

THE KLEEN-SCENE

THE OFFICIAL NEWSLETTER OF KLEEN-RITE CORP.

ISSUE NO. 6 February, 2007

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Our Open House At The
Las Vegas
Western Distribution Center

Third Annual
Kleen-Rite
EXPO
Review

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Weep VS
Anti-Freeze

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Columbia Ledger, Nov. 20 - Dec. 6, 2006

At the Car Wash - Kleen-Rite style

Jamie Koons

Staff Writer
jamiekoons@wmtl.com

More than 500 people visited Columbia here, 15, when Kleen-Rite Corporation held their third annual expo, hosting car wash vendors and customers from around the country.

Scanners related to the car wash industry were featured throughout the event, from 9 a.m. until 5 p.m., with a break for a catered lunch. Visitors also had the opportunity to tour the Kleen-Rite Corp. offices during the day

show," he said. "We've watched it grow and grow."

The expo gives also give big prizes away a trip to another show, two flat-screen televisions, two computers, a flat-screen, two digital cameras, two iPods, and a DVD home theater system.

Scrap and the expo is a great way to connect with customers, and it helps the industry as a whole. The family atmosphere of Kleen-Rite Corp., he said, is unique. "Instead of going with higher freight companies, they have their own freight company in Columbia."

One of the major vendors at the show, Simnitz, is a chemical manufacturer who has a 30-year history with Kleen-Rite Corp. Chemicals are vital for the various segments of car washing, and Simnitz has been a Kleen-Rite

Regional Sales Manager. "I've wanted to know how they can perform revenue."

Lutz recognized that such a large influx of people into their area not only helps their community, but also boosts the local economy for the entire area.

the last



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- 1 Foam Topp Towels VSKT100W
- 1 Car Wash Action Window Cleaner
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- 3 Aerosol Pump AKM312E
- 4 Accumulator Tapers T16G401

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Model	10% Dilution	20% Dilution	30% Dilution	40% Dilution	50% Dilution
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2000	200	100	67	50	40
3000	300	150	100	75	60
4000	400	200	133	100	80
5000	500	250	167	125	100
6000	600	300	200	150	120
7000	700	350	233	175	140
8000	800	400	267	200	160
9000	900	450	300	225	180
10000	1000	500	333	250	200

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KLEEN-RITE EXPO

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On The Cover

This issue we feature Christina Swift of Manor Township, PA. Christina is a student at Penn Manor High School and is one of the two leaders of the Hip Hop Dance Club. She plans on studying Marine Biology in Florida where she hopes to attend college.

Christina is pictured operating the Kleen-Rite Dog Wash with Kaos. A mix of Rotweiler and Pit Bull, Kaos was born on December 6, 1996. He was raised by his owner Shawn Mylin of Lancaster, PA

We want to thank both Christina and Kaos for helping us create this issues cover!



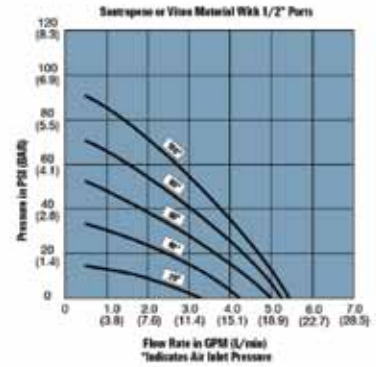
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Photo: Provided by Mike, Frisco, Texas, Car Wash Machine



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KLEEN-RITE CORP.



We would like to take this opportunity to thank all of our customers for the chance to supply your car washes. We always strive to do a better job and communicating with you, our customers, is always a great help. We plan on attending the various trade shows throughout the country this season and would like to invite you to stop by our booth and meet members of our team. It's always nice to put a name and face together at these events.

We held our 3rd annual Kleen-Rite "Learn More, Earn More" Expo this past November. We want to thank all the manufacturers who came out and exhibited at the expo, we couldn't pull it off year after year without you guys. We appreciate all the car wash operators who came to the show this year and want to encourage all of you who haven't made it out to one of our expos yet, to try and make it to one of our future shows.

We will be hosting our second Open House at our Las Vegas Facility Sunday, March 25th, the night before the ICA show opens. Buses will leave from the front of the convention center at 6 p.m. We'll tour the facility and have dinner, rub elbows with your favorite manufacturers and drop you back off where we started. If your interested in attending, just look for the Kleen-Rite bus or give us a call for more info.

We look forward to the continued expansion of our Las Vegas Distribution Center (opened March 2006), Monster Soap Special, Free Shipping on all soap pallets, enhancing our web-site and the Kleen-Rite Expo. These are just a few of the reasons we are excited about 2007.

Please enjoy this edition of the Kleen-Scene magazine and look out for our new 2007 Catalog coming in March. We hope you have a great year and look forward to playing a role in your continued success. If you have an idea or concern feel free to contact us directly by phone or e-mail at keith@kleen-ritecorp.com

Sincerely,

Mike McLarty *Keith*



Our 3rd Annual Kleen-Rite EXPO

was another
Terrific **Success**

This year's "Learn More, Earn More" Informational Seminar & Training Expo was a great event. This free one day event was held here at Kleen-Rite in Columbia, Pennsylvania. Attendees traveled from all over the country and Canada to come and spend the day with us and learn ways to run and maintain their operations more efficiently. They also took advantage of tremendous savings and show specials available to show attendees only.

We had over 65 manufacturer's of car wash equipment and supplies on hand to discuss and answer customer's questions. Hydro-Spray set up their "Cobra" in-bay automatic in the center of the show room floor, while ArmorAll brought in a Nascar simulator car. Hamel Mfg. brought a funny car racer with them as well.



Registering for the show.



Keith discusses the Dog Wash



Mike conducts a seminar on the Dog Wash



Funny car brought in by Hamel Mfg.



John hands out door prizes to the winners.



Boarding the tour bus for a complete tour of the entire Kleen-Rite operation.

Training seminars were held throughout the day. Operators were asked to vote on their registration forms for the top 10 manufacturer's products that they wished to learn more about. Those top 10 companies were then given one hour time slots in which to conduct their seminars.

We had to upgrade the regular trolley car to a full size tour bus this year to accommodate the number of people who wanted to take the tour of our facilities. Those who did take the tour were treated to the full history of Kleen-Rite including the original Cherry Street location, our warehouses, offices and the Kleen-Rite Car Wash & Dog Wash.

Door prizes were given away towards the end of the day. This year manufacturers donated proceeds to finance all of the prizes. Prizes included digital cameras, home stereos, camcorders, ipods, flat screen televisions, and two \$500 Kleen-Rite shopping spree gift certificates. The Grand prize was an all expense paid trip for two to the 2007, ICA Car Care World Expo in Las Vegas. Congratulations to Dale Egan for winning the trip to Vegas.

Thanks to the companies who donated to the door prize giveaways.

- Simoniz, U.S.A., Inc.
- Laurel Metals
- Rain Tunnel
- Parker Engineering
- Mercantile Development
- SAT Corporation
- Q.B. Enterprises
- Flitz International
- McConaughey Associates
- Rowe International
- JBS Industries
- Giant Industries

Car-Freshner ran a special drawing through the day. Anyone who purchased their product during the course of the event were entered into the drawing. They pulled names once an hour and gave the winners \$250 cash!

