THE LEEN-SCENE
THE OFFICIAL NEWSLETTER OF KLEEN-RITE CORP.

**ISSUE NO.2 JANUARY 2005** 

THE BEST FOR LESS

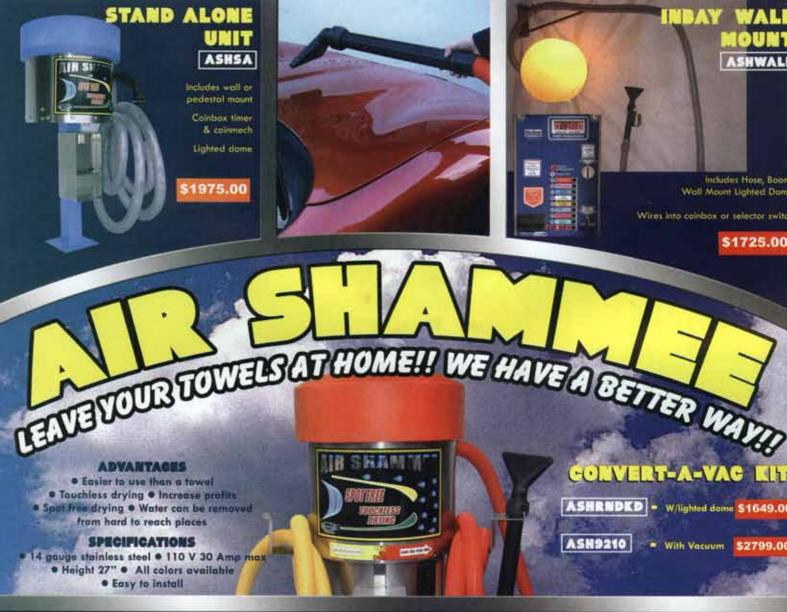
NEW PROFIT CENTER DOC WASH

INSIDETHE KLEEN-RITE EXP

TEGI TIPS

REDIT CARD ACCEPTANCE FREE SHIPPING OFFER INSIDE!

TOLL FREE ORDER LINE 1-800-233-3873



For years self-serve bay users have been burdened with drying their vehicles with crude measures such as towels & chamois. Now there is a new product that will dry vehicles spot free and nothing but air touches their paint. This new product is the Air Shammee. Loaded with positive benefits for your car wash, the Air Shammee will generate extra revenue, allow your clients to dry their vehicles safer, faster, & with less effort. Using high-speed air to dry vehicles, The Air Shammee produces a highly demanded spot free shine on the vehicle's surface. It is easy to use & highly profitable to the self-serve car wash industry. The Air Shamee will increase profits & customer loyalty for your car wash.







YOUR RELIABLE SUPPLIER FOR THE CAR WASH INDUSTRY

DEV131 - Free Decal





Jacqueline is New Car

Candy

Strawberry



Bamby<sup>®</sup> is Vanilla



Jacke is Cinnamon

#### "Pouch Packs"

72 pieces

Jacqueline	SVP10001	36.99
Bamby	SVP10002	36.99
Candy	SVP10003	36.99
Jade	5VP10004	36.99

8/72 packs Assorted SVP10005 27(949.0)
FREE Overlay Decals SVPDECAL





"Quick Strip" 24 pieces

Jacqueline	SQS10001	12.99
Bamby	SQ510002	12.99
Candy	SQ510003	12.99
Jade	SQS10004	12.99

### VIVID

**5 GALLON SELF-SERVE** 

PRODUCTS WITH LOTS OF UNIQUE COLORS & SCENTS





Part #	Name	Description
TM5140	California Grape™	Foam brush detergent-Purple foam, pleasant grape scent. Biodegradable.
TM5142	Florida Citrus <sup>TM</sup>	Foaming High Pressure Detergent-Versatile citrus scented foaming detergent.  Safe on chrome & aluminum.
TM5144	Aspen Mint	Outstanding presoak easily removes embedded road film Foaming PreSoak TMGreen with fresh mint scent. Biodegradable.
TM5146	Cinnamon StickFoaming Tire & Engine Degreaser <sup>TM</sup>	Unique red foam & cinnamon aroma. Cleans whitewalls, wheels & engines. Biodegradable.

## INSIDE

### The Kleen-Scene Staff

#### **Publisher**

Kleen-Rite Corp. www.kleen-ritecorp.com

#### **Editors**

Mike McKonly Kleen-Rite Corp. / President Keith Lutz Kleen-Rite Corp. / Vice President

#### **Production Manager/Art Director**

John Tobias john@kleen-ritecorp.com

#### Graphic Design/Photography

Maggie Clauser maggie@kleen-ritecorp.com

#### **Contributing Editors**

Mike Lefever mikel@kleen-ritecorp.com

Kevin Dehoff Kleen-Rite Corp.

Harry Arseniu Charlie Buildings

Rick Filosa J.E. Adams Industries, LTD.

Dave B. Wilcox Wash Gear

Chip Kent Laurel Metals

Jay Cogley Trans-Mate Products Inc.

### FREE SHIPPING

We here at Kleen-Rite are so excited about our second issue of the Kleen-Scene Newsletter that we are offering Free Shipping. Simply reference Kleen-Scene Offer #2 to your order taker to receive free shipping on your order to anywhere in the continental U.S.

Offer Valid Until February 25, 2005

### CONTENTS

5....Today's The Day! - Our First Expo

11....Tech Tips - Vacuum Repair

14.....Going To The Bogs! - Dog Wash

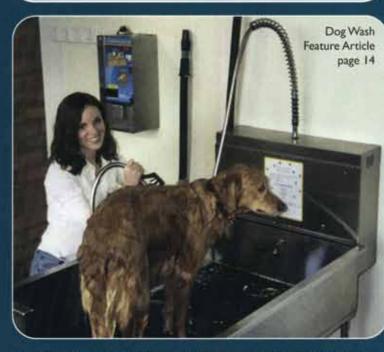
17....Detail Corner - Cleaner Interiors

19.....Charging It Up! - Credit Card Acceptance

22....Q&A - Drop-Shelf Vending

25.....Pump Repair - Common Problems

27....Operator Spotlight - Jerome Greubel



WARNING: This publication is Kleen-Rite Corp. proprietary intellectual property and is protected under United States Copyright Laws. No part of this newsletter including all text and graphical information and cover design, may be reproduced or transmitted in any form, by any means (electronic, photocopying, recording, or otherwise) without the prior written permission of a corporate officer of Kleen-Rite Corp.





