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ISSUE NO. 47 August, 2026

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A MINUTE WITH MIKE & KEITH

The self-service segment of the car wash industry is alive and well! Over the past couple years, renewed focus and enthusiasm for this segment have resulted in new investment and subsequent success by those operators participating in this renewal.



There is a new professionalism in the self-service segment focused on branding, product offerings, site cleanliness, and process, allowing operators to benefit from the consumers' exit from driveway washing to a professional model. Have you taken advantage of this opportunity? What investment have you made in your wash? What could you do better? There is no better time to invest in your business to ensure that you enjoy greater success. We encourage you to reach out to our dedicated team to have a conversation about Self-Service Success.

We have continued to expand our partnerships with leading OEMs to deliver the items you need for your washing across all car wash segments – Self-Service, In-Bay Automatics, and Express Tunnel. We have made significant investments in inventory to serve you better. The partnership of the OEMs high-quality product coupled with our great distribution has quickly created a win for all involved.

Mark your calendar for November 11th, 2026 for the Kleen Rite Learn More Earn More Expo. There is no better place to attend seminars, meet with top vendors, talk with Kleen-Rite staff, and enjoy conversation with industry peers. This event will not disappoint and is the premier event focused on the self-service segment.

As always, thank you for your business. Our customers hold us to high standards, and we work hard to get better each day. Thank you for allowing us to be Your Reliable Supplier to the Car Wash Industry.



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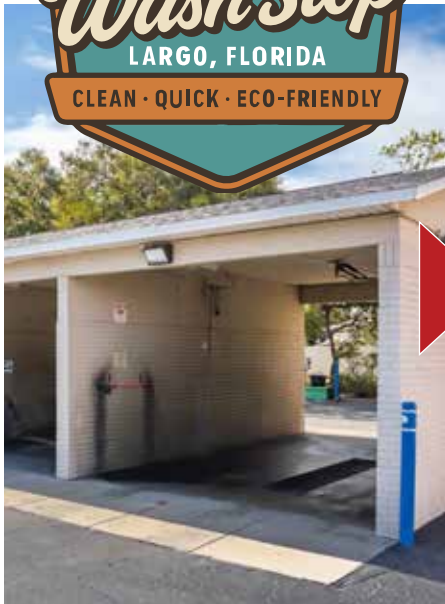
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CAR WASH



Rehab



By: Matthew Kurek

Each car wash site has potential that's waiting to be realized. Achieving that potential takes vision and dedication. Yet if an owner or operator is serious about putting in the work, they'll quickly find that the results of a thorough car wash rehab reverberate around the community, as well as boosting their own bottom line.

The Wash Stop in Largo, Florida, and Buddy's Car Wash in Alabaster, Alabama, are two perfect examples of what a proper rehab can become. How did they pull it off? Where did they begin? We connected with both washes to find out!

Making the Call to Rehab a Wash

Jeff and Cara Wood are recent entrants into the car wash industry, having purchased the property in Largo, FL, around Thanksgiving of 2025 and building The Wash Stop from the ground up. “We saw a site in Largo with tremendous potential, but one that had not received the attention it deserved,” Jeff explains, when asked about the couple’s decision to enter the self-serve space. “We knew that with care and the same attention to detail from our past careers, we could transform it into a standout wash. We wanted a place the community could rely on, and we were ready to put in the work.”

Being first-time car wash owners, The Woods brought a fresh perspective to what their site can and should be. It’s not just newcomers to the industry who see the value in rehabbing an old wash, though.

Buddy Kittrell is a self-described “car wash kid.” His father Marcus is an accomplished, 45-year veteran of the industry with experience dating back to a job in 1981 at a full-service car wash. So, when the father-son duo secured the self-service site in Alabaster, AL, they had a very clear plan of what they wanted the wash to eventually become.

“This wash was built in 1998,” Marcus begins, “We bought it in July of 2025. There were no upgrades. The technology in the industry has changed the last ten years, especially the last five. So, we wanted to come in and re-do it all up front.”

With each wash deciding that renovations were needed, the next phase of their respective rehab’s could begin.

Creating an Accommodating Atmosphere

Any great rehab begins with a thorough inspection of the site and a detailed understanding of what needs to be addressed. Typically, a facelift is one of the first and most obvious steps.