We want to thank everyone who attended our show. We hope that you had a good time and that the time was well spent. We also hope that you were able to learn something while you were here. A big thank you to all our manufacturer's for coming out and setting up your booths, we know it's a lot of work and we couldn't have done it without you.



Taking orders at the On-Site Order Desk.



Conducting the Door Prize raffle.

A giant gorilla guards the entrance.



Attendees had their photos taken with the Kleen-Scene Cover Girl.



Car-Freshner gave away \$250 cash to customers every hour.



J.E. Adams hosts a seminar on their Vac Islands.



The buffet area served both breakfast & lunch.

Maximize your profits!

With our Ultra Series Turbo-powered Combination Vacuums!

- Easy-to-use lighted push buttons clearly identify which service is selected
- 3 1.5 HP. Ametek motors
- Large digital display timer is highly visible, easy to read, variable messages, calculate time between functions, variable rates, remaining time when switched during any function, and into a built-in coin counter
- 4 quick change filter bags
- Main Series 2000 bill acceptor takes \$1 & \$5 bills
- Lighted colored dome in shade of 8 colors
- Electronic bill acceptor
- Visual and audible low level alert
- Comes with 7 Medeco locks
- Optional alarm systems available
- Optional credit card acceptor available
- Maximum security 2 door design separates service area from the bill acceptor and the coin box storage area
- Built with industry standard components (NO PROPRIETARY PARTS WHICH CAN BE EXPENSIVE, HARD TO SOURCE, AND DIFFICULT TO REPLACE)



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OPTIONAL
CREDIT
CARD
ACCEPTOR

ULTRA 29000 SERIES

- 3 lighted push buttons for the following functions: 2 motor vacuum, 3 motor turbo vacuum, and shampoo & spot remover
- Dispenses 2.5 gallons of foam in 1 min.

- 29000** 2 motor vacuum, 3 motor turbo vacuum, shampoo & spot remover, w/bill acceptor, 260 lbs.
- 29001** 2 motor vacuum, 3 motor turbo vacuum, shampoo & spot remover, w/bill acceptor, vault ready, 260 lbs.
- 29002** 2 motor vacuum, 3 motor turbo vacuum, shampoo & spot remover, no bill acceptor, 260 lbs.
- 29003** 2 motor vacuum, 3 motor turbo vacuum, shampoo & spot remover, no bill acceptor, vault ready, 260 lbs.

ULTRA 29015 SERIES

- 3 lighted push buttons for the following functions: 2 motor vacuum, 3 motor turbo vacuum, and fragrance dispensing
- Dispenses 3/4 oz. of fragrance in 30 sec.

- 29015** 2 motor vacuum, 3 motor turbo vacuum, 3 fragrances, w/bill acceptor, 260 lbs.
- 29016** 2 motor vacuum, 3 motor turbo vacuum, 3 fragrances, w/bill acceptor, vault ready, 260 lbs.
- 29017** 2 motor vacuum, 3 motor turbo vacuum, 3 fragrances, no bill acceptor, 260 lbs.
- 29018** 2 motor vacuum, 3 motor turbo vacuum, 3 fragrances, no bill acceptor, vault ready, 260 lbs.

ULTRA 29025 SERIES

- 2 lighted push buttons, in select models: 2 motor vacuum setting and 3 motor turbo vacuum setting

- 29025** 2 motor vacuum, 3 motor turbo vacuum, w/bill acceptor, 260 lbs.
- 29026** 2 motor vacuum, 3 motor turbo vacuum, w/bill acceptor, vault ready, 260 lbs.
- 29027** 2 motor vacuum, 3 motor turbo vacuum, no bill acceptor, 260 lbs.
- 29028** 2 motor vacuum, 3 motor turbo vacuum, no bill acceptor, vault ready, 260 lbs.
- 8000-30** Optional remote control programmer for digital display, 8 oz.

We've got you covered!

With our Ultra Series Turbo-powered Combination Vacuums, Detail Station Islands & Canopies!

8' Single Vacuum Island Base & Canopy



32001CANY CANOPY & 32001 BASE SHOWN WITH 28000 COMBINATION VACUUM

ISLAND CANOPY FEATURES

- Canopy covered in 16 oz. vinyl, available in many colors, can be customized to match most sites with the use of applied graphics
- Aluminum canopy frame comes with 4" x 4" aluminum poles
- Canopy comes with (4) 4' fluorescent light fixtures (canopies must be hard wired by a licensed electrician, light bulbs are not incl.)
- Egg crate bottom panel covers underside of canopy protecting the frame and bulbs

28000 ULTRA SERIES COMBINATION VACUUM

- Easy-to-use rotary switch to select services
- 5 service doors for easy access to filter bags, shampoo/spot/fragrance, clean-out bin, coin box and meter panel door
- 7 Medeco locks for max. security
- 4 quick-change filter bags
- Electronic coin acceptor
- Industry's most powerful 2 HP air compressor
- MARS series 2000 \$1 and \$5 bill acceptor
- Large digital display timer with built-in coin counter, scrolls messages, prices, and counts down remaining time
- Model 28000 shown - features 2 motor vac, 3 motor turbo vac, shampoo machine, spot remover, 3 fragrances, air machine, 368 lbs., additional models available

10' Double Vacuum Island Base & Canopy



32010CANR CANOPY & 32010 BASE SHOWN WITH 29000 & 29015 COMBINATION VACUUMS

ISLAND BASE FEATURES

- All stainless steel construction - including vacuum platforms
- 4-piece (double vacuum island base) & 3-piece (single vacuum island base) modular construction designed for fast and easy assembly
- Service door is secured with 2 Medeco cam locks
- Interior vaults are available
- Teepee mat holder with 4 mat clamps
- Bumper guard for car door protection
- Provides easy access for trash disposal
- Comes with a 28-gallon Rubbermaid trash container

12' DOUBLE VACUUM ISLAND BASE & CANOPY ALSO AVAILABLE!

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Vacuum Platform for 8' Island is 48"L x 40"D
Vacuum Platform for 10' Island is 38"L x 40"D
Vacuum Platform for 12' Island is 48"L x 40"D



LP122/LP123
35 GPM @ 1300 PSI @ 800 RPM



P56W
6.1 GPM @ 1900 PSI @ 1420 RPM



Pulsation Dampner
12 GPM @ 3000 PSI



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10 GPM @ 5000 PSI @ 300 F



Moistwipe



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22900 Series
Inloaders/Regulators



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**UNDER
PRESSURE**
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An OPEN and Shut Case for Doors

by Tom Kimener, Wyndstar Doors



Mention doors to ten car wash operators and you will get ten opinions. They range from a groan like “worst decision I’ve ever made” to Love mine, best addition to my wash I have ever done”.

So what can you take from these varied opinions? Simple, decide whether you need or have to have doors. Why would you need them? Security during closed hours is one reason. That would depend on past history and the type of area where your wash is located. Not every wash is located in the high rent district. In reality doors keep honest people honest. Anybody that is determined to get into the wash bay can defeat any door on the market. Most thieves want what is in your change maker rather than an air cylinder, brush or drive motor. Security from the errant intrusion into your wash is about the best you can expect so security is probably not your first decision criteria.