#### ZERO SMOKE"

Smoke Odor Eliminator

Unscented Personal Spray
Ultra fine mist works instantly
Safe for clothing, hair, fabric
5 fl. oz. leak proof container
Eliminates food odors too
Non-staining/Unscented

24 Blister Cards - DPZS905B 24 pc. Clip Strip - DPZS24KSK 24 pc. Counter Display - DPZS24CD

\$37.99

# HAMEL MANUFACTURING

RUBBER FLEX WANDS



AVAILABLE IN BLACK, BLUE, HOT GREEN, HOT PINK, ORANGE, PURPLE, RED & YELLOW
GALVANIZED STAINLESS STEEL

\$9.99

\$11.99

#### **VENTSATIONS** ™ Scented Vent Clips



Air Vent Fragrance, hidden from view when in use. Lasts for weeks, air flow design keeps car smelling fresh.

#### **Vend Packs**

72 Packs (2 clips per pack)

\$29.95

Card Packs

8 Packs (4 clips per pack)

\$9.95

2 PRONG
FOAM BRUSH
HOOK
FBH915
\$7.50

#### MAT CLAMPS

CHANNEL & STRAP
TYPE AVAILABLE

ALUMINUM OR STAINLESS STEEL

CALL FOR PRICE



IEEN-RITE COM



#### FRAGRANCE CONCENTRATE

6 oz. makes one gallon!

Up Scents utilizes new fragrance technology... just 6 ounces makes one gallon of delightful fragrance.

An economical fragrance solution!

9 Fragrances to choose from!

12 per Case -

\$79.99



# THE D

Our First Annual Expo and Training Seminar Day



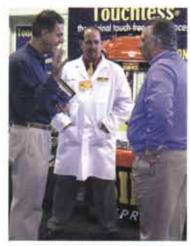
In case you missed it, Kleen-Rite hosted its first annual "Learn More Earn More" informational expo and training seminar day on Nov. 10, 2004. This all-day event boasted the top name brand manufacturers in the car wash industry, drawing over 350 car wash operators from around the country and even Canada.



The main purpose of the day was to allow car wash operators to meet and discuss their equipment and product needs with the manufacturers. This was done one-on-one on the main expo floor area and also by classroom style training seminars held throughout the day. Having over 47 manufacturers represented, obviously there wasn't time for each company to hold it's own seminar. Thus Kleen-Rite allowed attendees to vote (on their registration forms) for the companies in whom they were most interested in learning from. The top nine companies with the most votes were each given a one hour period in which to discuss and demonstrate the features and proper maintenance of their equipment.

From the attendees registering at the door to the seemingly endless line of manufacturers' display booths, the main expo floor area was packed. And in the center of it all was the elegantly catered buffet line that drew

hungry visitors all day long.



"Doc Simo" prescribes the proper chemical solutions at the Simoniz stand.



John O'Donnell proudly displays Champion's air compressors.



John Whomsley shows Dema's Mix-Rite proportioner.



Uncle Sam discusses the benefits of the Shur-Vend.

Highlights of the day included Ed Schmeekley's top alcohol dragster brought in by Hamel Manufacturing. This award winning 3000 horsepower vehicle runs at over 260 mph and has a ¼ mile elapse time of 5 ½ seconds. It has placed 3rd in Division 5 and 2nd in the Jegs Allstar. And when Ed fired it up at the end of the day, windows rattled and children hollered throughout the neighborhood.

Not to be outdone, our door prize giveaway during the lunch hour made just as much ruckus. Over \$5000 in prizes donated by the manufacturers were given away in a random drawing. Just a few of the door prizes included were a free on-demand water heater from Paloma Industries, \$500 in JBS Chemicals, and portable CD/Radio boom boxes & cell phones by Armor All and Car Freshner. Flojet gave away 6 different pumps. Three different electronic vending machines were donated by Laurel Metals, and various vending supplies were donated by QuickDry, RainTunnel, Mercantile, JBS, and North American Oil. A tremendous amount of chemical was given by Simoniz, Medo gave out free gas cards, General Pump donated a free

Emperor Series Pump, and

Hamilton, an XE Validator. Erie Brush went so far as to give away their ENTIRE display.

Customers cashed in on tremendous amounts of savings offered by the Kleen-Rite show specials. Literally hundreds of deals were given on all kinds of car wash equipment, parts, and supplies. J.E. Adams offered over 75 different discounts on their vacuums, combo units, air machines, and parts. Smart shoppers took advantage of these specials that were offered only to show attendees, and left the parking lot at the end of the day in trucks, vans, and trailers full of specially discounted items.

Those who were interested in learning more about Kleen-Rite boarded the authentic-looking motorized trolley car for complete tours of the entire Kleen-

From the attendees registering at the door to the seemingly endless line of manufacturer's display booths the main expo floor area was packed.



Mike, John and Keith conduct the door prize drawing during the lunch hour.



Ed Schmeekley's top alcohol dragster brought in by Harnel Manufacturing.



Attendees board the trolley car for a tour of the entire Kleen-Rite operation.



Operators filled the room at Cat Pumps classroom seminar.



Hungry carwash operators dig in at the lunch time buffet.



Carwash professionals and manufacturer's socialized and networked during the lunch hour and throughout the day.



Sandy McKonly cunducting a tour of Kleen-Rite's main warehouse.



Rich Mann points out features of Hamilton changers.

The tour continued through our many warehouse facilities, basically showing customers how their orders went from the initial call to pulling and packing, to their order being shipped.

Rite operation. Participants were given the opportunity to meet the people who have faithfully taken their orders throughout the years as well as the Kleen-Rite customer service team who consistently strive to make your partnership with Kleen-Rite as smooth and hassle-free as possible. The tour continued through our many warehouse facilities. basically showing customers how their orders went from the initial call to pulling and packing their order, to being shipped. The tour ended at Kleen-Rite's very own carwash where we test the products we sell before offering them to you. Customers also got a good look at our Dog Wash facility to see how we integrate this new fast-growing profit center into an already

established car wash operation.



The National Automotive Chemical team eager for the doors to open.

The overwhelming response from everyone involved was phenomenal. Though still too early, participants are already expressing their desire to register for next year. If you missed out on this spectacular day, never fear, it's success has cemented its place as an annual event. We want to thank everyone involved for helping to make our first expo a resounding success.

We hope to see you ALL next year!

### KIEEN-RITE CORP.

## equipalent

#### COMPLETE TRIPLE FOAM DISPENSING SYSTEM

The Kleen-Rite Tri Foam Unit comes complete with a compact tank that conveniently mounts to the wall. The Kleen-Rite Triple Foam system is available in set-ups from one to ten bays. A full line of accessories is also available. including booms, hoses, guns, gun holders, and a double boom bracket. Weep option available.

#### COMPLETE LOW PRESSURE SYSTEM

Complete low pressure system with foam brush, and up to 3 other low pressure options. Easily retrofits into any existing car wash system. Completely prewired and preplumbed with detailed instruction manual. Also available with weep or automatic foam brush anti-freeze change-over option.



