AF24C1P132  
72 Pouch Pak - AFPP132  
Overlay - AF0132



**vampirete**  
24 Pak Carded - AF24C1P135  
72 Pouch Pak - AFPP135  
Overlay - AF0135



**rock star**  
24 Pak Carded - AF24C1P129  
72 Pouch Pak - AFPP129  
Overlay - AF0129



**Berry**  
24 Pak Carded - AF24C1P110  
72 Pouch Pak - AFPP110  
Overlay - AFSCD110



**Cherry**  
24 Pak Carded - AF24C1P101  
72 Pouch Pak - AFPP101  
Overlay - AFSCD101



**Citrus**  
24 Pak Carded - AF24C1P104  
72 Pouch Pak - AFPP104  
Overlay - AFSCD104

**24 Pack Carded - \$8.75**  
**72 Pouch Pak - \$24.95**  
**SINGLE COLUMN - AFSCD120**



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# POLAR FREEZE GUARD SYSTEM

## Freeze Protection Without Weeping.

We in the car wash industry are always trying and finding new and better ways to make our operations more profitable and more efficient. Not too many years ago we did not worry as much about our water and sewer rates as they seemed to stay somewhat stable. With energy costs rising and margins lowering, water and sewer rates seem to be increasing at an alarming rate. In most cases it is not 10% or 20% but 40% and 50%. Water and sewer now is becoming one of the higher costs of operating a car wash.

In most communities, the car wash can be one of the biggest users of water. Especially when the colder weather comes and you need to run a type of weep system. As we all have become more energy conscious and environmentally responsible it is up to us as operators, manufacturers and vendors to do the best we can to conserve our resources.

The Polar Freeze Guard System is a way of eliminating your weep system and wasting water. It uses a combination of air and RV/Marine anti-freeze, which is biodegradable and environmentally friendly. It will only purge after a bay or function has been used and the cycle is completed. It can be used in self service bays and in bay automatics.



Beside being hooked up to the high pressure line it can be connected to your lower pressure options as well as the foam brush system.

During the purge cycle, the system will clear the water and product in the line and mist the line with rv/marine anti-freeze. The system then will sit idle waiting for the next time the bay or function is used.

The installation is fairly straight forward. The purge lines tie into your existing pressure lines coming out of the heated trough to the boom or the closest point of the boom or equipment that is not exposed to the cold or elements. The signal to activate the system comes from your equipment control panel. In order for the system to be activated it has a programmable set point from an outdoor temperature probe. Then the system will automatically do a self diagnostic and purge all functions that is connected to it. In case of a power outage, the system will automatically reset and purge once the set point is reached.

Some of the other benefits are that you can also lower floor heat, no more ice buildup, saves on reclaim and eliminates weep washers. The only increase you will see is the savings in your water and sewer bill.

### **CLEARs 100% OF WATER AND SOAP WHEN PURGE OCCURS**

Years of successful experience in the harsh winter environment of northern Michigan.

#### **Features and Benefits**

- Eliminates weep water (do not waste water anymore)
- Saves money in water & sewer bills
- 1-unit services 12 bays (12 outputs)
- Protects both self serve bays & in bay automatics
- Can protect foam brush system
- Eliminates weep washers
- Reduces ice build up in bay
- Lower floor heat temperature
- Saves on reclaim system
- Automatically resets after power outages
- Unit turns on at 33F ( or any preset temperature)
- Simple installation

U.S. Patent#5746240  
Canada Patent#2218566

**Eliminates all "weep" water!!!**

#### **Specifications**

- Input Voltage: 120 VAC 50-60 Hz
- Current Draw: 1 Amp (Max)
- Liquid Requirements: Minimum
- 1/2" ID hose
- 25 PSI (flowing) Max. 85 PSI
- Air Requirements: Min. CFM @ 40 PSI

All RV Antifreeze ingredients are considered GRAS (Generally Regarded as Safe) by the Food and Drug Administration

- works with foam brush
- works with low pressure
- works with high pressure
- works with in bay automatics
- will work for any in bay automatics or self serve car washes

**Call Kleen-Rite at 800.233.3873 for more information.**



# THE KLEEN★TEAM

## Terry Kuhns

Warehouse Team

Teresa (Terry) has been with Kleen-Rite since 2002. She is one of our warehouse team members responsible for packing our customer's orders.

"I have been involved in the Girl Scouts for over 42 years now. I am also an avid sports fan, especially college basketball. My favorite teams being Duke's men and Tennessee women's basketball teams."

In her spare time Terry enjoys spending time with her friends and family, especially her niece Georgetta.

*All of us at Kleen-Rite want to thank Terry for her years of service and helping Kleen-Rite grow to become what it is today.*

# Tired of Dirty Bay Walls?

## INTRODUCING KLEAN WALL™

### WORKS GREAT ON:

- stainless steel
- painted walls
- glazed tile
- fiberglass
- brick
- metal

100%  
Hydrofluoric  
Acid Free!

Our Klean Wall cleaner has made the dreaded task of cleaning bay walls a simple and easy job. Just spray it on and rinse it off for spectacular results!



Call today for  
a free sample!

**1.800.233.3873**  
Kleen-Rite: an Authorized Distributor

AFTER BEFORE

**APFormulators**

Making a cleaner world

Call Today for a Catalog of our Entire Touchless Carwash and Detail Product Line

# DRYERS

## To Dry or Not To Dry...

### Is that even a question?

Let's face it, dryers are important! They are the final touch in the car wash experience and one of the main elements in producing a clean, spot free vehicle. They are also the end component that leaves the lasting impression of your operation with your customers. And we all want happy customers. It just makes good business sense! So, what makes a happy customer? Simply put, customers respond to a good product. In the case of car washes, it's the areas they see after the wash is finished. The main areas of concern are the front windshield, front hood, driver's side window, passenger side window, then the rear window, backseat passenger windows, and trunk of the car. If those surfaces are looking clean and dry, your customer won't feel obligated to work further on their car, leaving them happy with their wash purchase. Happy customers equal repeat business, and of course increased revenue. Having an effective dryer not only generates happy customers, but can reduce overhead and labor costs.