Why would you need them? Security during closed hours is one reason.

The second reason would be environmental. Are your driers causing noise complaints from neighbors? Perhaps residential or commercial growth has reached the boundaries of your wash and drier noise that was not a problem in the past is now. A good quick cycling door can reduce decibel levels to an acceptable level by your new neighbors. This situation is increasing in frequency and consequence especially in growth areas of the south and west.

The third reason is to prevent the overspray or wind driven spray of presoak onto the cars in queue on hot days, there are probably thousands of anecdotes about having to pay to rub out the black Porsche or Corvette or “supply model name here” that sat for eight minutes in 100 degree weather while the over sprayed presoak baked itself into the finish. This situation is not as uncommon as you might think and a good door can reduce that exposure as well.

The fourth and probably the most important reason is if your wash is in a cold climate and doors prevent freeze ups. That’s not conjecture it’s fact. We can argue about the advances in wash technology and whose machine can really operate in 5° weather without doors but those lucky few are the exception not the rule. It really is a simple decision, operate without good doors and pay through the nose for heat loss or worse, operate and freeze up your wash suffering the pain of burst pipes, pumps and working for three days to thaw the wash. Or you can operate with good fast cycling doors and reap the benefits of lower gas heat bills increased up time and through put. It’s a no brainer; get some doors, good ones!

You’ve now made your decision to install doors or replace the ones you have. What do you look for in a door? Not as easy as you might think. Here are some guidelines to make it easier.

- 1 Corrosion Resistance-** Pick doors that are corrosion proof or at the very least corrosion resistant. There are new doors on the market specifically designed to accomplish this seemingly obvious task and others that have been modified to attempt it, with varying degrees of success. Corrosion resistant is a relative term, look for doors that use polymers, FRP or stainless steel construction. Galvanized steel, aluminum and coated carbon steel all corrode fairly quickly when subjected to the wash environment.
- 2 Simplicity in Design/Manufacture-** Evaluate your choice of doors with respect to their simplicity. Simple is good. Fewer moving parts require less maintenance and reduce the number of failure points.
- 3 Drive Mechanism-** Look at the drive mechanism. Is it subject to freezing? It’s mounted at the coldest parts of the wash. Air operated doors are particularly vulnerable to freezing, especially if you don’t have an adequate air-drying mechanism in your air system. Make sure that the drive is rated for a wet atmosphere. Are drive chains and sprockets stainless steel? Are there NEMA4 or 4X enclosures guarding

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Winter Foaming Brush Additive



Unique winter tri-foam "gloss enhancing" polish. Winter Glow Foam Polish provides brilliant colored foam to help clean and protect the vehicle's surface. Non-staining formula. Effective in temperatures as low as -25° F.

May be diluted up to 20 to 1.

JBCWFA

Winter Foaming Brush



Winter Foam Brush is a high-foaming foam brush detergent for use in freezing and cold weather conditions. Effective in temperatures as low as -50° F.

May be diluted up to 20 to 1.

JBAF5

Winter Glow Foam Polish



Use this concentrate to add to a 55 Gallon drum of methanol to create an effective winter foam brush. Effective in temperatures as low as -50° F. Concentrate additive creates a light pink foam brush.

May be diluted up to 20 to 1.

	5 Gallon	15 Gallon
Pink	JBWGFP5P	JBWGFP15P
Blue	JBWGFP5B	JBWGFP15B
Yellow	JBWGFP5Y	JBWGFP15Y

electrical components? In the case of sectional, garage type doors are the springs stainless steel? They are available now at extra cost. Are the cables, hinges, and track stainless steel? If not count on replacing them yearly. Newer door designs have eliminated cables, springs, chains, sprockets, hinges, rollers, and the litany of other moving parts.

4 Visibility- This should be a standard on any door you choose. A wash that looks closed...is closed ... to a customer! Having doors doesn't have to mean the wash looks closed when the door is down. Clear sections are available with sectional doors, again at an extra cost whereas the newer designs provide it as standard. Visibility also provides a feeling of security for some customers. Ambient light through the door reduces the anxiety of pulling into an enclosed space.



Having doors doesn't have to mean the wash looks closed when the door is down.

5 Impactability- Can your door take a hit? All of them can and a lot do but what happens after they're driven into or through? With a solid style door you are in for car claims for a scratched car, a hefty service bill and lost revenue until you can get the damaged door out of the way. Not to mention the wait for repair parts, you do stock extra door sections don't you? Another nod to technology. There are now doors that can be impacted, even driven through popped out of their tracks and put themselves back in without damaging cars or themselves.

6 Parts & Service availability- if you do choose a solid, sectional or biparting door you would be wise to stock extra door sections, cables, rollers, springs, hinges, even cable drums especially if your door service provider doesn't. Lead times for major door parts can take seven to ten days or sometimes longer. If your service provider doesn't stock them you should. A week without doors in mid winter can seriously affect your bottom line. If you purchased your doors factory direct and are competent enough to install it yourself keep the owners manual and familiarize yourself with the trouble shooting guide and major components in case you have to repair it yourself in an emergency.

Now, what are the choices? There are four types generally. A) Traditional sectional garage type doors B) Bi Fold doors both solid and flexible C) Steel roll up doors and D) Fast acting fabric roll up doors.

A Traditional sectional garage type doors have been around since the Overhead Door Corporation invented them in 1912. Over the years they have been adapted and modified for the car wash with polycarbonate or aluminum sections and recently with more corrosion resistant components to survive in the wash with varying degrees of success. They provide some security and insulation value, however there are many moving and wear parts that require maintenance. If hit or driven through they can cause considerable damage to a car and your wash maybe closed until repairs can be made. Drive systems for

them to your wash color scheme. The vision panels are clear, not translucent, as a standard and you can have as many as you want. Besides being corrosion proof and impactable fast cycling roll up fabric doors can be mounted either inside or outside the wash, perfect for short bay retrofits. They can also reduce the bay length needed in new construction projects due to their low profile, saving building costs. Okay you ask what are their drawbacks? First, they are not a security door but, as stated before, no door is perfectly secure. They have very limited insulation value but if the wash is busy the doors are cycling so much “R” value won’t mean much. No door that is opening constantly provides insulation value. The fabric roll up doors was designed to stop the tunneling effect of the wind. This pulls heat out of the wash bay. Their higher speed reduces the amount of time the door stays open.

The fabric roll up door was designed to stop the tunneling effect of the wind. This pulls heat out of the wash bay.

these doors can be cumbersome and they can only be installed inside the wash so room needs to be made above the wash machine, not always an option in washes. If you choose this type of door buy the upgrades for stainless steel track, springs, cables etc. to prevent them from becoming rusty eyesores and maintenance problems.

B Steel roll up doors are the least expensive but the worst option possible. They are fine for security but because of their construction they will not survive high cycles or the car wash environment. They will be rust buckets in no time and without extremely expensive upgrades for stainless steel construction count on replacing them annually or semi annually.

C Bi Fold doors are an option as well either with flexible PVC panels or solid insulated panels. They come with pneumatic or electrical operation and have some drive through capability. However they take up more opening space and have trouble controlling wind since there is nothing to hold the bottom of the panels in place, they tend to sail in moderate winds.



