

# THE KLEEN-SCENE

THE OFFICIAL NEWSLETTER OF KLEEN-RITE CORP.

ISSUE NO. 3 JULY 2005

THE BEST  
FOR LESS!

## Dilutions

& Titrations 101

## Tech Tips

Selecting a Pump

## Tokens

In The Car Wash?

## Q&A

Coin Boxes



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CAR WASH

## CARDMATE



## Car wash helps to keep pets 'kleen'

Mike Hough  
Staff Writer

The Columbia Kleen-Rite Car Wash, 506 S. 16th St., has added a unit that allows customers to wash their pets when they come to wash their cars. The pet wash uses professional grooming products and car wash technology that gives animals a clean coat in just a matter of minutes.

"Everything is here. You don't have to bring anything along," Christina Kleen-Rite Car Wash and Pet Wash owner Mike McKelvy said. "That's the beauty of it. You don't have to mess up your house. Just bring the animal here with you."

The unit features a one-sided spray bar allows animals easy access to the unit where they can be washed with professional grooming products, including shampoo and conditioner that are gentle on the skin and leave a clean shine. "It's completely self service. Like a car wash with a service attendant," McKelvy said. "The animals give you 10 minutes, which is plenty of time to wash, condition and dry your animal. Larger dogs, like Great Danes, may take more extra time."

Animals are washed gently, and owners begin the washing process by turning the selector dial to standard to spray the tub before washing their animals. McKelvy, a dog owner, was very careful in selecting the equipment used for washing pets. Water is warm, while the pressure is soothing. Even the hair dryer is custom made. "We have a forced-air grooming dryer, which blows just backwards so 'What you don't want to do is use your hair dryer at home because that will dry out your pet's skin," McKelvy said.

Towels are also on site for customers to dry their pets. "We want the whole professional look. This isn't a 'Mudry Man' at home' kind of deal. You'll get the same products here that you will get at a professional groomer," McKelvy said.

The pet wash is mostly geared towards dogs and cats, but McKelvy said he has heard of other less common pets that take advantage of the service. "One woman called me about bringing in a sheep. I told her as long as it's her pet and it fits in the stall that would be fine," McKelvy said. "The idea to add a pet wash to the car wash stemmed from McKelvy being a dog lover himself. "We incorporated a self-service car wash with a pet wash. It's just a perfect fit. As a dog owner, I just thought it was a great idea. It's so convenient."



Gaity gets a bath from owner Mike McKelvy. (Photo by Matt Hough)



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## FREE SHIPPING

In our never ending mission to bring you the "Best For Less" we are offering Free Shipping to you on any order placed throughout the month of August 2005.

Simply reference Kleen-Scene Offer #3 to your order taker to receive free shipping on your next order to anywhere in the continental U.S.

**OFFER GOOD ON ONE ORDER ONLY!**

*Offer Valid Until August 31, 2005*

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## CONTENTS

- 3 Dilution & Titration 101**
- 5 Tokens In The Car Wash?**
- 9 Adding An In-Bay Automatic**
- 10 Kleen-Team - Jodi Smith**
- 14 Kleen-Rite Expo - November 16, 2005**
- 17 Tech Tips - Selecting a Pump**
- 23 Q&A - Coin Boxes**
- 27 Detail Corner - All About The Details**
- 28 Operator Spotlight - Bud Irwin**

### On The Cover

We are proud to feature Brandon Heisey of Washington Boro, PA and his 2002 Supercharged LS1 Pontiac Trans-Am. (11.9 @ 124 mph)

He is currently serving our country in the Army. SPC Heisey is stationed in Fort Carson, CO. and is awaiting deployment this November.

All of us at Kleen-Rite strongly support our troops and wish them a safe journey home!





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30 Gal. NAPP6030	55 Gal. NAPP6055



### Foam Brush Plus with Bug Remover Additive (SS)

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30 Gal. NAPP4030	55 Gal. NAPP4055



### Triple Foam Plus with Bug Remover Additive (A,SS,C)

5 Gal. NAPP5005	15 Gal. NAPP5015
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### Foam Brush Plus with Glass & Chrome Additive (SS)

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

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the end  
of August!**

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# Dilutions & Titrations 101

By Harry Arseniu

## Can I improve my cleaning effectiveness?

How do I choose the right chemical for maximum effectiveness and where should I start the dilution ratio? While this seems to be basic information, choosing the right rate can have a huge impact on your cleaning ability and your chemical cost per vehicle.

## Why have such a large range of dilutions listed on the containers?

While misunderstood, a range is important because each operator faces different conditions.

- Type of soils to be cleaned
- Seasonal factor (where cleaning may be more difficult)
- Water quality at your location
- Temperature at which the chemical is applied

## Where Do I Start To Pick The Right Dilution For My Needs?

As a general rule, the first place to start even before changing or adjusting chemicals, is the water quality at your location. It affects chemical action across all products used. If you are a new or existing business, check your water quality just as you would any other part of your equipment.

Water quality is the key to a successful cleaning process and is the most overlooked factor when trying to achieve chemical cleaning in the car care industry. Most water contains a certain amount of impurities that are normally not seen. They are sometimes referred to as hardness or TDS (Total Dissolved Solids). Differences in water quality levels need to be known in order to choose the right product and the most effective dilution for the product.

Reclaim systems also play a factor in choosing the right product. Make sure you are using products that are designed for reclaim systems.

## 7 Steps to determine the right dilution ratio:

1. Determine what type of chemical dilution equipment you have at your location (siphon feed where the product is pulled in by the water passing through) or (pump injected where the product is pumped). This type of system is normally measured in ounces per minute.
2. Always start with highest ratio and work down. Give time in between each change for the chemical to work through the system.
3. When changing paint protection products or tri-foam products take extra time because a slight change can have the opposite effect with these products.
4. Pick a day when you are not busy to change dilution or products so you are not rushed into changing and can monitor the results. Change one product at a time. Try not to change multiple products dilutions at the same time. This way if a problem occurs with spotting, you know exactly what product was changed and correct the problem if necessary.
5. Take into consideration seasonal requirements (easier to clean winter salts vs. harder to clean summer road film). High temperature changes can affect cleaning such as spring and fall when your wash is not as busy but changes in water temperature can affect cleaning.
6. You may need to adjust your dilution rates on seasonal requirements or different cleaning factors for your local conditions to achieve the best results for your customer.
7. Titrate- and/or test the pH level of the chemical products weekly to determine if you are getting the right ratio out of your equipment.