So how do you find the right dryer for your facility? There's definitely not one type of dryer for every kind of operation. The best way to obtain the right drying system for your wash is to be as informed as possible. Being aware of a dryer's capabilities, materials, decibels, energy usage, and general operation will allow you to make the most educated decision on which dryer(s) will provide the greatest results.

Before purchasing a new system it is helpful to ask dryer manufacturers questions like why their dryers are different from the

competition, how effective the dryer really is and if there is any after sales support offered. After the initial cost, a high quality product will provide a return on investment year after year, increasing bottom line profits. The ideal dryer uses low horsepower, is well thought out, highly engineered and is designed for efficiency and longevity.

For in-bay operations, dryers can be categorized as either onboard or stand-alone systems. Onboard dryers are fixed to the wash equipment and move back and forth at a controlled pace utilizing same area to dry the car as it's washed which is effective for operations with minimal space since they don't require any extra room. Stand-alone dryers are installed separately from the wash equipment. This configuration allows another car to begin the wash process while the previous one is drying, and also provides drip space for water shed prior to entering the dryer. As a result stand-alone dryers prove to be more effective for faster turnaround while providing better dryer efficiency.

There's no way around it, car washes are very demanding on their equipment. They're constantly exposing their machinery to chemicals, continuous water flow, and agents necessary to the washing process. That's why the materials used to compose dryers will determine the systems maintenance, aesthetics, safety and ultimately equipment life. It is also important to consider the location of the motor/blower assembly within the wash. Any type of equipment placed above a vehicle poses a potential safety risk. Operators need to ensure that their dryer assemblies are properly mounted and regularly check all overhead equipment. This situation can easily be avoided by purchasing a dryer



# DRYERS THAT WORK. DRYERS THAT LAST.



## Proto-Vest Dryers Provide:

- Expedient drying time
- Efficient designs that require minimal horsepower
- Proficient patented bag designs that effectively strip water from the vehicle's surface
- Extended equipment life and low maintenance
- Compact sizes to fit in narrow bays
- The optional Proto-Vest Silencing Package to reduce decibel readings lower than OSHA regulations

**Proto-Vest<sup>®</sup> Inc.**

CALL TODAY!  
**1-800-233-3873**

# ARIMITSU

**Make the switch!**  
Popular Conversion Packages



### 313 Self Serve

Arimitsu proven Quiet & Simple

**Includes:**  
313 Pump, Rails, Pulley, 7.2" single groove  
**Features:**  
4 gpm 1500 psi 1050 rpm

**ARM61000** Left Shaft  
**ARM61001** Right Shaft



### 516 Self Serve

Arimitsu proven Quiet & Simple  
Most Popular Upgrade for Self Serve

**Includes:**  
516 Pump, Rails, Pulley, 8" single groove  
**Features:**  
4 gpm 2300 psi 950 rpm  
5 gpm 2000 psi 1200 rpm

**ARM61002** Left Shaft  
**ARM61003** Right Shaft



### Model 508

Dual Gun Prep Favorite  
Popular Operators Choice

**Includes:**  
508 Pump, Rails, Pulley, 9.7" double groove  
**Features:**  
8 gpm 1200 psi 950 rpm  
10 gpm 1000 psi 1200 rpm

**ARM61004** Left Shaft  
**ARM61005** Right Shaft



### Model 3615

Automatic Special  
Stainless Steel  
Drop-In replacement

**Features:**  
36 gpm 1500 psi 800 rpm

**ARM3615** Dual Shaft

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with the motor/blower assemblies located on the floor which will eliminate safety concerns and allow for ease of maintenance.

More and more noise is becoming an important consideration for car washes. Lower sound levels protect employees, customers and the surrounding community while improving your company image. Industrial dryers are usually the loudest equipment in the washing process with levels measuring from 75-100+ decibels. This becomes a problem when OSHA monitors noise levels anywhere at or above 85 decibels. As a solution, certain manufacturers provide dryers with silencing packages and also offer after market silencers that can be integrated with an existing system. Another option is a custom application that places the blower/motor assembly in a remote room.



Traditionally industrial dryers devour energy. However, some company's have evolved their dryer technology to use the least amount of energy while delivering maximum drying power. What does this mean to you? Lower energy demands, lower operational costs and in turn larger profits. The trick is not to compromise performance for horsepower. Anyone can put a 15hp blower together and call it a dryer, but whether it dries a car is another story. The best way to measure dryer performance is through air velocity. This does not necessarily

mean using more horsepower for greater CFM discharge; instead it is the amount of force in which the air travels to the vehicle's surface. Efficient impeller and discharge designs, such as nozzles and bags, increase the amount of velocity that reaches the vehicle, drying the car efficiently without consuming more energy. Staggered starts, VFDs and other motor load control devices also help minimize demand rates and improve energy efficiency between vehicles. When using any of these it's important to make sure the dryer is back up and running before the car enters the dryer so the system is able to operate at full capacity.



Even when using the best drying systems, operators may not always achieve desirable drying results. Often, it is the wash process that aids in the best outcome. Cleaning products work together and work best when pH balanced. When there is too much alkaline in the wash process, water tends to lay flat and sheet instead of breaking on the surface inhibiting the drying process. There are many variables that affect the balance of the wash process such as climate, humidity, season, regional air qualities and road surface conditions. Consulting with your regional chemical supplier is recommended to assist you in making your system properly pH balanced to obtain the right chemical levels in the wash process allowing for the cleanest, brightest and driest results.

In the end, an informed dryer purchase combined with good chemical balance will provide proficiently dried vehicles at a lower cost leading to a great business investment and a carwash that makes both you and your customers happy.