D Fast cycling Roll up Fabric doors is the newest option. These type doors are fast becoming the door of choice for savvy wash operators. The newer designs use composite components and uncomplicated drive systems. Their curtains use polymer construction and have soft bottom edges to protect personnel and cars. Most of these doors can break away if driven through and some even re-feed themselves into their guides. The curtains come in many colors and you can customize

Price range-General rule of thumb, expect to pay in the neighborhood of anywhere between \$8,000.00 to \$14,000.00 for a pair of sectional type doors, more if the high end corrosion resistant package is added. Some can run upwards of \$20,000.00 to \$21,000.00 per pair. Steel roll up doors generally run between \$3,800.00 to \$5,500.00 each. stainless steel options push these types of doors into the \$11,000.00 to \$13,000.00 range each. Bi Fold doors run anywhere from \$5,500.00 to \$16,000.00 each with option packages adding another 20 to 30 percent. Fast acting roll up fabric doors run from \$5,500.00 to \$7,500.00 each with installation, taxes, and freight adding another 20%-25%.

In summary pick a door based upon its compatibility with your wash, its design, its ability to be impacted by cars, how corrosion resistant it is, its service capability and whether it will meet with your expectations not just its initial cost. When it comes to doors it’s the cost of ownership through its lifetime and its ability to maximize “up time” that is the most important. The best marketing strategy and promotions won’t do you any good if you can’t get a car into your wash. My advice is to do your door research and choose wisely.

Wyndstar Doors are now available from Kleen-Rite.



Take 'em On The Road

Resealable Towellettes



Ready To Use Towelettes

Safe For All Surfaces

Glass Wipes

- Glass cleaner towelette
- Keep in your car, truck, boat or RV to keep windows & mirrors sparkling clean & clear
- 12 Count pack
- 50 per case VSNA1050

Just For Leather 1 Step Towelette

- Cleaning & conditioning wipe
- Ready to use towelette
- Deep cleans all leather & vinyl surfaces
- 12 Count pack
- 50 per case VSNA1750

Vinyl Plus Protectant Towelette

- Ready to use towelette
- Safe for all leather & vinyl surfaces
- Restores, preserves & moisturizes
- 12 Count pack
- 50 per case VSNA1550

Vinyl Plus Cleaner Towelette

- Ready to use towelette
- Safe for all leather & vinyl surfaces
- Deep cleans all leather & vinyl surfaces
- 12 Count pack
- 50 per case VSNA1650

Put the Brakes on DAMAGE Claims

12 ways to stop claims from happening



No carwash is totally immune to customer damage claims, but with proper planning and a program in place, those claims can be kept to a minimum. Bradford Hooper, a California tunnel carwash owner, says there are several ways to stop damage claims in their tracks.

1. The theory. When a customer says his vehicle was damaged by your carwash, take him into the tunnel and ask him to come up with a theory as to how it happened. Show him how the equipment works. Hooper says most of the damage claims stop at this point, once the customer realizes the equipment could not have done the damage.

2. Cameras. Every carwash should have a digital camera system in place. If a customer claims your carwash damaged his car, a camera can show that the damage was there before the carwash. Cameras won't show everything, but they can stop some ridiculous damage claims in their tracks. Hooper also suggests that operators come up with a form of "sign language" so employees who see scratches or small dents when a car arrives can point to the damage in full view of the cameras—indicating there is some type of damage on a particular part of the car. If an issue comes up later, that might help the carwash prevent a phony damage claim. Operators should also decide if the cameras will be focused to show detail or to show the big picture. Hooper suggests focusing on the big picture, since a lot can be missed if the camera is focused too tightly. Hooper adds that just the existence of cameras can stop people from making damage claims in the first place.



3. Signage/disclaimer. In addition to carwash signage, make sure there are disclaimers regarding vehicle damage on your customer receipts. Let them know that automatic antennas can break in the wash. This can't shield you from all claims, but it can offer some protection.

4. People. Operators need to have the right people in place to handle damage claims when they do occur. While this person may be your general manager, it doesn't have to be. Whoever handles customers in this situation must be good in dealing with people. "I had a general manager who was great at everything except talking with customers about damage claims. It turned out my assistant manager was great with people, so I made him the point man on damage," Hooper says.

Whoever handles customers in this situation must be good in dealing with people.

5. Role-playing. Hooper suggests that operators use rainy days to have role-playing sessions with employees. Have one employee pretend to be an irate customer, and have someone else handle that customer. Make sure they know what to say and what not to say.

6. Listen to the customer. It sounds simple, but this is crucial to keeping the customer calm. Watch your non-verbal signals too. One word of advice: Never tell a customer to "calm down." This phrase will only anger him more, Hooper says. Instead, say something like, "I understand you are angry, Mr. Kelly." That way the customer knows you are listening to him. The customer also needs to be treated with respect. While some people are "out to get" a carwash, the majority of customers who make damage claims honestly believe their cars were damaged at your wash. After all, many of them have probably not looked closely at their vehicles in months. Other cars arrive at the carwash so dirty that any scratches or dents that were there don't become visible until after it's clean.

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body shop you trust. Order a rental car so the customer is not inconvenienced for the day or two it takes to repair the damage. You may also want to give the customer coupons for free services to keep him as a loyal customer. "Everyone knows accidents happen," Hooper says. "Wow them with your responsiveness."

12. Gray areas. There will be cases where no one can figure out whether or not a car was damaged at the wash. In a case like that, operators should remember that it costs more to get a new customer than it does to retain an existing one. So tell the customer that although you don't believe the carwash was at fault, you would be glad to offer him some free detail or carwash services. Perhaps the scratch in question can be buffed out in a few minutes in your detail shop. Even if the carwash didn't scratch the car, customers will be thrilled with the gesture, and it won't cost you anything.

Have an in-house damage-claim form available for employees to fill out when there is a damage claim.

7. Move the angry customer. Some customers will begin yelling and discrediting the carwash after finding damage. Remove that customer from the area immediately so other customers don't hear what he's saying. Removing him will not only calm him down (because his audience is gone), but it will keep your other customers out of the situation. Just politely say something like, "Would you mind stepping over here so we can discuss this further?"

8. Make an appointment. If you will need to review a tape to get further details on a claim, ask the customer if he will come back at a certain time later in the day to discuss the incident. Not only does this give you time to find out what happened, but the customer will be much calmer when he returns. Hooper says he's had customers come back later and apologize for the way they behaved earlier.

9. Paperwork. Have an in-house damage-claim form available for employees to fill out when there is a damage claim. This form will hold customer contact information, vehicle information and details of the claim. Not only will it show customers you are a professional carwash, it will serve as a record of damage claims. These can be reviewed by managers and used to prevent future problems. Make sure to give a copy of the form to the customer.

Operators should try to resolve all claims within 24 hours.

10. Time is valuable. Hooper says operators should try to resolve all claims within 24 hours. This allows customers and operators to get on with their lives and not agonize over a damage claim.