At The Wash Stop, Jeff and Cara underwent an entire rebranding of the site they acquired. Customized signage, a new logo, fresh paint throughout the self-serve bays – it’s a presentation that’s really hit home with locals. The result is a wash which grabs the attention of folks as they drive by. The pleasant atmosphere and well-cared-for equipment encourage customers not just to stop, but to take their time and use all the amenities during each visit. “From day one, the

continued on page 9



Buddy's Car Wash



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standard was the same – clean, maintained, and working the way it should. Everything else follows from that,” says Jeff. “Every detail, from cleanliness to equipment, had to reflect pride and consistency. This involvement built trust. Customers return because they know we will not let quality slip.”

In Alabaster, Buddy and Marcus Kittrell placed a similar value on eye-catching aesthetics and highly functional, easy-to-use equipment. A perfect example would be the inclusion of G&G ColorWash LED Lighting Systems, which create an entirely new atmosphere at the facility. The ability to customize lighting displays in advance of upcoming holidays or community events provides a huge edge to the site. “Our G&G Lighting are all pre-set for holidays. I like scheduling it out for what events come up. A lot of people talk about how much they love it,” says Buddy.

Drivers passing by the wash will also be struck by the vibrant, detailed mural that was completed by a local artist in early 2026. It’s a memorable addition to the site as well as the community as a whole.

So, what’s the next step for washes that have upgraded their exterior appeal and are drawing in more traffic than ever? It comes down to efficiency of operations.

Ensuring All is Well Behind the Scenes

The benefits of a polished exterior and smooth customer operations can’t be overstated. Yet, a lot of what goes on at the surface level of a wash is powered by behind-the-scenes systems. When rehabbing any site, it makes sense to invest in the latest equipment, something that The Wash Stop and Buddy’s each took full advantage of. Check out

continued on page 10



The Wash Stop

either facility and you'll find products from the KR Equipment lineup.

The Operator Pro Plus is a perfect example. Found in the pump room of each site, it's the driving force behind the easy-going, care-free experience customers expect. This pump stand can be configured to support anywhere from a two-bay setup to an eight-bay arrangement. What was most appealing about the stand to a long-time operator like Marcus Kittrell was that it had been clearly designed by operators, for operators. "Once we started seeing the KR Equipment," he begins to explain, "We knew of Marc (Tyndale) and Phil (Donnelly) and liked how they approached the equipment builds. You can tell it came from an operator. The space efficiency is a huge help. It's been six months and we haven't replaced a thing, haven't put a wrench on it."

The benefits of reliability have also stood out to Jeff at the Wash Stop, who leans on this predictability to optimize everyday operations. "One of the biggest benefits has been reliability. We believe customers notice when equipment works properly every time. Reliable equipment reduces downtime, improves the customer experience, and allows us to focus our energy on improving the business rather than constantly fixing problems."

With each of these rehabs progressing smoothly and receiving such positive community feedback, it has both washes thinking about what's next.

Always Innovating and Adapting

Marcus and Buddy Kittrell have quite a few car washes spread across Central Alabama. After seeing what a thorough rehab can do for a site like it has in Alabaster, they have big plans for the coming future. "Six total," Marcus replies, when asked how many washes they currently operate and own. "We've done about 2 and a half renovations. The goal is to have all six renovated by the end of 2027."

While Jeff and Cara are more recent to the industry, they've also



seen the success of their rehab and are thinking of expansions to other local locations. The self-serve community is one they felt at home in almost immediately. "Nobody turned us away. There are no gatekeepers. The self-serve industry supports one another," Jeff explains. And in turn, they hope to support the local community in the same way. "When we bought this wash it was long neglected. We saw the value of bringing it back, of providing a wash people take pride in."

Car Wash Rehab: A Reason to Celebrate

While no two washes are exactly the same, the successful car wash rehabs at Buddy's Car Wash and The Wash Stop provide a successful blueprint for owners and operators across the country. If you want to take your site to the next level or resurrect a site that has been long neglected, the opportunity is waiting. You can turn to other operators in the industry for support and ideas, or reach out directly to us here at Kleen-Rite. Our expert staffers such as Marc Tyndale and Phil Donnelly are operators themselves. The equipment they build and the insights they provide can help your facility become the next successful car wash rehab! ■



Jeff and Cara Wood



Buddy and Marcus Kittrell



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Kleen-Rite's Legacy in Car Wash



by Patty Little



*"We're car washers.
We know exactly
what the operators
experience every
day"*

- Mike McKonly



Over half a century ago, in the little river town of Columbia, PA, a local entrepreneur named Harold McKonly had an idea. Harold owned a car wash, laundry, gas station, and parts business, but when those businesses needed maintenance and repairs, there was no "go-to" supplier for much needed parts and supplies. Back in the early days of the car care industry, there were only a few companies that made and sold car wash equipment, soaps, and other products needed to keep operations like his running smoothly. It was very difficult to buy necessities, much less specialty components and accessories, at a good price. When he decided to expand his car wash, his frustrations culminated into one thought: "There has to be a better way."