**CONNECT** with **KLEEN-RITE CORP.**



YouTube



Facebook



Twitter



Linked In



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**KLEEN-RITE CORP.**  
YOUR RELIABLE SUPPLIER FOR THE CAR WASH INDUSTRY

**Upgrade Your Equipment TODAY!**



**Low Pressure System**



**Triple Foam System**

**Spot Free Rinse System**



# Learn More, Earn More

## Kleen-Rite's Latest Expo The Best EVER!

Wow! What a great show we had this past November. Car wash operators from across the country descended upon Columbia, Pennsylvania to attend Kleen-Rite's Learn More, Earn More Car Wash Training Day & Expo. We had a record number of people attend this year's event. Customers were treated to a jam packed day of car wash training seminars, bus tours of the Kleen-Rite facilities and our very own car wash. The expo floor was filled with close to seventy different manufacturers who were available to answer questions about their products. And to top it all off, a full lunch buffet.

Thousands of dollars in door prizes ranging from trips to the Las Vegas ICA Show to flat screen T.V.s and cash prize giveaways were donated by our manufacturers including: Simoniz, Rain Tunnel, Trans-Mate, ITT Flow Control, ArmorAll, Jobe valves, Blue Magic, JenRay, Laurel Metal Products, Car-Freshner, Rowe, Jobe Chemicals, Parker Eng., American Changer and Etowah Valley.

Everyone I've spoken with has raved about this year's show. The best part of all? It's absolutely free, the ONLY free tradeshow in the industry!

We want to thank everyone who participated in this year's show and look forward to seeing you all in November, 2012!



# Would you dry your hair without heat?



## Why treat your car any less?

The JE Adams Turbo Towel is the first touchless dryer on the market with heated air. Using 1 motor and a thermostatically controlled heating element, your customers will be lining up to use this product!

- Prevent scratches and marks caused by standard hand towel and chamois drying
- Eliminate water spots caused from merely blowing air around – dry them instead
- Blast water out of cracks and crevices
- Great for drying motorcycles, chrome wheels, and engine compartments
- Dry floor mats and carpets in a matter of minutes



Dimensions:  
10"W x 10"D x 19.5"L

18000  
**NEW!!** Turbo Towel  
In-Bay Hot Air Dryer



29050  
**NEW!!**  
Ultra Series Vac/Hot Air Dryer



17000V  
**NEW!!** Turbo Towel  
Hot Air Dryer



9215  
**NEW!!** Turbo Towel  
Hot Air Dryer & Vacuum



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[www.kleen-ritecorp.com](http://www.kleen-ritecorp.com)



# Your Source On The Web

## For All Your Car Wash Information

After years of planning, it's finally here. The Kleen-Scene Online website has finally launched. The one place on the web where all things car wash related come together. We wanted to give our customers a place online where they can gain knowledge, share ideas and learn more about the products available for their car washes.

"We wanted to be sure the site had it all," says Mike McKonly, President of Kleen-Rite, "the site has informative articles, product and how-to videos, forums for them to post questions and advice. Heck, they can even read all the previous issues of the Kleen-Scene right from their computers."

The site features an article section, where we showcase some of the best and most informative articles from the Kleen-Scene Magazine. There is also a Video section. We've been busy working with our various manufacturers and car wash technicians, creating compelling video about the latest products available and maintenance videos.

The Online Video will be extremely useful in helping inform operators on products and maintenance. The video section will just continue to grow and grow as we add more content.

The Forums section of the site lets you post questions and get answers from other car wash operators and Kleen-Rite technicians as well.

"We have found that an informed operator makes the best customer.

The more information we can convey to the car wash operator, the better." says Keith Lutz, Kleen-Rite Vice President, "It's our goal to create an online community for our customers where we can all share our lessons, triumphs, failures and knowledge with each other and hopefully we all become better at what we do."

And the best part is, all this information is yours absolutely free. There is no cost to use or view our site. You do have to create a log in account to see most of the content, but there is no cost involved at all. To create your log in account on the Kleen-Scene site, simply got to www.kleen-sceneonline.com and click on the Log In tab. It's that simple.

We hope to see you online, and if you have any thoughts or ideas for additional content on the site or in the magazine, please feel free to post it on the forums and we will do our best to make it happen, because the site is for you, our customer!






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# Manufacturers Spotlight

**Highlighting The Companies That Make Our Products**



***"A good Supplier is a good listener"***

.....it's our motto at Parker Engineering. We know that our first priority is communication. How many businesses have a real person answer their phone anymore? We do. Helping our customers to integrate our products to their equipment is very important to us. Parker Engineering has been known to make modifications to their products just to suit a single customer. We strive to always provide a quality product, excellent customer service and to remember that you, the customer, "educate us" with your wonderful knowledge and experience.



How did we get to where we are today? In the late 1970's Don Parker had an idea/invention that would revolutionize the world of coin acceptance. He was approached by a company that was trying to solve an expensive problem the gambling industry was experiencing with theft from their slot machines. Don had the

idea that you could build a solid state electronic coin acceptor that would compare the metal content of coins as they dropped through the mechanism. This would allow the casino to have their own unique "chips" that could not be duplicated. It would also allow them to differentiate between all of the other chips from other casinos. The casinos were already spending great sums to mint these token chips that were being duplicated. He also knew that this mechanism had to have the ability to "see" when someone was trying to steal from the machine. Many sophisticated and not so sophisticated methods from

tape and string to minting coins that matched the diameter and weight (which was the primary measure of a mechanical mechanism) were used to steal millions from the casinos. And so began the Slugbuster® family of products.

Linda Parker meets with car wash operators at many industry trade shows.

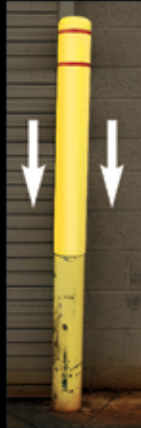


Don Parker, founder of Parker Engineering, & Manufacturing, Inc.