## Titration & Equipment Problems

Titration is a way to measure whether a product is being properly diluted by your equipment. It measures the amount of product in the solution and is normally performed on pre soaks and cleaning products. While sounding more complex than it actually is, you will need a kit specific to the manufacturer of the product you are using.

Titration kits are a great tool to have because it is the best way to check your chemical dilutions. Kits can also expose problems with equipment malfunction. It is not a complicated test: you take a sample of your diluted product, add the titration solution to the product, count the drops until the product changes to a certain color based on the instructions.

Simple equipment problems can cause serious cleaning issues and are most often overlooked. If you experience a sudden chemical related issue, the first two things you need to check before changing any dilutions are:

- Water quality
- Equipment

Take a sample of your water to check to make sure your supply or water softener are working correctly. If you have a reclaim system, check the system to see if the water quality falls within the operating guidelines.

Equipment should be checked from the foot valve in the solution on up. The foot valve is a wear item, but first check that the screen is free from any debris. Look for signs of any air gap within the solution hose or air trapped within the solution. Follow your specific system, checking each section as you go. Your equipment manufacturer can provide needed information on what to look for as well as other types of test you can perform. They may have wear guidelines as to when you need to replace certain items. Parts that perform chemical dilution can sometimes slowly go bad over time or appear to be intermittent such as an electrical short. Low water pressure is a very common "inconsistent" problem that can sometimes be hard to track down.

## How can I improve overall chemical performance?

Use chemical products that give more cleaning power by combining extra cleaning benefits or added protection in one product such as National Automotive Chemical's Plus line of products. Instead of using traditional foam brush soap, by using a combination product such as (Foam Brush Plus Bug Remover) or (Foam Brush Glass and Chrome) covers a broader area of soils for increased cleaning or protections, it gives you an advantage of staying current with the newest area of chemical technology advances. Use new products with the latest developments to attract more customers and improve wash income by providing a superior wash.

- Check chemical product ratings of optimal water temperature cleaning. If you are using a reclaim system make sure your chemicals are designed for reclaim systems.
- Use products that cover the widest ranges of soil or problem areas.
- Choose products that clean or protect the most surface areas.

While using the right dilution with any product will produce results, look for areas within your chemical wash process that could be improved, to make sure you are providing your customer with the best wash possible.



Harry Arseniu is a  
Regional Sales Representative of  
National Automotive Chemical.



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- 3 Motor Turbo Vac
- Shampoo Machine
- Spot Remover
- 3 Fragrances
- Air Machine



### Dual Vacuum

#### MODEL 8960

- 4 Motor Vac
- 4 Service Doors
- 4 Quick Change Filter Bags
- Medeco Locks
- 2 Clean Out Containers Included



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- 25' Air Hose With Air Gauge
- Imonex Mechanical Coin Acceptor

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#### MODEL 9200

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- Small Stainless Steel Dome
- Mechanical Coin Acceptor



### Ultra Turbo-Nator

#### MODEL 20000

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- 3 Motor Turbo Vac
- Large Digital Display Timer
- Mars Bill Acceptor
- Electronic Coin Acceptor
- Medeco Locks



### Vac & Air Combo

#### MODEL 9420TH

- 2 Motor Vac
- Thomas Air Compressor
- 25' Retractable Air Hose Reel With Air Gauge
- 2 Coin Mechanisms
- 2 Service Doors
- 4 Quick Change Filter Bags







# TOKENS in the CAR WASH?

## "CASHLESS" BUT MAYBE NOT "COINLESS"!

By Patrick Reddington

While it may be true that the self-serve car wash could eventually be "Cashless" don't throw away your coin boxes just yet! The coin-op car wash industry has been built one quarter at a time and probably the largest percentage of the wash time purchased today is bought exactly the same way! Unfortunately, along with everything else, the average price the customer pays for a wash continues to increase. The wash that used to cost 25 or 50 cents now costs 3 or 4 dollars! For many years a Dollar Bill changer that dispensed four Quarters for a Dollar was all that was necessary to give your customers the change they needed. But now they are bringing Quarters, Dollar Coins, 1, 5, 10 and 20 Dollar Bills, credit cards and debit cards to your car wash! If you are unable to accept even one of those forms of payment you may be losing money!

So, do you install bill acceptors in every bay and vacuum? Do you install credit and debit card readers along with the bill acceptors? Do you invest in a "loyalty" card system? Maybe, but all of these options require a significant investment to install and will increase your yearly maintenance cost! Not too mention that even with all those units installed a customer who has only a twenty Dollar Bill (and does not want 80 Quarters) will probably drive away! Although there are a multitude of alternative payment systems available, the most cost effective answer may be the coin mechanism that you already have!

By now you are probably asking, "OK, but how can I accept all of the available forms of payment with the least expense?" The answer is simple, TOKENS! You already have the bill changer, just convert it to vend \$1 value tokens and you can:

### ● Increase Security

Increase the security and reduce theft in your carwash by vending Tokens! A thief will be less likely to break into a coin box if it contains mostly Tokens! If the changer is vending Tokens it is a lot less profitable for someone to attempt to defeat the bill acceptor because the Tokens have value only at your site! The Token manufacturers offer "secure" Tokens that will only work at your location. Plus, your personal safety improves when you are collecting a bucket full of Tokens. Again, they are of little value to anyone but you.

- Increase Security
- Improve Customer Convenience
- Save Valuable Time
- Accept Credit and Debit Cards Throughout Your Carwash
- Create Customer Loyalty
- Enable Customers to Purchase Regardless Of Their Payment Choice





## ● Improve Customer Convenience

Everyone is still waiting for a Dollar Coin that will be used by the public. Our Government is preparing to make another attempt by issuing a Presidential Series Dollar Coin. Unless the Dollar Bill is removed from circulation the new Dollar Coin will be no more successful than previous attempts! It will just be another collector's item! You can avoid the wait for a National Dollar Coin by vending \$1 value Tokens at your car wash now. Your customers would enjoy the convenience of being able to deposit three or four coins to wash instead of the fifteen or twenty they need to use now! They may also be more likely to spend an additional coin because "fewer coins seem like less money"! Best of all when the last coin alert sounds what will the customer drop in? You are right, another Dollar not the Quarter you are getting now. Customers are happy with coins and will appreciate the convenience of a \$1 value Token.