LPS5B2FB

#### SPOT FREE RINSE SYSTEM

Making sure your customers receive a "Spot Free" vehicle is your top priority. Building a dependable, affordable water system is ours! Environmentally safe and economically sound, the Kleen-Rite Spot Free Rinse System performs at a level you have come to expect from Kleen-Rite!

#### System includes:

- Production Pump
- Delivery Pump(s)
- Carbon Filter
- 5 Micron Sediment Filter
- Low water cut-off protection
- 5 Preplumbed & Prewired

ROS4A0

#### 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 & SS Belt Guard.

Unit can be customized to your specifications

PS310-2



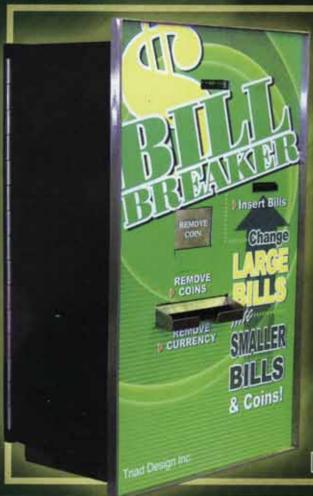
1-800-233-3873~(717)684-6721~FAX (800)446-0495

Order Online At www.kleen-ritecorp.com



TFSCOM3





## STOP LOSING MONEY!

Don't let potential customers drive off your lot in frustration because they don't have anything smaller than a twenty dollar bill. Now you can offer them change with Triad Designs new

# BBBANNER

Accepts large bills & breaks them into smaller bills & coins or tokens!

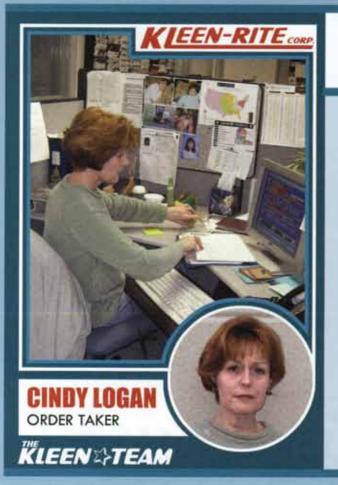
Eliminate employee cash handling errors or theft!

Get the proper denomination of cash into your customers hands fast!

TD700

\$4599.00

Several models to choose from



## KLEEN TEAM

#### **Cindy Logan**

Cindy Logan is one one of our most reliable employees and a top order taker. Cindy has worked at Kleen-Rite since 1996. She enjoys talking with our customers and helping them with various problems that might arise with their carwash operations on any given day. You never know what the next call is going to be and that's what keeps it exciting. Cindy says that it is never boring.

Cindy has been married to her husband for 31 years. Together they have one son and 2 granddaughters.

After taking orders all day at Kleen-Rite, Cindy handles the book keeping duties at her husband's excavating business.

In their free time the Logan's enjoy riding motorcycles, going to classic car shows and spending Sundays with their granddaughters.

We are happy to have Cindy as part of our staff and are extremely confident in her abilities and knowledge of the industry to represent the Kleen-Rite company to you.

9



VENDER DECALS AVAILABLE FOR ALL PRODUCTS

### THE PREDATOR VENDING SERIES

PREMIUM Y OZ. SPRAY BOTTLES

24 BOTTLES PER CASE.

PREMIUM TOWEL WIPES

100 WIPES PER CASE.

RAIN REPELLANT JBV100 \$ 47.99



TIRE GLOSS **JBV200** \$ 47.99



INTERIOR DRESSING JBV400 \$ 47.99



GLASS CLEANER **JBV300** \$ 38.99



YOUR RELIABLE SUPPLIER FOR THE CAR WASH INDUSTRY



WHEEL & RIM CLEANER

**JBV600** 

\$ 29.99



TIBE GLOSS

JBV700

\$ 29.99







GLASS CLEANER

INTERIOR DRESSING

JBV800 \$ 29.99



#### Helpful hints from the Engineering guys at J.E. Adams

Today's vacuums and combination units such as shampoo/vacuums are relatively simple, straightforward machines but they do require some attention to details if they are to continue to perform well. The following hints and tips listed below will help keep your machines up and running well for years to come. Some involve basic maintenance items, and some are more geared toward the technical troubleshooting arena.



#### INSTALLATION / MAINTENANCE

- ▶ ADEQUATE POWER SUPPLY This is very important for customers installing new machines or for existing customers who are upgrading their current equipment. It is one of the top three on our service call list. Make sure that the guidelines for wire size and service capacities (breaker size) are strictly followed. If a customer is unsure regarding these, hire a licensed electrician to install the necessary circuits. Failure to follow these guidelines can result in poor performance, or complete unit failure, blown fuses, etc.
- ▶ FILTER BAGS Filter bags are one of those items taken for granted, yet something that can create problems & headaches for owners. The quickest, easiest way to avoid loss of suction, motor overloads etc. is to routinely open the access door & "shake down" the bags into the dirt bin. This will dislodge a majority of the dirt & help keep filtering action up to par. A highly recommended method is to buy a second set of bags and change them out every 3 6 months. They can be laundered easily, and by doing this you maintain maximum performance and extend the life of the bags as well.
- GASKETS AND SEALS Don't overlook these items when cleaning filter bags. Small gaps and cracks can grow larger, and eventually leak enough air to hamper vac performance.
- ► HOSE AND CLAW NOZZLE Are you experiencing a loss of suction in the unit? If so the problem could be the result of a clogged hose, cracked hose or even a broken claw nozzle. This problem is often overlooked and is something that should be checked when performing regular maintenance on a unit.
- ▶ EXTERIOR MAINTENCE- It is also a good idea when maintaining a unit to clean off the exterior of the canister and to check for worn out, torn or even faded decals & replace as needed. By keeping the appearance of the decals and the canister in good order you will attract and keep existing customers coming back on a regular basis.

#### OPERATIONAL TROUBLESHOOTING

- VACUUM NOT RUNNING
  - Most commonly the first thing to check is the breaker supplying the unit. Be sure this is done first.
  - Check fuses in the motor supply lines, or the fuse on the timer plate. If these are blown, replace them.
  - Check the motors to be sure they are free to turn and that the brushes are in good condition, if brushes are well worn, this will, in turn, result in blown fuses.
  - If after checking these items the unit still doesn't run, check to be sure the timer connections are good, and that the wires from the coin mech switch are not loose.
  - If these are intact, the timer is most likely the problem and it should be replaced.
- ➤ VACUUM WON'T SHUT OFF RUNS ALL THE TIME -This problem is most often caused by a control relay which has been burnt or contacts within the relay that are damaged. Replacing the control relay feeding power to the motors will usually cure this.
- ▶ UNIT ACCEPTS COINS WON'T START Most likely caused by a bad connection to the coin mech switch. Be sure the wires connected to the switch are on the N.O. and COM terminals. If the wires are connected correctly, remove them and touch them together briefly several times. If the unit starts, the switch needs replaced.