From our humble beginnings in a basement of Don & Gayla's house, we as a family were introduced into the car wash industry. With the success of the Slugbuster® in the gambling industry, word reached the car washing world that there was a product they may be interested in. From day one we came to appreciate what a harsh environment car washing really was- an outdoor environment with temperature variations that challenged most heat and freeze tests. Add that to the fact that most self serve washes did not have attendants

on site that created challenges that we still respect today. Not only are the "normal" business challenges such as the economy, weather and competition popping up but there are so many additional ones. And like most owner/operators we think we've seen every type of fraud one can think of and then someone comes up with a new more insidious idea. And water, lots of warm soapy water that shows up in some of the most remarkable places in equipment boxes! We quickly grew to appreciate how hard car wash owners work for their income. Our first

# Nice Looking Carwash = More Sales!



## Maintenance-Free Bollard Protection

- Saves Scraping & Painting
- Easily Installs Over Existing Posts
- Choice of Colors & Sizes
- Recessed 3M™ Reflective Stripes Enhance Visibility
- Includes all material for a secure installation



- Improve Appearance – At an affordable price!
- Impact Resistant – Eliminate car door dings!
- Improve Appearance – No Painting!
- Improve Appearance – No more rust or weathering!
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- Easy Installation – No tools required!
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- Tough Lock System™ – Not easily detached

## 2 Pack Air Fresheners / 6 per box **\$7.91**



Betty Boop  
ST45250



Faith  
ST55281



Tinkerbell  
ST55240



Black Cat  
ST45271



Dead  
ST45272



## Palm Bay Carded 6 per box **\$2.75**

ST31601	Cherry
ST21615	CK One
ST21608	Drakkar
ST21604	Eternity
ST21623	Acqua di Gioia
ST31620	Coconut
ST31613	Green Apple
ST31612	New Car
ST31610	Peach
ST31603	Pine
ST31602	Strawberry
ST31605	Vanilla



## 2oz. Pump Sprays 6 per box **\$5.50**

ST32901	Cherry
ST32920	Coconut
ST32931	Jasmine
ST32980	Linen
ST32912	New Car
ST32902	Strawberry
ST32905	Vanilla

product was a single coin acceptor that was to replace the mechanical mechanisms that were the industry standard. We also introduced a solid state Bay and Grace Timer®. As the industry grew we introduced units that accepted both the quarter and the token (Slugbuster® II) which gives operators options to traditional “quarter only” acceptance. And finally we began the journey to dollar coin acceptance with the introduction of our Slugbuster® III. Our products are also found in some of the finest equipment available for Vending and POS.



Still going strong, the 4th generation of Parker Eng. & Mfg. Inc.

We constantly strive to build a product that is tough enough to withstand the test of the elements, fraud, and every day wear and tear. We pride ourselves that many of those original units are still in operation today.

Family.....that’s how our business started and how we try to treat our customers still today. We are proud to have been a part of this industry for over 25 years. Our family will continue to provide our very best to each and every one of you.

# MONSTER HOGS HAIR BRUSHES



**25% MORE BRISTLES**



**\$38.50**

Aluminum Head

F0211AR	Red
F0211ABL	Blue
F0211ABK	Black

**\$38.50**

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F0212PR	Red
F0212PBL	Blue
F0212PBK	Black

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High Quality Fragrance Collection  
Available in One and Three Packs



Enjoy your environment™



Available in One and Three Packs

# MOTORCYCLE WASH

## Bikers Welcome!

### Catering To A Whole New Customer Base.



Lets face it, there are a heck of a lot of motorcycles out there.

According to the National Highway Traffic Safety Administration (NHTSA), there were seven million motorcycles registered in 2007 in the United States. That's a lot of untapped potential for a car wash operator to increase traffic at his site, if he could find a way to market his services to this ever growing demographic.



Recently Kleen-Rite just finished installing their first Motorcycle Wash at their car wash in Columbia, PA. "The idea of offering wash services to a whole new customer base really appealed to us," says Mike McKonly, Kleen-Rite President, "We are always looking for additional profit centers to add on to our location, and the Motorcycle Wash was the perfect fit. It's bringing in a whole new clientele who normally wouldn't

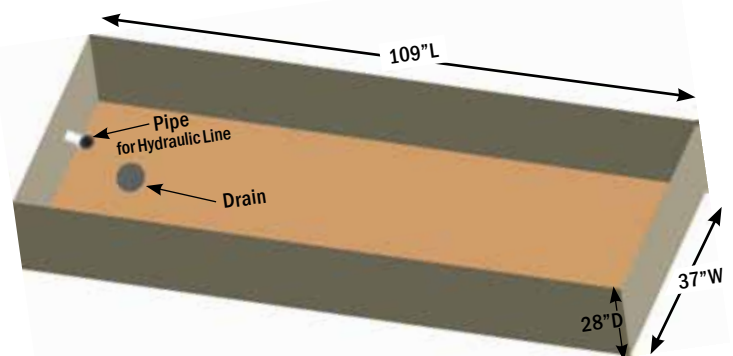


come to our car wash, and more customers means more revenue"

The Motorcycle Wash consists of a hydraulic lift base which sits flush with the ground. Customers simply drive their bike onto the platform, locking the front wheel into the safety wheel chock and then secure the handle bars with the tie down straps. Once the bike is secured they can then raise the platform base, bringing the bike to waist level for easy washing. The self serve equipment is pretty standard with the exception of the shorter booms and the specialty chemicals.

Senior Kleen-Rite Technician, Tom Allen has just completed installing his fifth Motorcycle Wash. "The installation of the Motorcycle Wash is pretty simple. The biggest challenge was getting the platform down inside the pit. You have to make sure you have something to lift the platform with, we used a forklift with 5 foot forks on it. You only have to get it off the ground two inches."