## ● Save Valuable Time

How much time do you spend collecting buckets full of quarters? Although it seems like it should be fun it can very quickly become a time wasting chore! If the coin boxes hold \$1 value Tokens and the few Quarters that the customers may bring your job will be a lot easier. You will be carrying one quarter as many coins. You will have fewer coins to count and some operators choose to not bother since the Tokens don't need to go to the bank. All you need to do is count the Bills and keep the changers filled with Tokens! And, since customers are more likely to break larger bills when they get fewer coins, even the number of bills you will need to count is reduced. Remember also that some Tokens will get lost but if you purchase the Token for .30 and sell it for \$1 is that bad?

## ● Accept Credit and Debit Cards Throughout Your Car Wash

The most compelling reason to switch to vending Tokens in your wash is the added ability to be able to accept credit cards throughout the wash! Your customers are already asking for you to accept credit cards and you can provide that service very simply and inexpensively! It is not necessary to put card readers in every bay and on every vacuum! Your existing coin mechanism will accept a credit card! American Changer offers a machine (AC2007) that will accept credit and debit cards and vend four different packages of Tokens. Your customer inserts their card, chooses the package they desire, receives the tokens and a receipt for the transaction! It is just that simple. The credit card changer can be combined with a bill changer to offer even greater flexibility. Customers see the Visa and MasterCard Logo and know exactly what to do because it is just like a changer! Once they have the Tokens they can spend them anywhere in the wash and will be more likely to spend extra since they are no longer using cash! If credit and debit cards become the payment choice of the future you are all set! You could actually eliminate all of the cash from the location and be "Cashless" but not "Coinless".



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JPSSH17	Strawberry	JPSSH128	Ocean Fresh
JPSSH122	New Car	JPSSH150	Cool Water



**SUPER POWER PADS**

6 Pack Carded

JPSPP2	Cherry	JPSPP22	New Car
JPSPP3	Blossom	JPSPP23	Vanilla
JPSPP18	Ocean Wave	JPSPP7	Strawberry

**• Create Customer Loyalty**

The AC2007 allows you to choose the Dollar amount to charge for each of the four packages of Tokens. You also set the number of Tokens that are given for each of those Dollar amounts. If you choose to add a few Tokens to the more expensive packages the customer is getting a "bonus". They will purchase the larger packages because of the bonus and have Tokens left to bring back and use the next time. It is a very simple but effective Loyalty program, the more they buy the more they save! You can do the same thing in your changer to entice your customers to use \$10 and \$20 Dollar Bills. Some operators carry the "bonus" concept one step further by adding additional time for using one \$1 value Token instead of four quarters.



The American Changer Paystation (AC8001) offers another unique option for creating customer loyalty. It can dispense Quarters and/or \$1 value Tokens as change and can be set to give the customer a "bonus" Token if they purchase the most expensive wash. They can use the bonus Token for a free vacuum or bring it back for a Dollar off of their next wash.

**• Enable Customers to Purchase Regardless of their Payment Choice**

Your customers are bringing Quarters, \$1 Coins, \$1,5,10, 20 Bills, and credit and debit cards to your wash to purchase the services that you provide. You have to be able to "Take it All" or you are losing money! If you don't accept it they can't spend it! The most simple and cost effective method of accomplishing that goal is to convert everything they bring into \$1 value Tokens. You operate a coin-op car wash, your customers are comfortable with coins, you already have most of the equipment needed to get started. Increase your profit by making the switch to Tokens and remember "Cashless" doesn't mean "Coinless."



**AMERICAN CHANGER CORP.**

*Patrick Reddington  
National Sales Manager  
American Changer Corp.*

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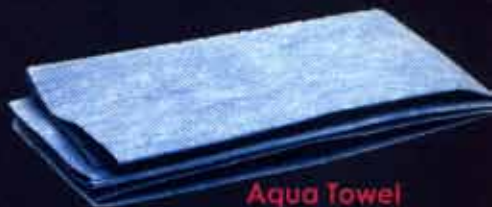
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# ADDING AN IN-BAY AUTOMATIC!

By Randy Travis with Harry Arseniu



Adding an in bay automatic to your self serve wash will improve your bottom line, not only with the income you generate from the automatic but also the increase of revenue from your existing self-serve bays. Major improvements have been made over the last few years that have made these new machines more user friendly and improved the cleaning ability of automatics in general.

## Most long term owners of automatics have added a second one to their existing washes

Can I add an inbay automatic to my wash? What volume can I expect to achieve? These are common questions most car wash owner ask when deciding to add a new automatic. Most long term owners of automatics have added a second one to their existing washes and also stand alone locations. A few of the equipment manufactures have now sized the units to fit within the self serve bay size. This makes it easy to retrofit a self-serve bay with one of these units to increase your earning potential on your location. If you have additional property not being utilized currently adding a new automatic will keep the theme of the car washing while attracting new customers looking for this service. Projected car volume can be predicted based on long term forecasting based on other similar locations and traffic count. If you're current self serve location is doing well adding a automatic makes sense.

Two major factors of why automatics have gained business in the last few years. Time, people have less time than ever before, therefore every place where people can save a few seconds they take advantage of it. These trends will continue to increase over the coming years. Automatics save people time and are convenient. Second the number of cars and people in the work force have increased multi fold just in the last decade. People are working longer hours and commuting farther to their work place than ever before. To provide a service to a customer that caters to time savings, adds great benefit to people and to your business.

Can I maintain an in bay automatic? New advances in computer technology have made it to car wash industry. Most of the new series of automatics can be remotely changed and updated through these new computer systems. You can see wash cycles being used and watch in real time if a problem or error occurs. Paging systems or calls to a phone number if a problem happens make using these new automatics worry free without being there. Service people from the manufacturer can check your automatic remotely cutting down on maintenance costs that was common occurrence previously. Not only with computers, but common sense design has helped end users be able to change wear items easily on these new machines. Being able to know what parts need changing and in what time frame helps you to be able to keep the machine running all the time. Before it was very common that machines were hard to maintain, changing parts was a difficult task without any time frame. Through preventive engineering, adjusting, changing parts, and upkeep have become simpler and easier.

## Common sense design has helped end users be able to change wear items easily

Placement of the new machine has also become less of issue. Common layout as well as new panelized construction has increased the amount of time it takes to add one of these new units reducing the problem of dealing with contractors who don't understand car wash construction. Decreasing the time it takes to install and build a location can add as much four months of profit with less hassle than building a traditional structure. Requirements for utilities and heating have also changed, using less water for increased savings and adapting locations.