These are just a few basic items which routinely cause our customers the most trouble. Checking these first will usually solve most problems.



# Car-Freshner

"LITTLE TREES""

#### HANDI-STRIPS



#### 12 PACK CARDED





12 CARDS PER BOX

ED13009

#### 24 PACK CARDED











CAR

BO

72 PAKS PER BOX

Bouquet	VS50102	Ocean Mist	VS50221	Sport Fresh™	VS50259
Spice	VS50103	Musk	VS50222	Courage	VS50289
Vanillaroma®	VS50105	Rose Musk	VS50227	Leather	VS50290
Forest Fresh	VS50109	Morning Fresh™	VS50228	Spiced Patchouli	VS50949
Black Ice	VS50155	Spearmint	VS50246	Strawberry Kiwi	VS50353
New Car Scent	VS50189	Peppermint	VS50247	Dragon	VS54403
Freedom	VS56203	Sierra Winds	VS50250	Cobra	VS54421

#### POUCH PAKS



Bouquet	VS10102	Ocean Mist	VS10221	Sport Fresh™	VS10259
Spice	VS10103	Musk	VS10222	Courage	VS10289
Vanillaroma®	VS10105	Rose Musk	VS10227	Leather	VS10290
Forest Fresh	VS10109	Morning Fresh™	VS10228	Spiced Patchouli	VS10949
Black Ice	VS10155	Spearmint	VS10246	Strawberry Kiwi	VS10353
New Car Scent	VS10189	Peppermint	VS10247	Dragon	VS14403
Freedom	VS16203	Sierra Winds	VS10250	Cobra	VS14421

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

## LIEEN-RITE CORP.

#### GARFIELD



12

PER BOX

12 CARDS

PER

BOX







PUMP SPRAYS 6 PER PACK

#### FISH

VS05033

CARDS EATING IS ED13011

Piercines

ED13042



Piercings

PEIRCINGS



VS05001



VS05088

VS05087



CARDS PER BOX

VS05005

ED12692

ED12691

#### VENDING MACHINE DEALS



3-COLUMN VENDER Includes: 288 "Little Trees" 25cts - \$3.00 mech.

VEL800CF

ED13041



ED13043



5-COLUMN VENDER Includes: 864 "Little Trees" 5-column decal 36 shelves per column 25cts - \$1.50 mech. 31"H x 21"W x 11.5"D 165lb

Bring

VE0206

#### JUST GREAT

STONE AIR FRESHENER



ED07044

FRESH GERRIES



ED07046

COCONUT



ED07047

CHERRY



ED07042

TOLL FREE ORDER LINE 1-800-233-3873

WWW.KLEEN-RITECORP.COM

# GONG THEDOGS!



### CARWASH OWNERS DISCOVER NEW PROFITS BY CATERING TO DOG OWNERS!

By Harry Arseniu



With the increase of competition it is important to stay on the cutting edge of business to remain in the game. With new car washes being built as fast as land is being developed you need an edge over your competition to keep your customers coming back.

One of the hottest trends in additional profit centers is the self serve pet wash concept. It fits perfectly with our current setup and does not need additional labor to be effectively run. It is exciting to see a new idea develop and take shape but it was just a matter of time and the right combination that has taken this idea to a new level.

The pet wash seems to be a fantastic combination for the car wash industry because it fits our marketing model. It works identical to our self serve equipment, based on time used. It is a time saver for the consumer with less mess than doing their pet at home. Also it is not dependent on weather such as our industry is. There have been days when the weather has not been favorable to wash cars but customers lined up on that rainy Saturday to wash their pets.

There are in excess of 146 million pets in the U.S. today.

Combined with the fact that spending among the owners has

doubled in the last 12 years spending nearly 19 billion a year makes for an interesting case for adding this profit center to your car wash.

How the pet wash works! The customer brings their pet to your wash. The unit is an all stainless steel constructed tub that dispenses soaps & conditioners to their animal. There is also a dryer to dry the animal when they are finished. Solving problems is what makes the pet wash a success. It takes a hard task and provides a solution that is easy to use. It makes it easy to wash your pet and the customer really appreciates your investment.

Boosting existing business is the primary reason for adding another profit center. The pet wash system proves this probably more than any other profit center. Car washes reporting increased car wash revenue up to 10% on their overall car wash volume. That doesn't include the profit received from

#### Lewistown, PA

It really made sense to add the pet wash to our location. It lets us stand apart in a highly competitive area. The pet wash takes less time to maintain than our regular self serve bays. Our pet wash customers visit often and are very grateful for the pet wash. Our customers tell us that they will never wash their pets any other way, it's just that easy."

the pet wash system which has been averaging about 1200.00 dollars per month, with some location doing as high as 1800.00 per month!

There are three ways to add this profit center to your wash.

- 1. The fastest way now available is a complete modular building with everything installed with the owner only making final hookup of water, sewer, and electric.
- 2. Convert an existing bay to add one or two units.
- 3. Build onto your existing building with traditional construction.

Equipment needed for pet wash includes: . Lighting

Heating system Hot water & sewage system Electricity

constructed to meet all building codes for the U.S. including codes for specific needs for the southeast.

#### Paul Moody Somerset, KY

Added 2 pet wash units to his 2 automatics & 6 Self serve location. Pet wash volume is increasing on a daily basis. Every day I see new people at my car wash. The other day I had a woman stop, get out of her car, come over and thank me for adding this at my car wash. She told me prior to our adding the pet wash, she was driving an hour one way to wash her dogs. I have received rave reviews and free advertising it has great word of mouth and has been the talk of the town."

This building is constructed with the latest commercial steel G90 galvanized metal system with a concrete hardy side material giving a great stucco finish. It is also fully insulated with commercial glass store





An 8' x 10' interior space is needed for each pet wash. The pet wash unit is a totally self contained unit. Soaps and conditioners being drawn through the system with injector valves using just water flow, so there are no pumps to maintain. A coin box is mounted in the bay with the customer using a selector switch choosing up to 10 functions. A commercial pet dryer designed to deliver proper warm air to dry the pet is located behind the wall or above the ceiling with a hose to allow the customer to dry the pet.

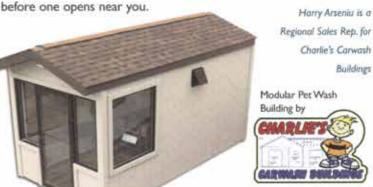
#### Mike McKonly Columbia, PA

Our pet wash numbers are increasing every month. I don't know of a better way to add a completely different customer base to your location. We have a complete new base of customers that have never been to our wash, adding more every month. It's the easiest way to wash your pet. As more people discover how easy it is, the faster it will grow."