"One thing that potential operators should consider," continues Tom, "is the fact that a pit measuring 28 inches deep by 109 inches long by 37 inches wide must be dug to house the platform when it sits flush with the ground. A drain has to be installed at the bottom of the pit as well as a 3 inch pipe that runs the hydraulic line from the pit to the pump stand. The pumpstand that the Motorcycle wash comes with is a variable frequency drive unit with a hydraulic system underneath the pump unit. Everything is prewired and labeled, it's really pretty simple stuff."





Chip Ashton of Speedy Green Car wash in Manassas, Virginia just put in his first Motorcycle Wash this past Summer. “We put ours in an old car wash bay that wasn’t getting much use. You have to remember that motorcycling is pretty much seasonal, so business will eventually dwindle once the cold weather sets in. But the folks who’ve used it this past summer really loved it. Feedback has been very positive, folks told me it was the coolest thing they’ve ever seen and word of mouth has been spreading. They even featured our Motorcycle Wash on the local news station during the Grace For Vets promotion we were running. We are working with local bike shops and motorcycle dealerships with promoting our Motorcycle Wash by having them post flyers and handouts to their customers. We are working with some groups to do cross promotions with some local bike rallies and rides. We feel that there is a lot of potential for our Motor Cycle Wash.”



Kleen-Rite now offers a complete Motorcycle Wash Package that comes with everything you need to get your motorcycle wash program up and running.

“We’ve worked with a leading chemical manufacturer to come up with a complete line of motorcycle washing solutions.” says Mike McKonly. “Our Motorcycle Wash chemical line consists of

five different formulas that cover Presoak, Tire & Engine Degreaser, Hi Pressure Soap, Foam Brush and a Shine Sealant. A free start up chemical package is included with the purchase of all Motorcycle Wash units.”

There is even a full signage package as well as a complete vending program set up for the Motorcycle Wash. “It’s a complete package,” continues Mike, “everything you’d need is included. The vending machine offers your customers drying and detail towels as well as leather cleaners and conditioners. We also offer a metal polish for the customer’s chrome detail.”

The motorcycle wash is a new niche profit center. Much like the dog wash, it draws a new customer base to your site and brings a higher average ticket sale than your standard car wash bay, thereby increasing profits. Offering the motorcycle wash and dog wash as well as traditional car wash services at your location allows your business to be the go-to solution for all your customer’s washing needs.



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- Don't be fooled with lesser quality look-a-likes with coated surfaces



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EXTRUTECH PLASTICS, INC.

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# SECURITY Where it Counts!



Every Slugbuster® Coin Acceptor includes Anti-Stringing and Anti-Magnet security features. Meaning that once your money goes in, it stays in!

Ask for the **SLUGBUSTER®** by name!

**ANTI-STRINGING ANTI-MAGNET**



# Industry CALENDAR

## Winter/Spring 2011 Industry Calendar

Please visit the websites of the shows listed below for a complete schedule of events and participating exhibitors.

- |             |  |
|-------------|--|
| Feb. 7-9    | <b>Midwest Car Wash Convention</b><br>Rock Financial Showplace, Novi, MI<br><a href="http://www.midwestcarwash.com">www.midwestcarwash.com</a>           |
| March 6-8   | <b>Southwestern Car Wash Assoc. Convention</b><br>Arlington Convention Center, Arlington, TX<br><a href="http://www.swcarwash.org">www.swcarwash.org</a> |
| March 23-24 | <b>CARWACS/CONVENIENCE U</b><br>Toronto Congress Centre, Toronto, Canada<br><a href="http://www.carwacs.com">www.carwacs.com</a>                         |
| May 2-4     | <b>ICA Car Care World Expo</b><br>Sands Expo Center • Las Vegas, NV<br><a href="http://www.carwash.org">www.carwash.org</a>                              |

# Credit Cards & Your Business

## Why accept credit cards?

### Primary Reason = More Revenue!

If there is one investment that you should undertake for your car wash in the next year, adding credit card acceptance is it. Credit cards will result in an increase to your overall revenue. Credit card users spend anywhere from 30% to 50% more than cash customers on each transaction. Credit card users also wash more frequently since they are not constrained by the quarters or bills in their possession. Based on the demographics of your location (average household income, blue / white collar workers, ethnicity, etc), after the first year of operation credit cards will account for between 17% and 50% of your overall sales. So if you do the math, after your first year of credit card acceptance, your gross sales should be anywhere from 6% to 15% greater than when you were a cash only business.

### Secondary Reasons = More Convenience

At the four washes we own, credit cards account from 20 – 65% of our overall sales. Almost magically, three business days after a customer has used the wash, the funds are deposited to our bank account. We did not have to collect any coins or bills, sort, count, organize, or take anything to the bank. The risk of theft is also reduced since at any given time there is 20 – 65% less cash on site. Today's leading credit card systems are completely automated requiring no direct user involvement to collect on credit card sales.

Most car washes will realize a return of investment in under one year.



### How do they work?

Credit cards in the self service bay function in one of two ways. Count Down or Count Up.

Count down operation is very similar to how cash functions. The customer swipes a card in the bay, and a fixed dollar amount of time is sent to the timer. Some systems on the market can differentiate additional swipes from the first swipe, so if the customer requires additional time they will swipe again, and another block of time is sent to the car wash timer. Most of the installations we have been involved



with have a first swipe value between \$3 and \$5 and additional swipes add \$1.

The benefits of a count down system are:

- Intuitive, customers are already familiar with depositing a fixed amount of cash to start the equipment. A \$3 credit card swipe would be the same as depositing 12 individual quarters.
- Compatible with most existing equipment. Does not require changing to a new timer.
- Fewer chargebacks than Count Up.
- Selling time in \$1 increments helps increase the average ticket amount.