Adding an in bay automatic services a need for people saving time. Any business that adds time to people's lives continues to exceed profit potential. If you have questions concerning space, traffic count or utility requirement please call or speak with one of our representatives today.





# Stenner Peristaltic Chemical Feed Pumps Since 1957

## T44 Series Triple Head Pump



For Triple Foam Applications

Two models with santoprene® pump tube

- .45 oz./min. per head
- 1.5 oz./min. per head

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## THE KLEEN★TEAM

### Jodi Smith

Customer Service

In this issue of the Kleen-Scene we would like to take this opportunity to introduce you all to one of our favorite employees, Jodi Smith. Jodi began her career at Kleen-Rite in 1992 by tackling both the tasks of order taker and shipping clerk, later moving on to full time shipping clerk. As our company has changed and grown so have Jodi's positions.

Today, Jodi works in our customer service department taking care of all of our customers' needs whether it be returns or exchanges, tracking packages, or expediting shipments. This position is a perfect fit for Jodi because of her love of helping customers to solve their problems.

Jodi lives in Columbia with Keary, her husband of 8 years and her two boys, 4 year old Dylan and 2 year old Brady. The Smith family loves to spend their time outdoors and playing with their new puppy, Maggie.

The folks here at Kleen-Rite feel privileged to have Jodi's 13 years of carwash experience. We are extremely confident in her abilities to help in the customer service department because of her knowledge of the industry and her super friendly, helpful nature. Jodi is a pure joy to be around and her sunny presence helps to brighten the office on any given work day.

If by chance you have need of calling our customer service department, and you're just lucky enough to get Jodi on the phone, rest assured she will go above and beyond to make sure that your problem is resolved in a friendly, courteous, and timely manner.





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PTW125



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# SELECTING A PUMP FOR YOUR VEHICLE WASH

By Chuck Welch

Whether you are a new operator, updating, or simply repairing existing equipment, one of the most important decisions you will have to make for your vehicle wash is which pump you are going to use. While price is always a factor, there are several things to consider when you make this decision. It may surprise you to know that the most expensive pump is not always the best. This article will focus on the technical aspects of the application, proper selection of a pump for various vehicle wash applications and identify the needs that should be satisfied in the selection process. Finally, we will discuss maintenance and technical information to consider when you install the pump.

Ask any vehicle wash operator which part of their operation gives them the most headaches and after the bill changes it would probably be the pumps. Why is it that a pump always seems to fail when the wash is busy? For the sake of this article, let's work with the assumption that all pumps are created equal. That makes the most important thing to consider the type of use the pump will get. Then we can choose a pump that was specifically designed to withstand the rigors of the application.

In the vehicle wash industry the most common type of pump is the positive displacement pump. The ability of this type of pump to deliver water at high pressures has made it a popular choice for self-service and no-touch automatic washes. Positive displacement pumps used in vehicle wash applications use reciprocating plungers and a series of check valves to deliver water to the nozzle. The pump doesn't create the pressure; it is only responsible for delivering the pumped liquid through a restriction, such as a nozzle. While the restriction actually creates the pressure, the pump must be able to withstand the load.

## TECH TIPS

Load on the pump comes from three places; pressure (psi), volume (gpm), and cycles (off-on-off). Volume and pressure translate into horsepower and the cycles affect the service level of the application. As the required pressure, flow, or cycles increase so must the durability of the pump. If any two or more factors increase, the size of the pump required increases as well. Flow and pressure can be translated to horsepower with the formula  $(GPM \times PSI) / 1460$ . For example, a system that is pumping 4 gpm at 1200 psi will use  $3.3 \text{ hp } (4 \times 1200) / 1460 = 3.3$ . Cycle load, which is a little more subjective, can be broken down into two classifications: duty cycle and service level.

As a general guideline, duty cycle is either intermittent or continuous. An intermittent duty cycle is characterized as less than one and one-half hours continuous running. A continuous duty cycle is twenty-four hours continuous running. Fitting a pump to a continuous duty application requires that the pump's standard ratings be 50% greater than the requirements of the application. This allows the pump to be run slower and at lower pressure than rated to facilitate longer pump life. Most vehicle wash applications fall into the intermittent duty cycle category. Although intermittent duty cycles might seem less demanding for a pump, often the result is quite the opposite.

An intermittent duty cycle brings into play the concept of service level. Service level is related to the number of starts and stops a pump will see in a given period of time. The service level categorizes the application into one of three types of service: moderate, heavy, or severe. A moderate service level would be few starts and stops (cycles), normally in the range of one to five cycles every two hours. A heavy service level would be starting and stopping five to ten times every two hours, and severe duty would be starting and stopping more than ten times in a two hour period. Just as the majority of all automobile engine wear occurs at start-up, the majority of all pump wear also occurs at start-up. Service level is the aspect most often overlooked when choosing a pump for an application. To illustrate the concept of the service level, consider the normal operation of a typical self-service car wash bay.

If a typical self-service wash cycle is eight minutes long, the maximum number of cycles on the pump could be as high as 7 times per hour or fourteen times per two hours. Of course demand fluctuates due to shorter

or longer cycles and some bays being more heavily used than others, so it is important to plan for the worst case scenario. The effects of starting and stopping a pump frequently cause cumulative damage in the form of accelerated wear on bearings, plungers, packings, and other drive components. In many systems cavitation on start-up is a real problem and often results in washed out manifolds and prematurely worn seals and valves.

Every vehicle wash operator dreams of sunny Saturdays with customers lined up to the curbs to wash their cars. Imagine that this long awaited Saturday arrives. You've got clear blue skies and the weather report is favorable all week long. People are ready to wash their cars and the lines are already forming by mid-morning. This is going to be a great day! Car after car goes through your bays, in dirty and out clean. Now imagine that you stop by the wash that day, just in case the bill changers are giving you trouble, and you spot a garbage barrel blocking off one of the bays. You know what happened... another pump problem, just like the last time it got busy! You think to yourself, "That's it! I'm replacing those blippin' pumps!"

The natural reaction to a chronic pump problem is to buy a better one, right? Classic logic tells us if it costs more it has to be better. Remember earlier when I said the most expensive pump might not be the best pump? Let me put it this way... If a St. Joseph's aspirin won't cure your headache chances are a Bayer won't either. Spending more money on a pump with identical ratings won't solve anything; you just bought yourself a more expensive problem.