11. Admit fault. If your carwash did cause damage to a customer's car, you should take responsibility for it. First, assure the customer that you will take care of everything. Then, have the customer take the car to a

This article was adapted from an educational session presented by Bradford Hooper at the 2006 Car Care World Expo in Las Vegas. It appeared in the September 2006 issue of Modern Car Care. This article was reprinted with the permission of Modern Car Care.

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15

THE KLEEN★TEAM

Betty Metzger

Accounts Payable

Hi, my name is Betty (Elizabeth) Metzger. I started at Kleen-Rite in 1991 as an Order Taker/Accounts Payable person. I've been with Kleen-Rite for fifteen years. In those fifteen years, I have witnessed a lot of changes and growth. I am in my third building since I started here because of the growth. I only do Accounts Payable now due to the large volume of vendors.

I've been with my husband, Tom, for twenty-six years. We have two girls, Allison, twentyfive and Kerri, twentyone. We also have two boys, our cats Archie and Pumpkin. I'm sure the growth will continue at home and work. I am proud to be part of both.

All of us here at Kleen-Rite want to thank Betty for her years of service and for helping build the company into what it is today.



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Tradeshow SCHEDULE

Kleen-Rite is hitting the road this season.

We will be exhibiting at various regional trade shows this season.

We hope you come to one of the shows & stop by our booth.

Below is our trade show schedule, we hope to see you there!

February 18-20	Southwestern Car Wash Association Arlington Convention Center, Arlington, TX
March 7-8	CARWACS & Convenience U Toronto Congress Centre, Toronto, Canada
March 26-28	Car Care World Expo Las Vegas Convention Center, Las Vegas, NV
April 20-21	Heartland Car Wash Association Adventureland Palace Theatre, Des Moines, IA



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Q&A

Weep Systems Versus Anti-Freeze Detergents

by Mike Lefever, Kleen-Rite Technician

Q. What are the advantages and disadvantages of using weep versus anti-freeze detergent for my foam brush?

A. Winter is here. That means it's time to think about freeze protection. For your high pressure guns, it's simple. The only option is to weep them. It gets a little more complicated with foam brush. You can tie the brushes into the same weep system you use for your guns, or you can change over to anti-freeze detergent when the temperature starts to drop.

The water that is weeped through the brush ends up on the floor, causing problems with ice in your bays...

The advantage of weeping the brushes is that you don't have to switch chemicals when the temperature drops, and you use much less chemical than you would with anti-freeze detergent. There are a number of disadvantages to weep, though. Your water use will obviously be higher. Also, the water that is weeped through the brush ends up on the floor, causing problems with ice in your bays which could cause accidents and lawsuits if you don't have an adequate floor heat system to keep it from freezing. Another disadvantage of weeping is that it causes a delay in your foam brush soap getting to the brush. The weep water in the line has to be pumped out before you see soap in the bay. Finally, with a weep system, there's the possibility of a mechanical issue which could result in failure of the weep system leading to a freeze-up.

Using anti-freeze detergent also has its advantages and disadvantages. The advantages include quick delivery of soap to the bay, since you don't have to wait for the weep water to clear the lines before getting chemical. Using anti-freeze also eliminates the problem of the weep water running onto the ground and freezing up in your bays, which in turn means it takes less oil to run your floor heat. Additionally, you for the most part, do away with the possibility of equipment failure leading to freezing. The biggest disadvantage of anti-freeze detergent is the chemical cost. You will go through anti-freeze soap much faster than with your normal foam brush soap. Another disadvantage is it's somewhat more hands-on than weeping. If you want to avoid using more chemical than necessary, you must change the metering tip in your hydrominder as the temperature drops (see chart).

Either option can be an effective way to keep your foam brush usable through the winter months...

Either option can be an effective way to keep your foam brush usable through the winter months. Every operator needs to weigh the advantages and disadvantages of both to determine which is the best choice for them.

Dilution Rate	Protects From Freezing To:	New Metering Tip
1 part det. + 13 parts water	30°F to 20°F	Red
1 part det. + 8 parts water	20°F to 10°F	Beige
1 part det. + 5 parts water	10°F to 0°F	Black
1 part det. + 3 parts water	0°F to -10°F	Grey
1 part det. + 2 parts water	-10°F	No Tip

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One Company's HISTORY of making Orbital Polishers

You know it when you see it. The two headed polisher that's been around our industry for over 50 years looks like none other. Sort of space-age in a retro way, we think. It is the Cyclo™ polisher of course.

We visited the Cyclo Toolmakers factory to learn what makes this company's tools so long-lived and how they got started. We met some interesting people, received a clever usage tip, and learned a few things none of us knew (ever polish a casket?). Read on and join us for this tour – learn about the history of the original tool of the detailer's trade.



variety in how you hold and guide the smooth operator.

The company making Cyclo polishers was started in 1952 as Cyclo Manufacturing. A Denver aviation entrepreneur, Harry Combs was re-importing the Lockheed Electra WWII aircraft to re-furbish them for use as corporate executive planes. Hand polishing their silver aluminum bodies proved so labor intensive – really intensive – that Combs' engineers were asked to design a machine for the job. The machines they designed included one that largely resembles today's Cyclo polisher, and they were awarded a patent on the orbital mechanism used in almost all orbital polishers today. In fact the patent shows a two-headed, three-headed and even a four-headed polisher.

The dual head product design has changed little over the ensuing years. Cody Sutherland, president and owner of Cyclo Toolmakers, elaborated: "My grandfather often said, 'When you have a good story,

It looks as if it is going to take 2 hands to control the beast... it does not.

First the polisher itself: If ever there was a case of function over form, we think they have it. The Cyclo polisher has two 4" orbital polishing heads for pads on the bottom, a motor that sticks up from the top at the center of the tool, and a front and rear handle, as if it is going to take two hands to control the beast. It does not. Two principal design features internally balance the machine. First, each head has a counterweight that balances the offset rotation of the orbital motion. Second, the heads are "timed" relative to one another so that each compensates for the other. Finally, the weight of the whole machine is distributed front to back and its operation so smooth that you can control it with just the fingertips of one hand. We really like how you can use this all day long and not suffer the fatigue you get from many other vibrating tools. As for the T-grip handles, they say there are two just to give you some choice and



stick with it.' Cyclo has made a great product for these many years, and the people that use it, they just love it. Read the forums. Ask around. That's what I did when I bought this company four years ago. We were so impressed with the way people talked about the product

that we knew it was a great company to be part of. One of the original design engineers and a 50 year veteran was still working at the firm as were others who had been with the firm for over 20 years, and we joined right in. We are sticking with the product design that has proved so useful to detailers."

In the early days, the only pads detailers used were sheepskin. Nowadays, though, users of these types of polisher have many accessories from which

to choose. There are many grades of foam of course, and foam pads in different shapes. You can mount scrub brushes in place of polishing pads to work on carpets and upholstery. *continued....*

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over-the-pad covers made of materials as diverse as baby diapers, spandex, microfibre, and cotton terry cloth

Various makers of accessories offer over-the-pad covers made of materials as diverse as baby diapers, spandex, microfibre, and cotton terry cloth. One can even affix 12000 grit cushioned abrasive fabric to polish glass and acrylics. The latest innovation is from the company that makes “The Edge” high speed rotary buffing pads, Dedication to Detail, Inc. They have used their own patented technology to delivery two-sided buffing pads that make the operation of orbital polishers like the Cyclo even smoother.



a clever usage tip... The coolest tip we brought back from our visit was the use of two heads to both apply and remove polish in a single pass. Here is how it works. On a good paint surface that does not require significant correction – more of an express detail application – you place your one-step polish/protectant on one polishing pad only (green pad in photo). Then on the other side of the dual head machine, you attach a final buffing pad (white pad in photo) and apply no chemical here. If the machine is moved over the car’s surface in a way that the white pad is always the last pad to contact each area, you have a truly time saving technique of applying and removing your product. Change pads often to keep clean pads doing the work.