Count Up systems turn the bay on after the initial swipe and remain on until the customer pushes a stop button or an overall dollar value limit is reached. Again, a minimum swipe value can be set, and an upper limit must be set in case the customer does not push the stop button. The benefits of a count up system are:

- High average ticket as customer is no longer washing against the clock.
- Only requires one swipe to wash.

Count up is not without potential downsides:

- Some customers will neglect to push the stop button and will be charged the upper limit.
- More chargebacks than count down.
- May require a new car wash bay timer.

Overall, we have sold about an equal number of count down vs count up systems. Both systems will generate a higher average ticket than cash or coin. We don't recommend one system over the



other, but instead try to explain the pros and cons of each and allow the car wash owner to choose the method that will best fit a particular location.

**Other considerations:**

When choosing a credit card system there are several other things to consider. One of the most important parts of your credit card system will be the merchant account. Your merchant account will determine how much of your gross credit card sales will be paid as fees. In our experience with the merchant provider we recommend credit card fees will be between 4% and 8% of gross credit card sales. The credit card fees are made up of two components, the per transaction fee and a percentage of the total sale. With a low average ticket that is typical in a self service car wash bay or pet wash, the per transaction fee will be the primary driver of your overall transaction costs. Additionally, determine if your credit card system supports an open or closed credit card network, and if you must use a particular merchant provider.

Also be aware that most merchant agreements are for a minimum of a three year term, and include substantial termination fees if you wish to leave the agreement early. However, if the credit card system you select only supports a single closed network (such as Mercury, or Heartland), you may have no choice on competing merchant providers and will have to accept whatever rates are offered by the closed



network. A better option would be to select a system that is based on an open network. An open network has hundreds, even thousands of companies that can open an account on that network. This competition will result in better service and lower rates over the life of your system.

Finally, when selecting your credit card system determine what maintenance and replacement costs could be. Is there a lot of expensive equipment in the self service bay that can get wet and damaged? What is the worst case scenario if a customer vandalizes the equipment? Can equipment such as card readers be repaired, or must they be replaced to correct any problems?

Overall, credit card acceptance is an important investment to keep your car wash competitive and growing. The return on investment is high, and it adds a lot of convenience for both the owner and end user customers. Finally, the credit card systems on the market are maturing and are significantly more economical than they were even one year ago.



# Credit Card Acceptance Made SIMPLE

<b>* Special Packages:</b>	<b>Part Number</b>	<b>Price</b>
<b>Two Port Complete Count Down System</b>	<b>WV1050</b>	<b>\$2,900</b>
<b>Four Port Complete Count Down System</b>	<b>WV1000</b>	<b>\$3,900</b>
<b>Six Port Complete Count Down System</b>	<b>WV1010</b>	<b>\$4,900</b>
<b>Eight Port Complete Count Down System</b>	<b>WV1020</b>	<b>\$5,900</b>

**\* Packages include Credit Card Server (computer with keyboard and mouse) and single mag head card readers.**



**Optional Items:**  
**Installation Kit**  
**Upgrade to Count Up**  
**Cash Interface Module**  
**Receipt Printer**



Now Available From  
**KLEEN-RITE CORP.**  
 YOUR RELIABLE SUPPLIER FOR THE CAR WASH INDUSTRY

# Float Valves for Every Application



Topaz float valves are a good choice where their high flow, compact, robust, non corrosive construction and high level of adaptability are needed.

The float operates a small pilot valve which in turn operates the main diaphragm valve.

Topaz valves incorporate the Detach valve seal access system for effortless cleaning and maintenance.



**DE+ACH™**  
Valve Seal Access System

**TOPAZ™** **INDUSTRO**  
FLOAT VALVE



**TOPAZ™** **FLOAT VALVE**

3/4" Valve

JFVTS12

**\$48.50**

1" Valve

JFVTS16

**\$48.50**



**DE+ACH™**  
Valve Seal Access System

Topaz Industro float valves incorporate all the benefits and features of the Topaz float valve.

In addition the Topaz Industro float valve offers extreme mechanical strength and ability to be used in water at elevated temperatures.

Topaz Industro is ideal for your most demanding applications.

3/4" Valve

JFVT12

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**Rojo** **FLOAT VALVE**

1/2" Valve

JFVR08

**\$22.99**

3/4" Valve

JFVR12

**\$22.99**

The Rojo is a good choice where its low flow is sufficient and its compact non corrosive construction is beneficial.

The Rojo valve is ideal for your less demanding applications.

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YOUR RELIABLE SUPPLIER FOR THE CAR WASH INDUSTRY

# Glass Front Venders

## Are They Really Worth It?



In today's economy wash owners are looking for anything that can put them ahead of their competitor's. Upgrading your wash with a glass-front vending machine can not only set you apart from the wash down the road it can put some money into your pocket. Today's glass-front vendors offer your customer's a much wider selection of products and the opportunity for you to add-on and market additional items.

As car wash operator's we have all used a number of different types of vending. Today's glass-front vendor are reliable and maintenance free. Programming of these machines is now simple and can be done from the keypad with easy prompts from the machine. A price can be changed in a matter of seconds. Customers see the lights from the vendor and the LED screen and are confident that the machine is working. They can accept almost any bill denomination as well as credit cards allowing you to vend items at multiple price points and at higher price points. This offers the operator the ability to sell higher ticket items such as wash cards and discounted wash packages without an attendant on duty. The easier you make it to accept your customer's money the more likely they are going to give it to you.

There is a direct correlation between the number of products you offer your customer and the amount you sell. Every customer wants something. In a glass front vendor you have a much higher probability of having the item your customer is looking for. Vending is based on impulse. The machines are simple to fill with pull out trays. Your customer came to your wash to wash their car. Show them the latest and greatest in care, scent and cleaning products and they will take some with them. When your customers come to your machine for a product, you have their attention. Offer them as many solutions to their need as possible. Refrigeration allows cold drinks and snacks to be offered as a compliment to your other wash supplies and goods. Drinks can be maintained below 40 degrees in Desert Environments and heated glass and insulation allow the machines to function in extremely cold environments as well.