How the pump is used is probably the single most important factor in determining which pump you choose. The question is this: Are you going to run at the very edge of the pump's performance envelope or well within it? So, why do pumps always seem to fail when it gets busy? It is because the service level was left out of the equation. Choosing a pump designed for the service level of your application is the key to performance and life.

If a pump is placed in a severe duty application like a vehicle wash, it must be sized accordingly. The frequent cycles, high temperatures, and condensation that forms in the crankcase must be factored in to your buying decision. There are specific things you must look for when choosing a pump for your wash. How is the pump constructed? Is the manifold forged



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brass or cast? Is the crankcase completely anodized or just partially protected? What about the seals? Are they designed for my application?

Let's start with the front of the pump. When comparing manifolds, forged brass manifolds are better than cast brass as forging yields a stronger, denser manifold. Forged brass manifolds resist pitting and erosion better than cast brass manifolds and are often better able to withstand certain chemicals as well. Many options exist but if you need additional chemical resistance look for a nickel plated, forged brass manifold. Nickel plating offers additional protection against the effects of aggressive chemicals. Check with your chemical supplier to make sure that the chemicals you are using will be compatible with the pump materials.

The manifold houses the packings and valves. Most vehicle wash pumps use Buna-N (NBR) materials for the packings and o-rings. Ask if the packing system was designed for vehicle wash applications. The seals must be able to withstand temperature fluctuations and allow the pump to draw water in without premature wear or hardening. The check valves are as important to the life of the pump as the seals. The check valves should be stainless steel for long life and durability.

The back-end of the pump should be as tough as the front. Look for anodized aluminum crankcases. The anodizing process protects the aluminum from corrosion from water and chemicals; in the harsh environment of a vehicle wash equipment room this is very important. Anodized crankcases also dissipate heat very well, keeping the pump cooler. Insist that the manufacturer of your pumps anodize after the machining process. Some manufacturers anodize prior to machining then remove the protection of the anodizing during the final machining of the crankcase.

Next, does the pump have premium bearings? For high stress applications tapered and straight roller bearings are better than standard ball bearings. Roller bearings are the style of bearing used in car and truck axles to distribute load more evenly. They are pre-loaded in the pump to reduce end-play (side to side movement) so they withstand the side load generated by a belt drive system better than ball bearings. Roller bearings are also more resistant to contamination than ball bearings because they can flush themselves clean. Ball bearings have a place in some pumps but not in your vehicle wash pump. Having the proper bearings is essential to a long service life.

What is the oil capacity of the pump? More oil is better. Look for large crankcases that facilitate cooling. The crankcase should have a sight glass and a dipstick to make easy work of checking the oil. Use the sight glass for quick daily inspections and the dipstick to check for water or other contamination in the oil.

Once you have decided on a pump for your wash, you have to consider the needs of the pump when it is installed in your application. In any new or existing application there are conditions for the pump that must be satisfied. The pump needs an adequate water supply, a properly designed and sized drive system, and regular maintenance. Satisfying these basic needs will help guarantee satisfactory performance, pump life, and minimize downtime.

Positive displacement pumps require a water supply that is sized to twice the pump's rated flow. This means that the four gallon per minute pump you install needs a supply of eight gallons per minute to satisfy its water demand. This requirement can be explained by considering the back and forth movement of a piston on a crankshaft. When the crankshaft has the piston at the Top or Bottom Dead Center (TDC or BDC) of its stroke there is very little movement in the piston, but when the piston is 90 degrees off TDC or BDC it is moving about 70% faster than its average speed. This means that in our pump each cylinder requires 70% more water than its average demand for each revolution of the crankshaft. When we total the flow at the nozzle we get an average of the pump's performance. So, a four gallon per minute pump actually needs 6.8 gpm to satisfy its demand at any given point in its cycle. To this we add 30% as a safety margin to guarantee that the pump is able to get everything it requires. Feeding a pump in this way will help to minimize problems caused by cavitation damage.

*(continued on page 21)*



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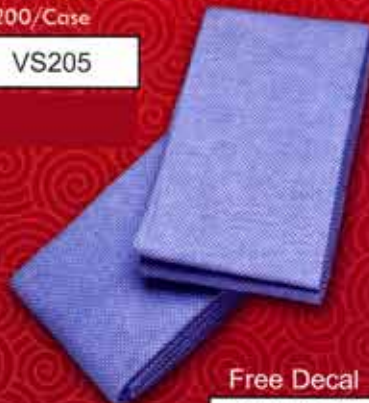
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Cavitation is the number one pump killer. Cavitation is described as "the rapid conversion of the liquid to a vapor, followed by a sudden collapse of the vapor bubble to the liquid phase." In less clinical terms, it is the boiling of a liquid in the pump. Did you know cool water will boil? If the pressure at the inlet of a pump drops low enough water will begin to boil. The boiling of the water creates air pockets in the inlet water so the pump is no longer pumping just water; it is pumping a mixture of water and water vapor. When the pressure in the pump increases, these bubbles collapse at such a high rate of speed that the implosion, if it occurs against a surface, can actually cause the erosion of that surface. The speed of an imploding cavitation bubble has been estimated to exceed the speed of sound and calculated at approximately 32,000 psi of force. Most pump noise is a result of cavitation. How do you prevent cavitation? Make sure you have enough water at the inlet of the pump to satisfy its requirement.

The drive system is also a very important piece of equipment and must be sized according to the type of use you anticipate. Undersized belts and pulleys lead to over tightening to prevent slippage and excessive heat. This will lead to premature oil failure and possibly catastrophic pump damage. Owners of existing washes have an advantage over new operations in that they usually know their expected level of business. It is important to provide this information to anyone that is quoting components for your wash. Share it with your suppliers; it will help them make an educated decision regarding your needs.

Maintenance is the last part of our discussion. Proper maintenance involves more than changing the oil and packings. It is the total caretaking of your equipment. Maintenance includes adjusting chemical concentration, controlling water quality and supply, drive system adjustment, replacing worn nozzles, oil changes, and packing changes. It is recommended that operators keep a maintenance log for each pump stand that tracks the date, type of repair or maintenance, and any observations about the system such as current operating pressure, leaks or anything else that may be notable. This log book can be used as a tool to make improvements or track trends.

Chemical concentration, water supply and quality must be maintained to keep pumps working properly. Check filters and strainers daily at first, then you can put a plan in place based on your particular application. Maybe checking filters every two or three days is adequate for your use. Start with frequent intervals and develop your own plan. Drive systems should be checked weekly to make sure that the belts are not worn, loose or slipping. Adjust belts to the manufacturer's specifications. An inexpensive deflection gauge can be purchased to make this check a simple task. The nozzle should be the first thing you inspect when you notice a loss in pressure. Inconsistent spray patterns may indicate a clogged nozzle and a sloppy spray pattern, a damaged or worn nozzle. Nozzles should be inspected daily for clogging or damage.