With car washes not able to give up a bay to add the pet wash, Kleen-Rite and Charlie's Carwash Buildings have teamed up to provide a solution, The Modular Pet Wash building. A fully integrated building with all the equipment, lighting, heating and other systems fully installed and ready to start generating income. The building is

front to invite the customers to use the pet wash. All that's required is electric hookup, water, sewage, and a flat 8' x 16' section anywhere on your property. The building is priced to be the same cost as if you had traditional construction built on your location in a matter of days. Many car wash owners who built locations spent more time and money than if they used the modular pet wash building.

The pet wash concept is also growing in different areas not just with the car wash industry. The pet wash is being added to the pet grooming industry and are also showing up in shopping malls. Just like any other great idea, it's important to get in on the ground floor



(H



# AVAILABLE FROM

OUR RELIABLE SUPPLIER FOR THE CAR WASH INDUSTRY



100 per case

VS10800 - Protectant AR30800 - Cleaner



12 per case

AR11010 10 oz. bottle



12 per case

AR11060 16 oz. bottle



AR10820 - 20 Gallon

AR10855 - 55 Gallon



6 per case

AR10861 - Protectant AR10863 - Cleaning AR10830 - Orange Cleaning AR10881 - Leather AR10865 - Glass



100 per case

Vendable Single Packs AR10914 - Cleaning Wipes AR10915 - Glass Wipes

12 per case \$10.08 AR40040 4 oz. can







#### CLEANER INTERIORS

By Jay Cogley

Today more detail operations are discovering the advantage to use extractors to clean upholstery and carpets. There are several excellent machines on the market designed for automotive use. These not only save labor costs, but also produce a superior job. The use of proper cleaning chemicals is as important as a good machine.

as important as the proper cleaners is a defoamer. When added to the recovery tank, this prevents foam build-up from products used in previous cleanings. This will prevent moisture to be pulled through the vacuum motor and allows the recovery tank to fill properly.

### The use of proper cleaning chemicals is as important as a good machine.

First, highly soiled areas and stains should be treated with a pre spotter. This loosens the dirt and grease for deeper cleaning. Next, a specially designed extractor shampoo should be used in the solution tank. It is safe on the equipment, has no dyes, and leaves the fabric and carpets bright, without a sticky film. Also, a deodorizer can be added to the solvent tank formulated to remove

foul odors and leave a fresh

Using the proper products along with a weekly cleaning of your extractor will insure a long service life.

Jay Cogley is National Sales Manager for Trans-Mate Products Inc.



# Are YOU ready? Get ready for winter with JBS products

#### Winter Foaming Brush READY-TO-USE

High-foaming brush detergent for use in freezing and cold weather conditions.

- Non-freezing formula Effective up to -50 F
  - May be diluted up to 20 to 1
  - Available in multiple scents and colors

5 Gal - JBAF5 (also available in 30 & 55 Gal Drums)

#### Winter Foaming Brush POWER CONCENTRATE

Create the most effective winter foam brush by adding this concentrate to a 55GL drum of methanol.

- Non-freezing formula Effective up to -50 F
  - May be diluted up to 20 to 1
  - · Available in no scent and pink color

5 Gal - JBCWFA (also available in 30 & 55 Gal Drums)

#### Winter Glow Foam Polish NON-FREEZING TRI-FOAM POLISH

#### DON'T LET WINTER STOP YOU!

This unique winter tri-foam "gloss-enhancing" polish provides brilliant colored foam to help clean and protect the vehicle's surface.

- Non-freezing formula Effective up to -25 F
  - May be diluted up to 20 to 1
  - Available in multiple scents

5 Gal Pink - JBWGFP5P 5 Gal Blue - JBWGFP5B 5 Gal Yellow - JBWGFP5Y (also available in 30 & 55 Gal Drums)



#### WINTER Dilution Ratios

- 1-1 50° BELOW
- 2-1 10° BELOW
- 3-1 5° ABOVE
- 4-1 12° ABOVE
- 5-1 15° ABOVE
- 6-1 17° ABOVE
- 7-1 20° ABOVE
- 8-1 21° ABOVE
- 9-1 23° ABOVE
- 10-1 25° ABOVE
- 11-1 27° ABOVE
- 12-1 30° ABOVE
- 13-1 32° ABOVE



KIEEN-RITE CORP.

# CHARGING ITIIDI

#### New Product Puts Credit Card Acceptance Right In The Bay!

Carwash operators across the country are giving their washes an upgrade by incorporating credit card acceptance systems right into their bays, giving customers an easy, convenient alternative to cash.

And Kleen-Rite Corp. has partnered with Wash Gear to bring this exciting new technology to our customers.

#### Benefits of credit card acceptance?

According to MasterCard, in 2002 the number of MasterCard credit cards in the United States was up 14.9% to almost 267 million. According to Visa, the number of Visa-branded credit, debit, commercial, prepaid and smart cards in the U.S. rose to 386 million. Today, approximately 12 percent of total U.S. consumer spending is conducted on a Visa-branded card with MasterCard coming in second.

Self-service customers are spending an average of 40% more using the CardMate Carwash Activation system than those using coin. It takes the average cash customer 95 seconds to walk to the changer, get bills out of their pocket, feed them into the changer, walk back to



the bay and deposit \$2 into
the coin box. The average
credit card customer is
washing within 14 seconds.
In testing at a busy 3 & 1
site frequency of changer
stocking dropped by 60%
because the customers who
empty the changers are



those who are forced to break tens and twenties. These are the same customers who welcome the option of credit card acceptance. In short, credit card customers wash longer and wash more often.

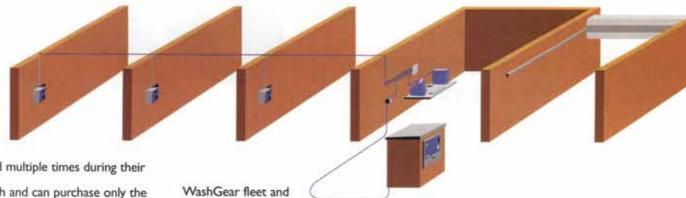
CardMate owners are reporting fewer trips to stock changers and increased purchase frequency. These customers are also enjoying the benefits of lowered exposure to the criminal element and hours saved counting, transporting and depositing coin.

#### Benefits of CardMate

CardMate is the only system of it's kind that does not require the customer to leave the bay, swipe their card multiple times during a wash or guess how much they've been charged. Both self-serve and automatic bays are activated with a single swipe at the bay, auto cashier or vacuum being used. CardMate and CardWorks were designed with the latest in network technology, and best materials available, by people with extensive car wash, programming and manufacturing experience. CardMate terminals are constructed of 14-gauge stainless steel, are completely water-proof and incorporate a

bright 4x20 character display to attract customers and keep them informed during use. Once activated the CardMate charges by the second rather than a set amount per swipe so customers are not required to swipe their The CardMate system is also scalable. Because up to fifty terminals can be connected to the network, additional terminals can be added at any time. Many other systems require the purchase of additional controllers to expand.