Orbital polishers fill an important role in detailing. While they do not have the capability of correcting deeply scratched paint, neither do they carry the significant risk of damaging the paint by accident. Put in almost any user’s hands and with proper training, orbital polishers can deliver great results.



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Jim Monk, owner and operator of Monks Carwashes in Warren, TX, selected Arimitsu Pumps for his car wash. He has since enjoyed the peace of mind knowing his wash equipment is quieter, more reliable, and making him money. Now, Jim has more time and money to enjoy one of his favorite hobbies.

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Kleen-Rite's Western Distribution Center Open HOUSE



On October 25th, coinciding with the Western Carwash Association's 25th annual Convention & Trade Show, Kleen-Rite hosted an open house at our new distribution center in Las Vegas. A chartered bus took car wash operators and manufacturers from the Convention Center at the Las Vegas Hilton to the new warehouse on Industry Center Drive. Among those attending were Bill Pitzer and a contingent of members of his on-line forum AutoCareForum.com, as well as many of Kleen-Rite's west coast customers and representatives from our suppliers.



Attendees were given a tour of the facility, followed by a dinner catered by Memphis Barbecue Catering. Over dinner and drinks, customers and manufacturers were able to discuss the car wash business with each other and Kleen-Rite staff. After dinner, a raffle was held and some self-serve and automatic soap packages were given away, along with a few Kleen-Rite gift certificates.



We here at Kleen-Rite feel that the open house was a success in introducing our western distribution center to our customers and suppliers. Another open house will be held on March 25th, the evening prior to the International Carwash Association's Car Care World Expo 2007. Buses will leave the Las Vegas Hilton Hotel and Convention Center at 6pm.



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How I Went From a Dog Wash skeptic, to a True Believer

by John Tobias, Kleen-Rite Corp.



As the guy in charge of marketing and promoting new products for Kleen-Rite Corp., I remember my initial reaction to the first time my boss mentioned to me the fact that he wanted us to start carrying and promoting something called a Dog Wash..... I chuckled and shook my head. I mean come on, we sell car wash equipment and supplies. Who in there right mind would add something as silly as a Dog Wash. It seemed like a silly idea to me, at most, a passing fad.

**It seemed like a silly idea to me,
at most, a passing fad.**

Well that was four years ago, and what I didn't realize at the time was that I would become one of the biggest Dog Wash believers and advocates.

We had been promoting it for several months, and during that time my boss Mike had installed a Dog Wash in his car wash. Somehow during that time my 7 year old Beagle, Jessie, had thrown her back out and suffered great back pain. Jessie is a country dog and like all good country dogs, she gets dirty and smelly, really smelly! Up until that point I washed her in the backyard in a wheel-barrow. When she got to stinking this time though, I couldn't pick her up to get her in to the wheel-barrow because she would howl in pain if I tried to pick her up. What was I going to do? I know, I thought, I'll take her down to Mike's car wash. So I drove her down to the Car Wash and easily enough walked her right up the ramp into the tub, no problem. Although I was familiar with how the Dog Wash worked, this was my first experience actually using one.

Jessie loved it. Rather than the freezing water from the hose she was accustomed to, she was bathed in a steady stream of really warm water. The bathing process was simple. Insert 5 bucks and spin the rotary switch just like a car wash coin box. The shampoo comes right out of the shower head already premixed to a sudsy lather. I used the other functions on her that I normally don't bother doing at home, like the conditioner and the oatmeal conditioner for her dry skin. We ended our first session with the dryer hose and we still had about two minutes left

on the timer. When I walked her down the ramp and back into the car, we were instantly transformed into loyal Dog Wash customers!

My attitude towards the Dog Wash changed that day and so did my zeal towards promoting it as well. I began to tell people about the unit with a new passion and conviction. Now I was promoting something that I truly believed in. We went everywhere we could to spread the news of this great new invention. Car Wash Shows, Dog Grooming Competitions, Pet Expos, anywhere we thought people would have an interest. I've had the opportunity to speak with all manner of people from all walks of life and all of them love the concept.

No matter where I went over those first four years, it seemed I always got asked the same few questions over and over, so I would like to try and answer some of the more popular questions for you now.

Q. What kind of pump does the Dog Wash need?

A. None. The dog wash doesn't use any type of pump at all. We do not want to power wash our dogs, we are simply giving them a bath with normal city pressure.

Q. What about the hair or the smell?

A. The Dog Wash unit comes with a hair trap that pops out easily from the bottom drain allowing operators to simply remove the hair and reinsert. (Think of a swimming pool strainer.) As far as smell or mess, we don't recommend installing a Dog Wash at a site that you cannot check on a few times a day. We have an attendant on site at the Kleen-Rite Car



Wash who periodically goes in to clean up and hose down the place. We recommend washing down the unit at least once a day and if possible twice a day on the weekends. As in any successful car wash, the cleaner you keep it and the more you keep after it, the better you'll do. If people have a pleasant experience, they'll be back and they will tell their friends and family. If they have a bad experience, well, word of mouth works both ways.

continued....

FOLLOW THE LEADER!



**The Number One
Selling Glass Cleaning
Wipe in American Car Washes!**

Don't Miss Out! Be sure to include the WET TOWEL
in your car wash vending program!



Q. Is my site a good location for a Dog Wash?

A. Not every location will be compatible for a Dog Wash. We recommend that your site be close to residential neighborhoods. As opposed to a car wash where people happen to be driving by that day, a dog bath takes a little forethought. People will usually plan on going to wash the dog this Saturday afternoon and will want to get there relatively quickly. So if your site is near homes, it's probably a good one.

Q. How much does one of these things earn?

A. Income potential depends on several variables, such as how much you charge for start up. The coin box that the unit is connected to is simply your standard car wash coin box and can be programmed to start at any price you like. Most Dog Washes, however, usually charge anywhere between \$5 and \$8 for start up. Hours of operation also play a factor in profit potential. Obviously the longer you are open, the more dogs you'll wash. Most people have their Dog Washes open from around 6 am to 11 pm. But other operators keep them open twenty-four hours a day. An operator I know in Northern Pennsylvania has a lot of 2nd and 3rd shift factory workers in his area and tries to accommodate their late night schedules by being open around the clock. All that being said, the average profit generated from a Dog Wash ranges from around \$1,000 to \$1,500 per month. Another way to increase profit is by adding a Dog Wash Vending Center. These three column vending machines allow you to offer several different products to dog owners before and after the initial wash. Items include dog treats, towels for drying, pet wipes for eyes, ears, etc. and even ponchos to keep clothes dry. Also, operators who installed a Dog Wash have been telling me how they have seen an increase in their overall business as well. A lot of times they'll see someone come down to their car wash, wash their dog and then pull into a bay and wash their cars as well. The benefits of offering additional services at your operation are tremendous and also set you apart from your competition. It also gives you the opportunity to cross market and tap into a whole different customer base.