After a few years of building and servicing local washes and accumulating an inventory of in demand parts, Harold founded Kleen-Rite Corporation in 1959. This small "mom-and-pop" operation was, and still is, THE source for self-serve car wash supplies, parts, and equipment at the lowest prices, with the largest inventory and selection.

From its inception, Kleen-Rite always operated its own car washes alongside its supply business, which gave the company better insight into the needs and problems of - and solutions for - the car wash operator.

A Family of Real Operators with Reliable Solutions

As your reliable supplier, Kleen-Rite has its finger on the pulse of what customers need because we still own and operate our own washes.

In a recent video, Harold's son and current Kleen-Rite owner Mike McKonly shared, "We're car washers. We know exactly what the operators experience every day. We can draw on the experiences of all our people in house. We have good products, but the people make the company."

Kleen-Rite is very much a family affair, with extended kin keeping Harold's legacy alive plus fresh faces and dedicated staff that help it to thrive. Mike's cousin, Keith Lutz, co-owns the company and oversees daily operations. Mike's daughter, Megan Donnelly, holds the role of Chief People Officer, and you may recognize that last name...her husband is also Mike's son-in law, Phil Donnelly – the one and only Fix It With Phil!

We'll be highlighting our Kleen-Rite operators on our YouTube channel throughout the year! If you're not already subscribed for great content, check us out today @kleenrite! ■



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FDX OsciJets Capturing the Attention of the Car Wash Industry



“Our biggest benefit is not having to take them apart and clean them”

by Job T. Leach

FDX OsciJet Nozzles have become a major topic of discussion within the car wash industry. They have the potential to be a true gamechanger for operators frustrated with constantly rebuilding and replacing their nozzles.

These innovative stainless steel nozzles produce a sweeping jet spray with no moving parts, combining the high performance of a moving jet with the robustness of a passive component. They serve as an excellent alternative to turbo and flat fan spray nozzles commonly used at car washes. They're more wear resistant, less prone to clogging, and longer lasting. Plus, they boast more efficient and effective cleaning ability.

Using OsciJets at Your Facility

OsciJets are available in several different degree, pressure rating, and capacity configurations, allowing them to be used in a variety of applications. Whether it be tunnel, in-bay automatic, or self-serve, there's an OsciJet solution for virtually any car wash setup!

If you're tired of repairing turbo nozzles or constantly replacing flat fan spray nozzles, NOW is the time to explore how FDX OsciJets can work for you! Browse the selection on our website or give us a call and we'll guide you in the right direction!



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CHECK OUT THE NEW
OSCIJET VIDEO FROM
BILLY SPRAYS!

Less Maintenance, Better Performance: Riptide's Experience with OsciJets

Riptide Car Wash is a successful four-location operation in Lancaster County, Pennsylvania. The Kleen-Scene visited their Oregon Pike location, where they primarily use AVW equipment in their tunnel and recently installed FDX OsciJet Nozzles. We spoke with Tylar Yost, Maintenance Manager for all four Riptide locations. He gave us a little bit of feedback about his experience with FDX OsciJets. Fortunately, it has been a positive one so far – here's what he had to say!

How long have you been using OsciJets?

Tylar Yost

"We've been using them for just over a year."

How did you first hear about them?

Tylar Yost

"I first heard about them when we were at the show in Vegas. We were walking around and looking at different things. I saw them, they had a light behind them and you could see the way the water moved – I thought they were pretty cool. We talked to the sales guy at the show. When we came back here, looking at different ways that we can save money, that was one of the things. You know, let's try something that we don't have to fix and replace all the time. We did more research, I reached out to the sales guy out of Germany, and we went from there."

What are the major benefits of using them?

Tylar Yost

"Our biggest benefit is not having to take them apart and clean them. They're not as maintenance-intensive as some of the other nozzles we were using previously. We just don't have to worry about them."

What nozzles were you using before?