Oil changes are the cheapest insurance for good pump life. I recommend changing the oil in your pump after the first fifty hours of operation, then at three hundred hour intervals. If your equipment room is exceptionally humid or hot you may need to change the oil more frequently. Use the sight glass on the pump to watch for cloudy oil. Make this inspection daily after the pump has had time to sit for a while. Sometimes agitated oil will look milky because of air trapped in the oil. The oil should be clear with a light amber or red color. If after sitting the oil still looks milky or cloudy, change the oil and inspect the system for leaks.

Packing changes are an "as needed" repair. Predicting packing failure is as tough as predicting the weather. Pulsation, a loss of pressure that cannot be corrected by changing the nozzle, and/or water leaks are indications that the pump's packings may have failed. Contact an authorized repair center or your distributor for parts or assistance. The pump is the heart of your vehicle washing equipment and choosing a pump is an important decision. When deciding on a pump consider the application and the pump construction. Look for quality, not price.

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## Q&A COIN BOXES

**Q. I want to upgrade my old Stainless Steel Bay Meter Boxes - what are some things I should consider?**

**A. When starting over to upgrade there are many choices and options to consider.**

The first thing would be to decide if you are putting in money box style or vault ready style boxes. If you are going to upgrade to a vault ready style coin box for more security, the first decision is the kind and style of vault and how it is going to be installed. You can put it in a large rectangular shaped vault that will hold between \$750 to \$1,000. The second style of vault is the round style vault that comes in three sizes and capacity range between \$750 to \$1,600. So the size and shape will depend on the amount of business your car wash does and/or the frequency that you collect the money. And lastly the thickness of the walls or column if building in a new vault pillar into the corner or to accommodate back to back style coin boxes with a column vault.

The choice between money box style and vault ready style coin boxes is typically decided by the car wash operators needs for maximum security or maximum comfort level or capacity versus the difficulty of installation for walls, etc.... Many operators that have good, safe, close and convenient locations or have onsite personnel that can empty regularly do just fine with money box style coin boxes that are more easily installed with less costs.

Another good, viable option for vault ready style boxes is to install a

Vac-It-Up vault system that sucks the money out of the coin box and takes it back to a central secure vault in the equipment room. This can be installed either as a new start up or as a retrofit upgrade to an existing car wash. The piping can be run two ways. Either under ground or overhead. Depending on circumstances the coin vacuum system is probably the most safe and convenient method or choice, but it is also the most expensive of the three options.

One feature that is becoming more prevalent in today's new meter boxes is in-bay bill acceptors. Having bill acceptors right in the meter boxes increases revenue by eliminating the down time in the bays while your customers walk to the changer and fumble with inserting quarters into the coin acceptor. They can just get out of their car, insert a couple of bills, and start washing. You might also be surprised by how many \$5 bills you find in your stackers. Since the in-bay bill acceptors don't give change, every \$5 bill you find means a customer bought \$5 worth of time at one shot.



If the cost of complete new meter boxes is prohibitive, Kleen-Rite also offers a selection of retrofit faceplates that allow you to update your outdated meter boxes without the expense of removing and replacing your old boxes. These faceplates are available to fit many popular brands of meter boxes and permit you to retrofit a modern digital readout timer and electronic coin acceptor into an existing meter box. This can be a viable alternative to removing boxes that are mounted in the bay walls and would require costly masonry work to remove and replace with new boxes.



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**24 PIECE  
FLOOR DISPLAY**

*Display Contains:*  
10 Tubs of Protectant  
6 Tubs of Glass Cleaner  
4 Tubs of Cleaning Wipes  
4 Tubs of Orange Wipes



AR11367

# "LITTLE TREES" 1 PACK DISPLAY

**96-UNIT  
COUNTER DISPLAY**

*Display Contains*  
96 1-Packs  
24 of each  
New Car Scent,  
Royal Pine®,  
Strawberry,  
Vanillaroma®



VS10000

# "LITTLE TREES" 3 PACK DISPLAY

**128-UNIT  
DISPLAY STAND**

*Display Contains*  
3-Packs  
Assorted  
Fragrances



VS32700

## Car-Freshner

# 2 OZ. PUMP SPRAYS

**2 OZ. 24-UNIT DISPLAY TRAY**



*3 Assortments to choose from:*

- VS05000 Assortment 1 (Coconut, Jasmin, New Car, Passionfruit, Sport, Strawberry)
- VS05060 Assortment 2 (Jasmin, New Car, Passionfruit, Pine, Strawberry, Vanilla)
- VS05080 Assortment 3 (Coconut, Jasmin, New Car, Pine, Strawberry, Vanilla)

# AIR WASH 1 OZ.



VS18900-12

**12 PIECE  
COUNTER DISPLAY**

*Display Contains:*  
1 oz. Aerosols®  
6 Ice Blue AirWash®  
3 Citrus AirWash®  
3 Orange AirWash®

# AIR WASH AEROSOL ASSORTMENT

**48 PIECE 7 OZ.  
FLOOR DISPLAY**

*Display Contains:*  
8 Cans Each of:  
Citrus, Ice Blue,  
Morning Fresh™,  
Ponderosa Pine,  
RainShine,  
Vanilla Orange Twist



VS07200-48

# STP FLOOR STAND

**36-UNIT  
DISPLAY STAND**

*Display Stand Includes:*  
Gas Treatment 12 oz. Qty.-12  
SC Fuel Injector Cleaner  
12 oz. Qty.-12  
Oil Treatment 15 oz. Qty.-12



STP78361





# LITTLE TREES®

**1 Pack Display**

**288-UNIT DISPLAY STAND**

Display Contains  
288 1-Packs  
Assorted Fragrances

VS10100-288



## "LITTLE TREES" 1 PACK DISPLAY

**144-UNIT PANEL DISPLAY**

Display Contains  
144 1-Packs 24 of each  
Spice, Bouquet  
New Car Scent,  
Royal Pine®,  
Strawberry, Vanillaroma®

VS10100-144



## MI CASA AEROSOL ASSORTMENT

**16 PIECE 14.4 OZ. COUNTER DISPLAY**

Display Contains:

4 Cans Each of:  
Lavender, Rose

2 Cans Each of:  
Black Cherry,  
Green Apple,  
Lime, Vanilla.

VS03500-32



THE NEW BLEEN-RITE  
FRONTRUNNER DISPLAY SERIES

# OUT FRONT

## AND IN THE LEAD



Just Great  
**FRESH GEL XL**  
Air Fresheners

**3 oz. 16-Unit Display Tray**



3 Assortments to choose from:

- VS07751 Fruit Assortment  
(4 Citrus, 4 Fresh Berries, 4 Strawberry, 4 Wild Cherry)
- VS07752 Variety Assortment  
(4 Autumn Mist, 4 Mountain Aire™, 4 New Car, 4 Vanilla)
- VS07753 Classic Assortment  
(4 Fresh Berries, 4 New Car, 4 Strawberry, 4 Vanilla)



## MI CASA AEROSOL ASSORTMENT

**32 PIECE 14.4 OZ. FLOOR DISPLAY**

Display Contains:

8 Cans Each of:  
Lavender, Rose

4 Cans Each of:  
Black Cherry, Green Apple,  
Lime, Vanilla.

VS03500-32





# ASCO® S SERIES

## COMPACT VALVE SOLUTIONS

## FOR COMMERCIAL APPLICATIONS

ASCO is the worldwide leader in the design and manufacture of quality solenoid valves. The S Series valves are developed and engineered with ASCO's global resources. The S Series is a compact solenoid valve for 2-way, and 3-way valve applications for the control of air, inert gas, water, light oil, and steam. This compact design saves space, reduces installation time, simplifies service, and improves performance.

### COMPACT SIZE

Small outer dimensions are achieved by minimizing pressure vessel wall thickness and optimizing coil windings.

### IMPROVED PERFORMANCE

Short stroke designs allow for increased life of vital components and improved DC pressure ratings. Stainless steel seats on steam valves improve the life and reliability of leakage.



### DIN CONNECTION

The standard DIN connection eliminates the need to run conduit or use junction boxes and wiring nuts; resulting in reduced installation time, decreased installation cost and easy serviceability.

### COMMON COMPONENTS

Most constructions are AC/DC convertible with the switch of a coil, as well as, using identical rebuild kits resulting in less inventory.

AVAILABLE FROM:

**KLEEN-RITE** CORP.



# DETAIL CORNER



## It can be all about the DETAILS!

When you are operating a detail shop, express or full service, there are a few things that can really separate you from the "hackers" who give the quality shops such a bad rap.

Most people are getting their vehicle cleaned because they have it done regularly like an oil change or more commonly, they have a "problem" with the vehicle. Let's address what those problems could be. It may be a small paint scuff on the corner of a bumper, a really dusty & sand filled interior, a food spill, excessive tree sap (pine pitch), road tar, etc. The fact of the matter is that they came to you to make it look great! No Problem when you have the answers!

Anyone can wax a car, simply wash, dry, wax-on & wax-off! Not so fast! You may want to think about what you can do to add more dollars to that sale by educating the consumer on what you offer and what it will mean to their vehicle.

Let's start with the paint. Is it smooth and shiny? If not, they may have a buildup of fallout in the paint because it hasn't been waxed for months. You can use detailer's clay to remove the dirt in the paint without compounding or sanding, this is an extremely easy to do service with the greatest of results. You wash the vehicle, spray the lubricant, rub the clay over the paint (glass too) rewash or dry and wax as usual. Outstanding results and you can charge twice what you get for a wax job.

Pine sap or road tar can be easily removed with a petroleum solvent, just make sure to wax when you are done to remove the thinned out tar that is now unnoticeable and to provide the cleaned paint with protection. How about that paint scuff or transfer as most of them are. The painted steel post filled with concrete that protects everything from drive-up windows to power boxes are a hassle for creating this exterior problem. You simply need to use a solvent, mild compound and wax. Apply some solvent to a towel, add some compound and wax together and gently rub the problem away, your customers will be amazed and this is a great way for you to get a sale!

Now let's tackle the interior. Most consumers have no idea of what it takes to really clean the interior. A household vacuum isn't up to the task! Use a wet/dry vacuum to remove heavy soil from the carpets and seats. Follow up by using (if available) a blow gun to really get into the areas a vacuum can't reach. Use a mild all purpose cleaner and brush to get rid of normal "stains" and re-vacuum the interior. If you have a real problem stain, use a stronger solution or stain remover and a commercial shampoo/extractor if you have one.

When cleaning the interior dash, doors and center console, be sure to spray your towel with the cleaner to clean and not the vinyl or plastic directly, this time of the year it may permanently stain it! Follow up with a damp towel to remove residue from cleaning or dress the interior with a water based dressing.

Having an understanding of what to do will give you an edge when consulting your customer on what you offer and how you plan to do the service, they will thank you for doing a great job and not just cleaning, but really detailing it!

Best of all, you can get all of the products and equipment you need from Kleen-Rite!

Steve Sause  
Director of Technical Services  
Vehicle Care  
Simoniz USA Inc.



The newest low volume reverse osmosis system is here to satisfy your spot free rinse needs. This unit includes pumps, a carbon filter and is designed for the value-minded self serve car wash owner. Constructed of stainless steel, the system includes:

- Low water cut off protection for delivery pump.
- 2 High-performance Thin Film composite membranes.
- Factory pre-wired and pre-plumbed.
- 10X44 Carbon Filter with backwashing head.
- Manual for installation, operation and troubleshooting.

#### FEATURES

Compact footprint  
(42" X 12" X 42")

Value Priced

Low Energy usage

#### BENEFITS

Takes up less of your valuable  
equipment room space!

Less than half the price of  
a motorized R.O. system!

Reduce your monthly electric bill!