A well-placed machine is just like the checkout aisle at the supermarket. Consider relocating a vacuum or fragrance machine if you don't have room near your changer or pay station. I hear operators complain all the time that they don't have room for a glass-front vendor. With the array of sizes and mounting options available today that simply is not the case. Most of today's vendors need nothing but a slab or a wall so they can be installed.



# SUTTNER

A M E R I C A C O M P A N Y



## Z <sup>NEW</sup> Boom

Car Wash Ceiling Boom

The unique design allows for both booms to be mounted to the ceiling for 360° coverage. Bent, "Z" design allows for one boom to move under or over the other boom. With this setup, you can offer high pressure from one boom and foam brush or triple foam wax from the other thus eliminating a wall boom.



Order #	Length	Pressure	Temp.	Weight
109765926	5 ft-1 in	4000 PSI	195°F	17.6 lb



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Installation location can also help deter vandalism. The more visible your machine is to your customers, the more difficult it is for someone to have a chance to attempt to break in to it. There are multiple types of enclosures and security features available depending on the amount of protection you need in your area. From "bulletproof" polycarbonate to secondary lock systems the number of tools to deter vandalism are continuously evolving.

A good deal of the vandalism at washes is related to faulty equipment and loss money. Today's glass-front vendors employ reliable delivery systems and sensors to guarantee your customer gets the product they want or their money back. This ability has greatly reduced vandalism from losing money in a machine.

Glass-front vendors are expensive you say? Talk to other operators who are using them. You will be very hard pressed to locate any that did not double or triple their vending revenue when making the switch. Take your annual vending revenue, double or triple it, and you will see a new glass-front vendor will pay for itself very quickly.



# PUMPS ACCESSORIES



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YOUR  
PROFITS!

PERFORMANCE  
UNDER  
PRESSURE  
**GIANT**

**GIANT**

HIGHER QUALITY LONGER LIFE



REGULATORS



Turbo-Laser



SHUT-OFF GUNS

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## Tools You Will Need

● Q-Tips and Alcohol or Cleaning Solution, or you can use a cleaning kit from one of the top Changer Manufacturers. Kleen-Rite carries several cleaning kits, ask about one today.



## How to Clean & Mount a Mars Validator.

We get a ton of calls asking how to clean a Mars Bill Validator and how to mount it in the coinbox. Well here's Tom's Way of doing it!

### START



With more and more car washes wanting to accept bills in their bays, the most common question I get is, "How do I clean the validator?" and "How do I mount it." Now I will show you how to perform these tasks yourself.

### Cleaning Your Validator



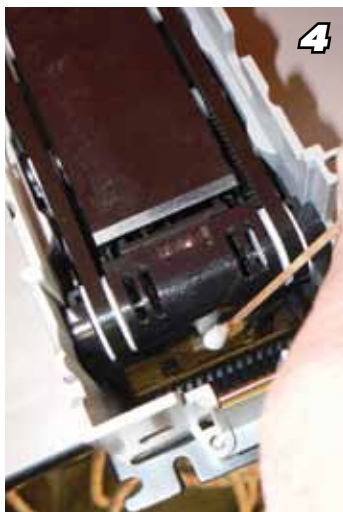
1 First remove the stacker by lifting up and out.



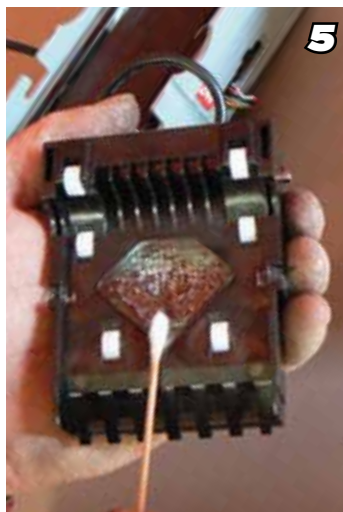
2 Clean the stacker belts with a citrus cleaning pen.



3 Next, remove the mag-head by lifting up on the lockbar then pull it out.



4 Using a Q-Tip and cleaning solution or alcohol, clean the internal sensor strip.



5 Using a Q-Tip and cleaning solution or alcohol, thoroughly clean the mag-head.



6 Using a citrus pen or Q-Tip and cleaning solution/alcohol, thoroughly clean the mag-head wheels. The wheels will rotate as you clean them, so hold them steady.



7 After step 6 is complete, reassemble the validator. Then insert a cleaning strip into the bill acceptor to remove excess cleaning fluid and lint. Cleaning Strips are available from Kleen-Rite.



## Mounting Your Validator



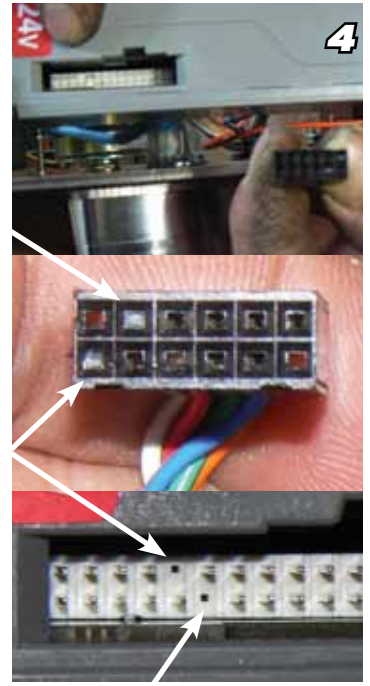
1  
Your coinbox faceplate will need a hole measuring 3 1/4" W X 2" H for your validator. If you need to create the hole, make sure it is plasma-burned.



2  
Use your Mars Validator for a pattern to cut in the mounting stud holes.



3  
When ready to mount, use 6/32 flat head bolts and washers to attach your faceplate.



4  
Connect the power harness. Look inside the harness head to find the 2 dead spots and make sure they match up with the 2 dead spots inside the validator to ensure proper alignment. Gently push harness until it is seated. Consult the instruction manual for proper wiring.