Q. What do I provide for a successful Dog Wash installation?

A. We recommend at least an 8' X 12' minimum indoor area. We also recommend heating the Dog Wash room in the cold winter months. Although not needed to operate a successful Dog Wash, we recommend a small control room located directly behind the wall in which the Dog Wash is mounted, making it easier for you to supply chemicals and mounting of the dryer box behind the wall. A cold water supply and hot water supply will be needed as well. The hot and cold water are then blended together with a blending valve to insure a constant flow of 90°F water. You will also need to provide a 110 Volt, 20 AMP electrical service. A sewer drain will also be necessary. Operators who want to install a Dog Wash unit but don't have the room to spare can take advantage of our Modular Dog Wash Buildings. The Modular Dog Wash Building is delivered to your location completely assembled, wired, and ready to go. This first class heavy-duty structure comes fully equipped with everything you need to be in the dog washing business in a matter of days. And the best part is, it only takes up 2 parking spaces.

Parker Engineering "Slugbuster" Products

Our Promise:

- *Quality Service*
- Quality Products*
- *Quality Value*
- *Quality Built*
- Coin Acceptors*



We've built our business on it!

Several models available in both long and short drop. Call 1-800-233-3873 for details or to place an order.

Q. How come the dryer doesn't blow warm air?

A. We found out from working with experts in the dog grooming industry that warm air can seriously dry out a dog's skin. That's why our forced air grooming dryer blows room temperature ambient air with about a fifteen degree temperature rise. This is the same type of dryer that the grooming professionals in the industry use because it dries and fluffs the dog's fur without adversely drying out their skin.



Q. How can I promote my Dog Wash?

A. Well that's where we can get a little creative. You can start by putting ads in your local newspapers. A lot of times when the newspapers catch wind of your new Dog Wash, they will want to come down and do a feature article on your operation. *continued....*



IN-BAY AUTOMATIC

Car Wash

Wall Panels



SELF SERVICE

FEATURES:

- Low Maintenance
- Impact Resistant
- Never Needs Paint
- Mildew Resistant
- Moisture Proof
- Durable
- Lightweight
- Will Not Rot
- Will Not Rust
- Will Not Warp

Extrutech Car Wash Panels

- P2400 - 24"
- P1300 - 12"
- P3000 - 12"
- All Trims

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

CLASS "A" FIRE RATING

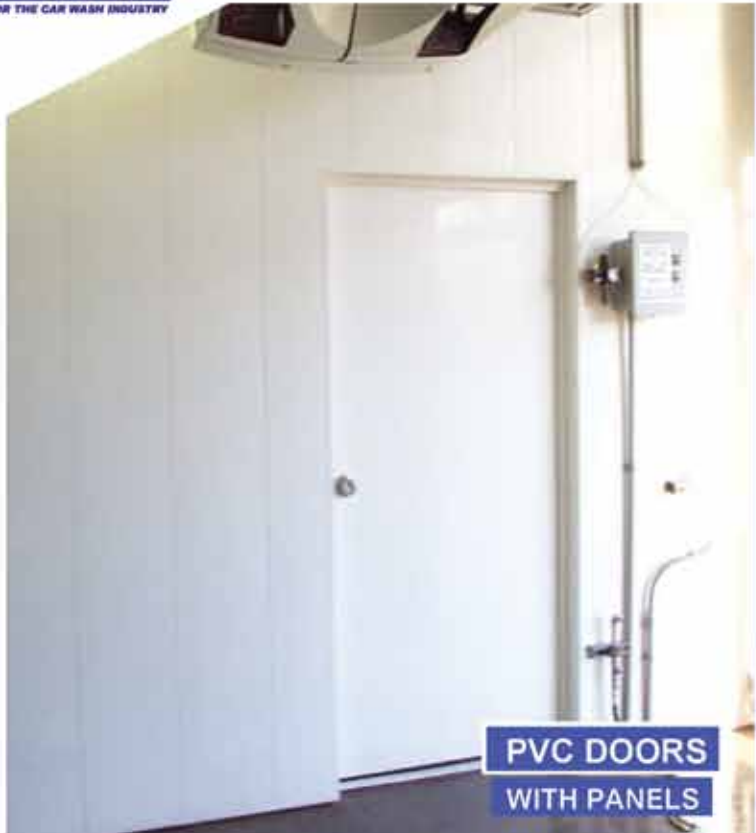
PER ASTM E-84

- White Only
- Custom Lengths
- No Exposed Fasteners
- Easy to Install
- Ten Year Warranty



FULL SERVICE TUNNEL

WITH PARTITION WALL



PVC DOORS

WITH PANELS

I can't tell you how many Dog Wash owners have sent me articles from their local papers on their new Dog Washes. It's new and exciting and most papers want to tell their readers about it. We have also seen postcards and posters made up and placed in local veterinary and animal hospitals. Dog owners will be going to these places and you'll want to get the message out to them. I have also talked to several operators who had successful Grand Openings in conjunction with their local radio stations and animal rescue shelters. The stations announce the Grand Opening for 2 weeks, "Come out and see us broadcasting live from So & So Car Wash and you can also adopt a pet while you're here from your local Humane League". That kind of promotion is priceless, but nothing beats word of mouth. Dog owners talk to other dog owners, so make sure that their first visit is a positive one. You can also enhance your Dog Wash marketing program with our professionally designed graphics package. Everything from window decals, windmaster signs, bay signs and shirts to huge logo signs for the sides of your building.

Dog owners talk, so make sure that their first visit is a positive one.

I know that there are a lot more questions than these. I've only tried to give you some of the most popular ones. We have recently created a website for our Dog Wash. The site features a lot more information than I can convey in this article. Each page also contains video footage of the Dog Wash in action plus customer and operator testimonials. If you'd like to learn more about the Dog Wash check it out at www.dogwashonline.com or you can give us a call at 800-233-3873 to receive a free copy of our Dog Wash Instructional DVD. This 30 minute video explains in graphic detail everything you need to know about being in the Dog Wash business.

In the meantime, I will continue my travels across the country introducing this new business idea to everyone I can, showing it at expos and conventions, giving demonstrations and hosting seminars. The one thing I've grown accustomed to seeing when I'm on the road though, is more times than not, peoples first reaction to the Dog Wash is the same as mine was, ...they chuckle and shake there heads. I just smile to myself because I understand their initial response and I know that sooner or later the concept will grow on them.



John Tobias has been the Marketing & Creative Director for Kleen-Rite's Advertising Dept. for the last five years. He lives in the countryside of Pennsylvania with his wife Kate and three dogs. Pictured here with his Beagle, Jessie, who helped him become a true believer in the Dog Wash.