Tylar Yost

"Previously, we were using turbo nozzles. I don't know the specific model, but they're all pretty standard. Because of the cost of them and having to take them apart and rebuild them, we started getting cheap ones on Amazon. They were just a couple bucks and we'd switch them out."



Do you feel like OsciJets offer better cleaning performance than turbo nozzles?

Tylar Yost

"I think the cleaning performance of them is just as good, if not better. I don't have issues with them where they stop spraying. The other ones that have to oscillate, as soon as they would clog, they'd just push out a straight stream, whereas as these (OsciJets) just continue to work."

Do you plan to install more OsciJets at Riptide?

Tylar Yost

"Yes, absolutely. I'd like to switch all of our turbo nozzles out to those. We've done both of our tunnels already. The only two places we haven't is our in-bay automatics. I'd like to do them, and then I'd like to use some of their low-pressure nozzles too for different rinses and things like that."

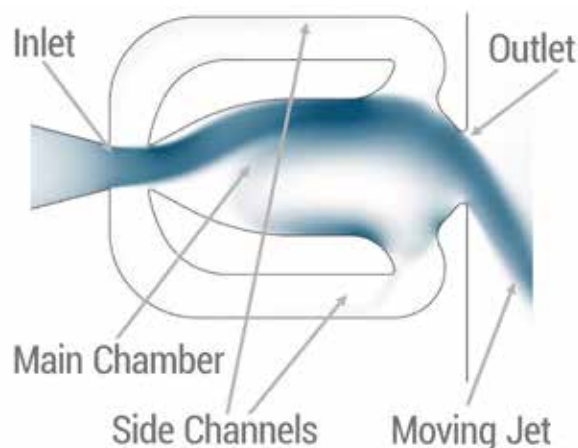
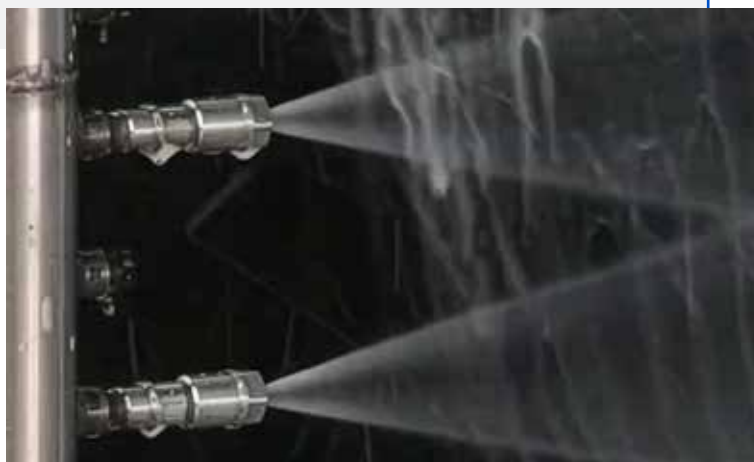
Would you recommend OsciJets to other car wash operators?

Tylar Yost

"I'd absolutely recommend them to other people. I think they do a great job."

How Do OsciJets Work?

The mode of action is as elegant as it is simple. When the inlet is exposed to a liquid, the flow automatically attaches to one of the two internal walls. While the main part of the jet exits the component, a small part flows back through a side channel. At the end of this channel, this feedback pushes the main jet to the opposite wall. This sequence then repeats on the other side, producing a periodic, self-sustained oscillating movement without moving parts.



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Take The Challenge!

By Job T. Leach



If you're still vending the same way you did ten years ago, chances are it's time to rejuvenate your approach. With the rapid move to cashless payment and changing buying habits, now is the time. Laurel Window Front Venders can turn a stagnant vending situation into a legitimate revenue stream – just ask our long-time customer Doug Rieck!

In December 2025, Doug installed a Laurel Window Front Vender in three self-serve bays at his Magic Wash in Waretown. He stocked all of them with Kleen-Rite Car Care Kits and priced them at \$5.00. At the same location, he still has a more traditional vending arrangement with two Laurel 3-Column Venders and a 5-Column Vender mounted near bill changers at the front of the wash. At the end of January 2026, his first full month with the new machines, he was incredibly impressed to see that the Window Front Vendors had done a whopping 5.5x the revenue of the older machines! He was also pleased that the new machines worked reliably in icy 15° weather - a true testament to their quality.

Doug said, "The concept of vending in the bays using a clear front machine with just tap-to-pay is the winner. Great vender, great concept."