## Have a problem/suggestion you'd like us to feature?

Send your questions/suggestions to [Tomsway@kleen-ritecorp.com](mailto:Tomsway@kleen-ritecorp.com) and we'll show you Tom's Way of solving it.

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124  
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Stainless Steel Wandholders



22"

WHS22



18"

WHS17



6"

WHS6



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FHA40--

WTRCWNP-R

# OPERATOR SPOTLIGHT



## Anderson's Car Wash York County, PA

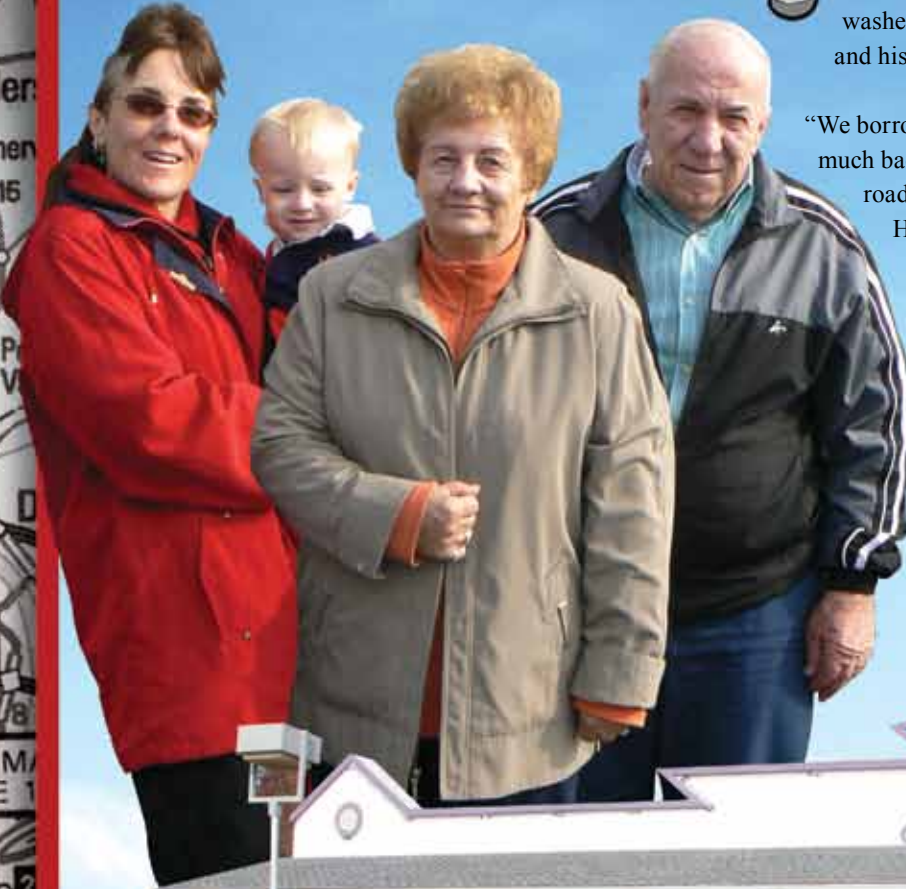
by John Tobias, Kleen-Rite Corp.

Glenn Anderson was a construction worker who always had to go over to the next town to wash his truck because there were no car washes in his hometown of Dover, Pennsylvania. So in 1966, he and his wife Joyce decided to build their own car wash.

“We borrowed very little money when we started, things didn't cost so much back then. We found a great lot at a good location on the main road and we got our equipment from Bernardi Brothers out of Harrisburg.”

“Boy did the business take off once we first opened, we were busier than ever,” explains Mr. Anderson, “we were the only wash in town, there was no competition.”

Glenn didn't know much about fixing car wash equipment, so whenever the service guys came out to fix something, he would watch and learn. Soon he was able to make small repairs himself.



“Things were different in those days,” continues Joyce, “we didn’t have change machines back then. We kept a large bucket of change in the office and gave out change to the customers by hand. And if you walked away, once you came back, all your change was still their in your bucket.”

“Our car wash was very good to us, back then we had to be open on the holidays, our customers demanded it. So on every Thanksgiving we would be open till noon and be busier than ever, then go home for our turkey dinner.”

After a few years the Anderson family bought another car wash located close by in York, PA. Eventually they came to own five separate operations around the county.

Eventually, in 1999 the Anderson’s tore down their original car wash and built a new facility in it’s place. “We wanted to modernize our wash,” explained Joyce, “our wash was the old style car wash building and we wanted to give it a more modern look with all new equipment. Our son Jodie designed all of our buildings himself. He made each one different than the rest. It pleased him to make each location unique, giving each one its own look.”

Today their children help them run the day to day operations. Their son Randy is the mechanic, son Jodie does all the ordering of supplies and replacement parts and daughter Cheryl tends to the daily needs of the washes.



“We used to get our supplies from a local company. Then we got to know Harold McKonly from Kleen-Rite, he was a real decent guy and his prices were great. It became really convenient for us to get our car wash supplies from them. We’ve been buying from them for years and years now.”

“We love everything about having our own business.” says Glenn, “It’s been the best. Every day is different, there is always a surprise.”



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Diskin SYSTEMS

# Fun Facts:

## To Know & Tell



### Winter Washing: *Three things you should relate to your customers.*

- 1.** Mud, salt, rain and snow left on your car can damage its clear finish. And when it's caked on the undercarriage, it can cause rust, especially in older vehicles, and affect how well your car drives.
- 2.** Wash your car every 10 days in the winter, and immediately after a snow storm.
- 3.** After the wash, open and close all doors, the trunk and other parts of the car with locks several times before parking it, to help eliminate water freezing in locks in extreme cold



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