- Attract more customers
- Improve customer frequency
- Attract corporate clients
- Less coin to count/ deposit/transport
- Less money in vaults
   lower exposure to crime
- Fewer trips to
- Less time breaking bills



card multiple times during their wash and can purchase only the time they require. Minimum start up price still applies. CardMate ACW terminals are capable of activating any wash option on Hamilton or Unitec WashSelectII auto cashiers with a single swipe and the CardMate won't accept card transactions if the automatic wash is out of service.

CardMates also can't be activated for the same wash multiple times by accident, which would result in duplicate card charges like many of our competitors.

CardWorks was written to be user friendly and intuitive. Once CardWorks is installed and configured on the PC, everything is automatic except fleet and prepaid account maintenance which is done in CardWorks. That's right, no downloading and no extra software to buy.

pre-paid card are great
too. They are magnetic cards
manufactured to ISO standards
just like all the credit cards you
carry. They have an attractive
water droplet print on one side
and instructions for both timed
and non-timed applications. Don't
let the price fool you. These
cards are the most durable in the
industry. WashGear provides
these cards at a very competitive
price because we know the cost
of operation is just as important
as the purchase price.

For more information on how you can upgrade to this profitable new technoogy, call Kleen-Rite today!

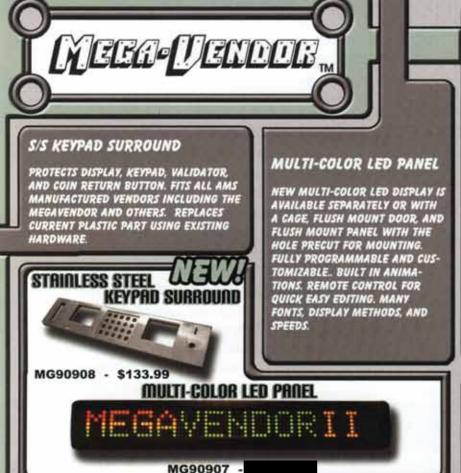


#### Carwash Operators Rave About Their WashGear Systems!!!

James Adamson from American Pride Car Wash in Sagamore Hills, OH has the WashGear system installed in two locations for a total of 10 bays and says he loves the system, it is user friendly for both the customer and the carwash owner and the system was easy to install.

Danny Block from Hurricane Car Wash in Carthage, MO has the system installed in 5 Self Serve bays and in 2 Hamilton ACW's and says that he has had a 20% increase in new business from surrounding business that issue company credit cards to their employees.

John Agnew from Silverthorne Car Wash in Silverthorne, CO has WashGear in 4 bays and says that 32% of his total self serve sales are in credit card.



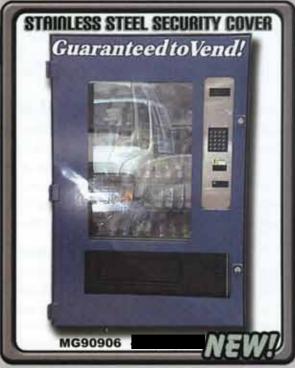
MODEL #

PEM - 55

01 - 0055 - 1000

PARKER ENG. & MFG., INC.

OGRAM SWITCH



#### STAINLESS STEEL SECURITY COVER

THE NEXT STEP IN TOTAL VENDOR SECURITY. TOTALLY BLOCKS ACCESS TO THE SENSITIVE AREAS OF YOUR MACHINE. CAN BE USED IN CONJUNCTION WITH KEYPAD COVER FOR TOTAL SECURITY. REQUIRES A MEGAVENDOR CAGE/DOOR/PANEL TO BE USED.

# Accepting No Substitutes 51.00 Substitutes

\*Several styles available!

Slugbuster® Electronic Coin Mechanisms are ideally suited as a replacement for the old-style mechanical mech used in many car washes today. Solid state design enables these units to electronically seperate coins and tokens for the ultimate in security and profitability.

All models are also available in an "S" type "short drop" style for compact coin-box lids.

CB0260

Token/Quarter LONG DROP





By Chip Kent of Laurel Metals

#### Why do quarters get jammed in the mechanical coin acceptors?

Dirt buildup behind the magnet is the first place to look. Hinge open the magnet and wipe the inside of the magnet and the main plate of the acceptor. Do not use spray oils, as that will attract dirt. For detailed information on the coin acceptor a copy of the operation/maintenance/adjustment sheet is available at www.laurelmetal.com click on Model 2100 and 'Coin Acceptor Instruction Sheet'.

#### Can I send in parts to Laurel for repair?

Yes, that is the easiest way to fix a problem that is causing you headaches. All that is needed is a note attached with the return shipping address & phone #. You do not need to call first and you do not need an RMA #. A short description of the problem is helpful but not mandatory.

#### Vandals steal product with a wire inserted from the bottom?

One good recommendation is to block their angle of entry by attaching a plate to the bottom of the cabinet that will stick out 2-3 inches in front, which severely disrupts their entry into the bottom of the machine. Laurel has this as part #2100-138, or you can make this piece yourself and fasten it onto the bottom of the cabinet. Also leaving several of the bottom most shelves empty make it harder to reach.

#### Are the electronic venders more reliable?

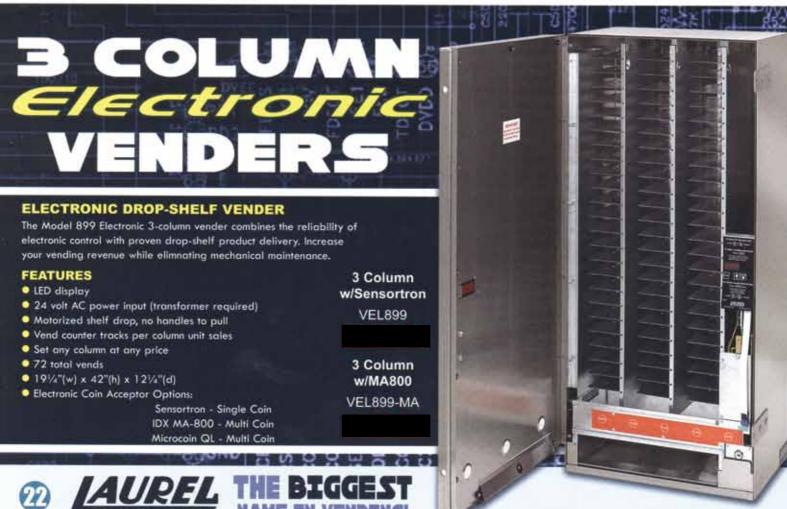
Electronic coin acceptors instead of mechanical ones will greatly reduce coin jams, combine that with the elimination of the pull handle and related moving parts can lead us to say that they are more reliable. Plus, the LED display helps customers make their purchase by counting their money going in. A single column vender will vend automatically after the last coin is inserted, exactly like your vacuums & bays operate.