SUPER SIZED CAR WASH INFLATABLES

GORILLA

33 Ft Tall w/fan
(as seen at Kleen-rite Expo)

RTI31010



AIR DANCER

18 Ft Tall w/fan

RTI30010



TOON CAR

12 Ft Tall w/fan

RTI31000

Also Available:	Size	Part#
Hummer	18' Long	RTI31030
Dog for your Dog Wash	12' Tall	RTI31020

Emperor
Pumps That Rule Any Environment
The New Emperor Line of Pumps With HHT Technology



HTS2215S

Don't Get Stuck On Color



HTCK4050S

The comparisons are in, and the Emperor heats the competition hands down!



I can't believe the quality of these Emperor Pumps! Because of their dependability I was able to triple my business in one year. On top of all that it's incredibly quiet. There's not a better piece of equipment on the market!

*Larry Olson
Olson's Kwik Mart*



Stay Up And Running!

Whether buying new equipment or replacing existing...

Always ask for genuine **Emperor** pumps from General Pump!

Want Foam? You GOT IT!



In our never ending quest to present new innovations and products to you, we introduce to you the new 25 gallon Portable Foamer by Dema Engineering.



Dema Engineering Company, a leading supplier of chemical dispensing equipment to the carwash industry for over 50 years, has just introduced a new line of air driven foaming equipment, both wall mounted and portable. The new 25 gallon portable foamer offers innovative new features and ergonomics for car wash foam cleaning. This unit will allow the car wash operator to clean faster and more efficiently in any foaming situation.

The highlighted model 925, non-pressurized tank foamer, can be used for a variety of applications and can be easily transported to any location. The 25 gallon reservoir holds the diluted chemical in an easy to roll 4 wheel design. The 30 foot hose allows for flexibility when foaming. The only power source required is compressed air. This unit is ideal for foam cleaning any size vehicle or acid foaming your stainless steel tunnel wash equipment. It can produce up to 50 feet of foam and project it 25 feet in distance. Standard with the unit is a v-jet spray nozzle for complete vehicle coverage.



Key features are a 25 gallon capacity for long use time, a manual drain valve to allow for easy emptying, ergonomic design featuring four wheel for easy movement, and a 8" fill cap. The model 925 can be used to apply a prewash foam to cars or trucks or a pre product application before tunnel washing. Many operators have used the unit to foam clean self serve car wash bays or to acid foam clean tunnel wash walls. Foam advantages are increased contact time which maximizes the chemistry's effectiveness. Foam expansion rates reduce water and chemical use and also helps reduce labor costs.

Also available from Dema Engineering is a 10 gallon portable model, a wall mounted model and a specially designed model which can be used from both sides of the vehicle. With the Dema product line, we can truly solve all of your car wash chemical dispensing needs.

Contact Kleen-Rite for more information about the new 25 gallon Portable Foamer.





DRYING TIPS!!!

Dryer Man's 10 tips to a dryer vehicle!

- 1 Car Capacity**
It is important to have the right size of dryer for your operation. This can be calculated by determining a facility's maximum car count - see how many cars can be washed.
- 2 Quality Of Water**
If your municipality has issues with water quality of if on a well, a close look at the water quality should be taken. Hard water materials such as iron or lime, and corrosive agents can hinder proper cleansing and therefore drying of a vehicle. In addition, RO water (reverse osmosis) can greatly hinder the drying process when drying agents are no longer present.
- 3 Ph Balance Wash Solutions**
Ph balancing insures a more thorough rinsing and break down from drying agents to insure all surfaces (i.e. glass, chrome, and paint) are effectively cleaned and dried. If there is soap or oil residue remaining on the vehicle after the main drying operation, it not only hinders the full potential.
- 4 Maintenance**
Periodic cleaning keeps the system free from foreign materials like wax, oil, exhaust build up and foreign debris, allowing the drying unit to work at optimum capacity while prolonging equipment life.
- 5 Hz**
If a wind tunnel or variable frequency drive the system must be up to 60 Hz before the vehicle enters the dryer to insure proper pressure for premium drying.

TO GET THE BEST IN DRYER PERFORMANCE LOOK TO PROTO-VEST!

The Windshear InBay stand alone drying system is no exception. It's compact touch-less design can dry a vehicle in as little as 40 to 45 seconds while reducing wait time, increasing productivity by a minimum of 2 cars per hour! The Windshear InBay is specifically engineered for it's environment making it the perfect dryer for automatic / rollover operations.



THE WINDSHEAR INBAY

Proto-Vest^{INC.}

Operator SPOTLIGHT



A little history about us.....

My wife and I have spent the last 18 years running a successful wedding photography and videography studio in Toronto, Canada. We worked very long and hard hours and I thought it was time to make a change.

I was looking for an investment in some type of real estate or a totally different venture. I thought it would be great to get my feet wet in the car wash business, so my wife and I partnered up with my brother and bought an existing 12 bay car wash.

I realized almost immediately that this was the business for me. I learned to do all the maintenance myself and I made a lot of changes to cut costs and also please the customer. I spent a lot of time learning everything I could about the self serve car wash business. I knew that if I could design and build my own, it would be exactly the way I wanted it. I wanted to have lots of features and options for the customer including credit card acceptors and a very modern, state of the art facility that would keep people coming back. I love technology and gadgets and I loved the idea of designing a car wash different than most of the car washes in our area.

We found a great piece of land in a very busy part of town. We bought the land and started the planning of the car wash. The land is 1/2 acre and it can hold a 9 bay facility the way it was designed.

I had been purchasing items for my 1st car wash from Kleen-Rite, but I never thought I would have bought all the equipment from them for my new wash.

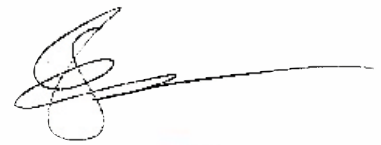
I got several quotes here in Canada to supply the equipment, however after meeting John at the Car wash show in Toronto, he said Kleen-Rite would take care of me.

I studied the catalogue inside and out and made a list of items I needed. The list included equipment, supplies, soaps & vending. Keith gave me a quote I was happy with. I was worried about buying everything without actually seeing the Kleen-Rite operation. So my wife and I drove 8 hours down to PA and met everyone in person. After a complete tour of their facilities, we were impressed and gave them a deposit for our order. We made arrangements to pick up everything ourselves in 6 weeks. Our next trip back to Kleen-Rite was in a 24 foot rental truck. They loaded it up from top to bottom with the whole car wash.

It took an unexpected 15 months to get our building permit, but as of November 1st, 2006, cars are now being washed. Our first month in business was great and I am sure with the winter salt coming, we will give the car wash a total workout.

We are looking forward to building another car wash and our next trip down to PA. A special thanks to Keith, Mike & John.

Stuart and Sandra Gunn



Coin Car Wash.ca Toronto, Canada



**Stuart
Gunn**

**Sandra
Gunn**



SEE MAP
INSET



The Original Flex Wand™!

Now Available in 21" and 24" sizes!



Don't settle for cheap
imitation knockoffs!
There is only one
"Original Flex Wand"™
created by Hamel Mfg.
and available from Kleen-Rite Corp.

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Available in Aluminum
or Stainless Steel



Tri-Foam Guns

Rubber Coated or
Stainless Steel
Rubber Coated

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Honesty, Integrity, Loyalty



Come and see us,
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