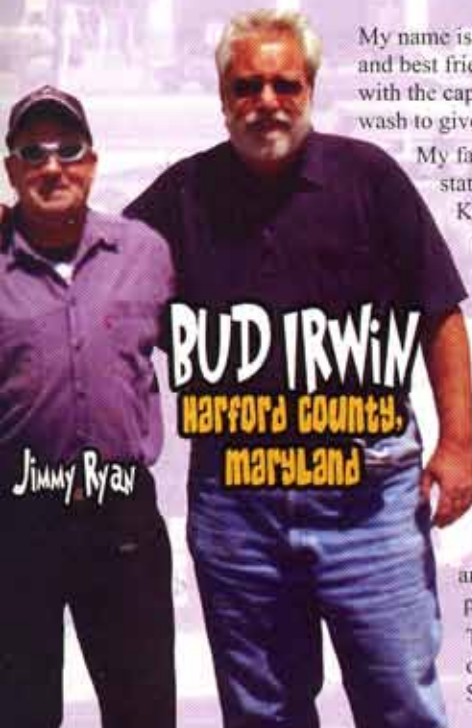


Starting at  
**\$2,970**

**Kleen-Rite  
LOW VOLUME  
SPOT FREE RINSE**



# OPERATOR SPOTLIGHT



My name is Bud Irwin and I own three carwashes in Harford County, Maryland known as Bud's Car Washes. My manager and best friend owns a former location of mine in Baltimore City, MD. Together we operate a 105 foot conveyor tunnel with the capability of friction or touch free. We find it crucial to use Kleen-Rite touch free chemical even in our friction wash to give the absolute best job. We also have 4 touch free automatics, 25 self-serve bays, and 42 vacuums.

My father went into the carwash business in the 1960's with a two bay self-serve wash in the back of an old gas station. Later he purchased a 5 bay self-serve wash. Even then, before customer numbers and catalogs, we were Kleen-Rite customers dealing with Harold McKonly.

In 1979 my Father passed away suddenly. At that point, at the age of 22, I had the 5 bay wash with only a few years left on the lease.

In 1980 I purchased a 2 bay self-serve with a 50' conveyor automatic tunnel. The location had a mediocre income and many technical problems. Kleen-Rite customer Melvin Keith and owner Harold McKonly gave me a great deal of advice and technical support. Without their expertise, I would have lost my first carwash.

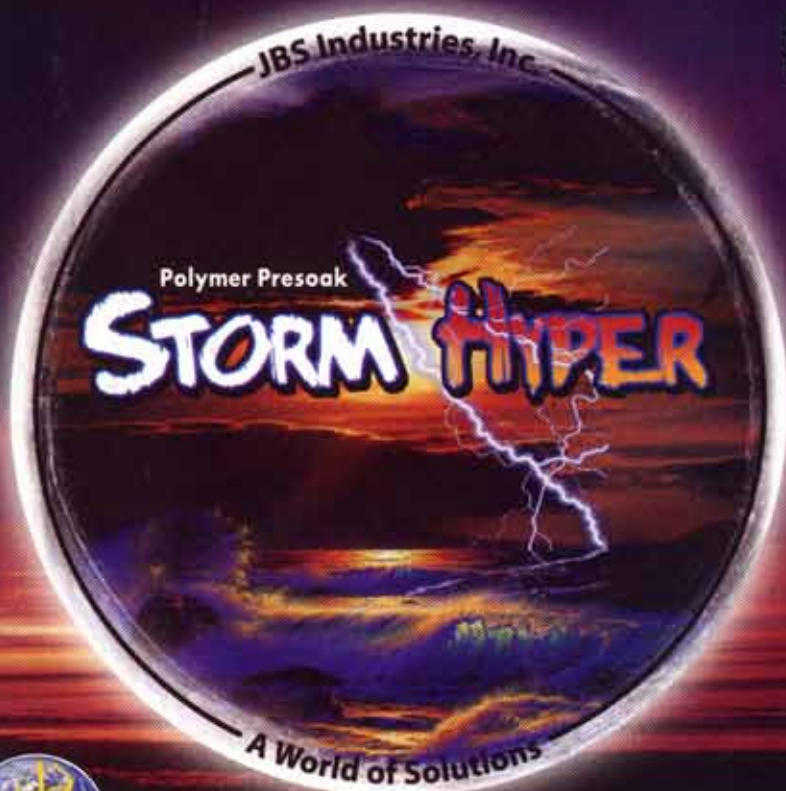
A new invention at the time, foamer brushes, were installed in the 2 bays. My total net income doubled. Two additional self-serve bays were added and my net income doubled again.

I then purchased a location in Bel Air, MD. with gas, a conveyor tunnel and 3 self-serve bays. I later added 5 more additional bays in a separate building on the back of the property. I sold my Baltimore City location to Jimmy Ryan who came to work for me. In the meantime, I lost my lease on my father's old place.

I later built a ten bay site four miles north of my Harford County location with 3 touch free automatics and 7 self-serve bays. I recently acquired a 7 bay self-serve wash six miles south of the Bel Air wash, where I plan to add 2 touch free automatics. If you've got to have competition it may as well be yourself.

Today we have an outstanding relationship with Kleen-Rite and Mike McKonly. His father would be very proud of him and his operation. Whenever we need supplies, chemicals or parts, we know to call Kleen-Rite. Some things never change and the quality of Kleen-Rite is one of them.

## THE BEST POUND FOR POUND TOUCH-FREE PRESOAK IN THE LAND!



## STORM HYPER®

Storm Hyper and the highly anticipated Storm Hyper Special combine exotic polymer technology with added grime fighting agents to create the ultimate in presoak synergy! Polymer base presoaks are safer for your customer's clear coat finish and give their vehicle an added shine; while eliminating 99% plus of the windshield mask. These revolutionary products are excellent single step presoaks or fantastic in two-step applications when doubled with Stingray Low pH (non-corrosive low pH) or Film Buster Plus (citrus solvent.)

Try Storm Hyper or Storm Hyper Special today!

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

257 South 9th St.  
Columbia, PA 17512

800.233.3873  
www.kleen-ritecorp.com



# THE BIGGEST LITTLE SPONGE!



Case of 48 -

Free Decal -

Great for Wheels, Chrome,  
Glass, Boats, Car Interiors,  
Vinyl & Leather!

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



# Perfect Tires Every Time with the revolutionary Tire Shiner™<sup>①</sup> and Pad Perfect™<sup>②</sup> Tire Dressing!



"Pad Perfect™ is a major technological breakthrough in the art of dressing tires automatically." Bill Gorra President, Simoniz USA



## WHAT TIRE SHINER™ DELIVERS

- Eliminates labor
- Shines better, lasts longer
- Stops hazardous slipping
- Controls cost
- Now available for Touchless In-Bay Automatics

## WHAT PAD PERFECT™ DELIVERS

- A nonsolvent tire dressing
- Viscosity perfectly matched to porosity of our Tire Shiner™ pads
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### PACKAGE INCLUDES:

- Tire Shiner
- Electric Sign
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- 2 Tire Shine Windmasters
- 1-30 gallon drum of Pad Perfect

① Patented

② Patent Pending

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