#### Are electronic venders difficult to repair?

The basic design of the Laurel electronic venders makes troubleshooting a relatively simple process. The motors that are used in our machines are highly reliable and not prone to breakdowns. That leaves a coin acceptor, a circuit board and for the 3 & 5 selection venders, a switch pad. Typically, when a call comes in for a problem we can quickly isolate which component is failing and make the necessary repairs.

#### What is the best way to remove old door decals?

Recently at the Kleen-Rite Expo when I was asked this question I sat back, looked to the audience for help and listened to a few hands-on owners explain their methods. A scraper is essential to remove decals and combining it with spraying WD-40 at the top of the decal and working down, while adding more WD-40 along the way is one way. Or, try using a propane torch at the leading edge of a scraper to heat up and loosen the decal so you can scrape it off. Both ways require a fair amount of elbow grease. The fact is, having clean and fresh decals will help sell more product.







### Tire Shine spray pump bottle



VS195

Wheel Polish

FREE DECAL - VE0167

2 oz. 100/case

2 oz. 100/case VS193 FREE DECAL - VE0165

4 oz. 24/case VS197

FREE DECAL - VE0169



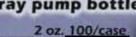
### Triple Wash Blue Cloth Towel

17" X 24" 100% Cotton 100/case

VS175TW

FREE DECAL - VE0116





VS 194

FREE DECAL - VE0166

4 oz. 24/case

VS198

FREE DECAL - VE0170





#### Love Bug Remover



4 oz. 24/case VSLBG4 FREE DECAL - VE0171



#### **Detail Brushes**

MANUFACTURING COMPANY "Over 60 Years of Quality Brush Manufacturing"

#### Triple Surface Hog w/Sides



Extra wide coverage means less prep time! Hog filled sides for extra protection!



Wheel & Tire Brush



GREAT for tires & F01104 rims! 1 standard threaded hole means no more bending over!



#### Wheel Applicator Brush



Crimped flagging holds tire cleaner better than standard bristles!



#### **Round Upholstery Brush**



Designed to clean FO901 auto upholstery and headliners!

#### **Nylon Spoke Brush**



10" Black crimped nylon twisted in vinyl coated wire!



Tampico Spoke Brush



16" White tampico FO1000 twisted in wire with pointed end!



#### Horsehair Dashboard Brush



Ideal for fine cleaning of vents and radios!



**Nylon Uphostery Brush** 



Handy curved shape very useful with auto upholstery, headliners!



#### "Toothbrush" Style Brushes



Perfect for the general cleaning of small parts and detail finishing areas!

S/S	FO1300
Brass	FO1301
Horsehair	FO1302

#### 10" Hogs Hair Truck Brush



FO330

#### **Plastic Head Hogs Hair**



Blue Plastic Head. FO198PH (also available in red or black)



**Aluminum Casting Hogs Hair** 



Blue Bumper. (also available in red or black)



FO195AH

**Round Hogs Hair** 



Lasts longer than standard rectangular brushes because it gets even wear!

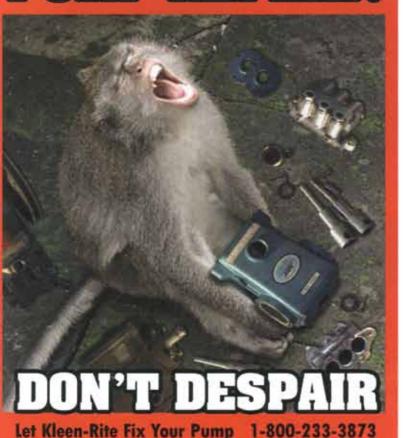




### AVAILABLE FROM



### PUMP REPAIR?



# PUMP WITH KLEEN-RITE TECHNICIANS MIKE & KEVIN REPAIR

In this issue we cover pump repair. We at Kleen-Rite are continually trying to provide you, our customer, with information to run your carwash better. In this article we will talk about some common problems with pumps and their possible solutions.

#### Low Pressure

The most common problem with carwash pumps is low pressure. The simplest solution to this problem is to check your spray tip for excessive wear. If the spray tip is worn, replace it. Another place to look for a possible cause is the inlet plumbing of the pump. Check to be sure there are no air leaks and that there is adequate water flow to the pump. The easiest way to bypass inlet plumbing is to hook a garden hose up to the pump. If the pump regains pressure the problem is in the inlet supply. Worn seals or valves are a possible reason for low pressure. If the pump is leaking water under the manifold the seals are worn and should be replaced with a seal kit. Crankcase oil that is milky in appearance is another sign that the seals are worn and should be replaced.

#### **Running Rough**

Another common problem is a pump that runs rough. The first place to look in this situation is the valves. Check for foreign material trapped in the inlet or discharge valves and clean them if dirt is found. A stuck valve could also cause the pump to run rough. If your valves are in bad shape replace them with a valve kit. Inadequate water supply or air entering the inlet plumbing can cause the pump to run rough. Check for leaks and make sure there is proper flow getting to the pump.

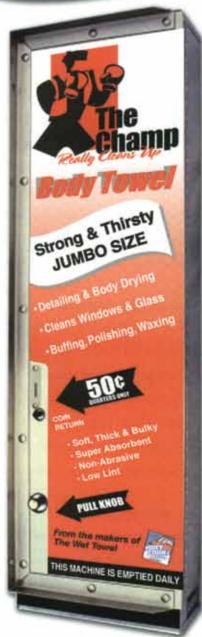
#### Oil Leaks

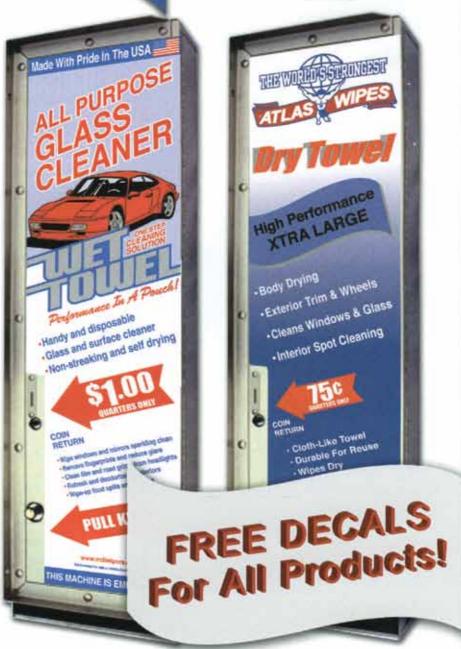
Oil leaks are a common problem found in carwash pumps. Oil leaking from the manifold is a sign that the crankcase oil seals are worn and should be replaced. If your pump is leaking oil around the crankshaft replace the crankshaft oil seals or the o-rings on the bearing cover.

#### More Help

These problems are some of the most common we hear about at Kleen-Rite. Use this guide to determine possible solutions to some common problems. If you require assistance with your pump Kleen-Rite now offers pump repair service. Please contact our technical department for more information.

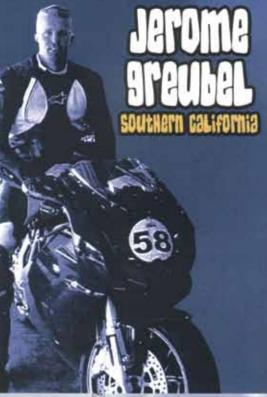
# Clean Up!





Buy a new vending machine plus a case of MDI product and get a 2nd case of the same product for FREE!

# OPERATOR!



# SPUTLINE

Jerome Greubel founded "Saddleback Car Wash" in 1983 with the development of his first wash in Santa Ana, California. It was financed with the help of his father and partner Thomas Greubel. Since

that time, Saddleback has continued to grow to become one of the leading car wash companies in Southern California. They own 6 washes with 2 more currently in construction. Operations are located in densely populated urban areas. Staff consists of a general manager and 4 area managers.

Greubel says, "It takes a well trained team to keep up with the challenges of growth in such a dynamic market area. We are continuously looking for and developing new sites. The key to success is to be on the cutting edge of new technology, remodeling, and upgrading. We are always making capital improvements to our washes. There is never a day that goes by when we are just collecting money. We are never satisfied, change is constant. That's where Kleen-Rite comes in. I enjoyed working with Harold McKonly, the founder of Kleen-Rite. A great man, we would talk about car wash issues for hours. Now, with the passing of Harold, Mike McKonly has become a trusted friend and business associate. I can count on Kleen-Rite to give me the best products for the best price. They are the equivalent to Cost Co or Wal-mart. They make our constant upgrading and re-supplying possible. One stop shop! I really don't know what I would do without them. I enjoy my kids, boating, and motorcycle racing. Kleen-Rite gives me more time to enjoy the important parts of life!"

The future is bright for Saddleback Car Wash Co. They are doing things that have not been done in the Southern California market before. With the evolution in the "automatic", especially the touch free being able to truly clean a dirty car, the business model is changing. Saddleback Car Wash is making investments in that direction.

### idea SHIELD

### Pole Covers

#### **NEVER PAINT AGAIN!**

The Ideal Sheild Bumper Post Sleeve eliminates the need for costly scraping and painting of guard posts. Our polyethylene thermoplastic sleeve slides over existing guard posts. Invest in Ideal Sheild Bumper Post Sleeves today for that brand new look for years to come!

Many sizes and colors to choose from!

#### Clearance Bars

- GENANCE TO
- 5.25" Outside Diameter
  - 78" or 110" in Length
  - Low-Density Polyethylene Thermoplatic
  - Easily Installed
  - Never needs pain
  - Custom colors availale

### Sign Systems

Combining a LDPE Bumper Post Sleeve and a standard post creates a product that will withstand the elements of nature. Comes in a variety of colors to compliment your facility!

#### Sign Base

No more heavy cement bases! Available with wheels for easy mobility. Fill with concrete, sand, or even water. Comes in a variety of colors to compliment your facility!

#### Stick Sign

14 guage steel pipe sleeved in plastic will not rust! Comes in a variety of colors to compliment your facilty!

#### Sign Holder Role Govers

Easily installed! Stands 80" high with a sign area of 13"w x 18"h. Comes in a variety of colors to compliment your facility!









# DOUBLE the PUVER

### Plus Product Line

National Automotive Chemical is pleased to announce a completely NEW! line of products to the car wash industry.



High Pressure Plus with Glass and Chrome Additive [A,SS,C]



Foam Brush Plus with Glass & Chrome Additive

[\$8]



Clear Coat Plus with Drying Agent Additive [A,SS,C]



Triple Foam Plus with Bug Remover Additive [A.SS.C]



Pre-soak Plus with Tire Cleaner Additive [A.SS.C]



Tire Dressing Plus with UV Protection Additive [\$\$,C]



Foam Brush Plus with Bug Remover Additive

Your customers will love these products because they solve their problems. Their cars will have less bugs, shined up glass and chrome, cleaner tires and rims and finally, a faster drying car with tire gloss applied at the end.

All this, while adding more money in your coin box!

#### Usage Key:

A = Automatic Car Washes SS = Self Serve Car Washes C = Conveyor Car Washes





### CUSTOMER SURVEY

#### **HOW ARE WE DOING?**

We really want to know!

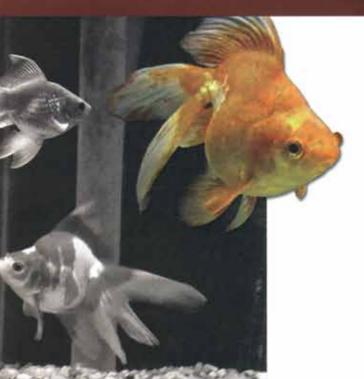


Please take the time to fill out this evaluation form and send it to us via mail, fax or fill out online. Your comments are important! Please rate our performance in the following areas.

I. Sales Staff	Excellent	_Very Good	_Good	_Fair	Poor	
2. Web Site Convenience	Excellent	_Very Good	_Good	_Fair	_Poor	873
3. Catalog Quality	Excellent	_Very Good	_Good	_Fair	_Poor	
4. Order Completeness	Excellent	_Very Good	_Good	Fair	_Poor	dia.
5. Timeliness of Orders	_Excellent	_Very Good	_Good	Fair	_Poor	100
6. Overall Quality of Service	Excellent	_Very Good	_Good	_Fair	_Poor	
Comments:						
Optional: Name			Custon	ner #:		

Mail: Kleen-Rite Corp. P.O. Box 886 Columbia, PA 17516

Fax:1-800-446-0495 Online: www.kleen-rite corp.com



# STAND OUT

#### FROM THE COMPETITION?

No? We can help.

The Kleen-Rite Advertising and Creative Dept. is ready and able to help you promote your business. Our full-service design team can create a professional visual identity for your operation.

- Logo Design
- Flyers
- Business Cards

- Signage
- Advertisements
- Decals

- Brochures
- Promotions
- And Much More!!

To fully discover your company's marketing potential call the Kleen-Rite Creative Team at 717-684-6721 ext. 3

# AMERICA'S #1 VENDING PROGRAM











TOLL FREE ORDER LINE 1-800-233-3873
VISIT US ONLINE www.kleen-ritecorp.com



257 South 9th Street/P.O. Box 886 Columbia, PA 17512