Here's the vender he installed in each bay, the product kit he sells, and the decal he applied on the doors:

Window Front Single-Column Vender

With CryptoTap Plus and Door Locks

KR Part #: VEL399WDCT-X19-PROMO

100 Car Care Vending Kits Included!

Kits include: Big Boss Towel, Armor All Protectant, Wipe 2-Pack, Black Ice, Little Tree, Wet Towel (x2)

KR Part #: KRK1050



Doug's Quick Car Wash Bio:

- Owner of Magic Wash, with locations in Pemberton and Waretown, New Jersey
- Former President of CWONJ (Car Wash Operators of New Jersey)
- 2010 NRCC (Northeast Regional Carwash Convention) Hall of Fame Recipient
- Multiple-year NRCC Chairman



by Joseph Herr

New Additions to Our OEM Car Wash Parts Lineup

Kleen-Rite is proud to be “Your Reliable Supplier for the Car Wash Industry,” and for us, it’s far more than a slogan; it’s a commitment we live out every day! Part of that commitment means ensuring you have access to the OEM replacement parts your equipment depends on. That’s why we continue to expand our selection with multiple product lines from leading industry brands, so you can get the right components fast and keep your car wash running smoothly. Recent additions to our OEM parts lineup include MacNeil, AVW, Istobal, and PurClean, further expanding your access to trusted, high-quality components.



MacNeil

MacNeil has established itself as a global leader in tunnel and express wash equipment, recognized throughout the industry for innovation and producing reliable car wash systems. Browse our expansive inventory of OEM replacement parts for MacNeil systems, including new motors, air cylinders, conveyor parts, and more. Keep your equipment operating at peak performance and minimize downtime with parts you can trust.

AVW

AVW has been manufacturing dependable tunnel and express wash equipment since 1973. As a trusted, family-owned company, AVW is known throughout the industry for building durable systems designed for long-term performance. Shop our selection of replacement parts for AVW equipment, including components for conveyors, hydraulic systems, and brush shafts, as well as other high-wear parts to help keep your wash operating smoothly and efficiently.



PurClean™



PurClean

Since 1988, PurClean has produced leading spot-free and reclaim systems specifically for the car wash industry and is also part of the NCS family. We stock a large inventory of OEM replacement components, including RO membranes, filter cartridges, float switches, membrane housing parts, and more. Maintain peak performance throughout the life of your PurClean spot-free and reclaim systems with OEM parts that ensure the right fit, reliable operation, and long-lasting durability.

Don't forget we stock OEM parts for these top brands too!

We wouldn't be living up to our slogan without making it easy to source and acquire the parts your wash depends on. Explore our ever-expanding selection of OEM components from leading car wash equipment manufacturers, and get the replacement parts you need from the brands you trust most. At Kleen-Rite, we ship in-stock components quickly so you can receive your order fast and get your car wash back up and running in no time. If you need help figuring out what you need to order, give our team a call at 800-233-3873. We are happy to help you find the right OEM replacement part for your equipment!

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NOV. 10-11, 2026

TWO-DAY CAR WASH INDUSTRY EVENT



DAY 1: THE CAR WASH EXPERIENCE



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INDUSTRY
LEADERS.
REAL SOLUTIONS.



GROW YOUR
BUSINESS.
GET AHEAD.

DAY 2: LEARN MORE,
EARN MORE
TRAINING EXPO

By Patty Little

Save the Date for the 2026 Learn More, Earn More Kleen-Rite Expo. It's 2026...and you know what that means? It's a Kleen-Rite Expo year! The Kleen-Rite Learn More, Earn More Expo is the premier, free-to-attend, self-serve car wash event! The expo is held in Columbia, PA, specifically for car wash operators and industry professionals. It features manufacturing exhibits, educational seminars, equipment tours, a catered BBQ lunch, and, of course, great networking opportunities for you and your staff.

This year's Learn More, Earn More Car Wash Expo is slated for November 11th, 2026. The newly expanded show floor will feature a bargain room, seminar rooms, a KR equipment showcase and booths with more than 65 of your favorite and most reliable car wash manufacturers. Talk to reps about pumps, chemicals, payment modules, lighting, bay components, hardware and much, much, more. Industry experts in the booths will be ready and waiting to answer questions. Plus, breakout educational seminars will be presented through the day, with expert-led sessions covering everything from pump repairs and LED upgrades to security



**2-DAY
EVENT**

payment systems and unlimited wash clubs. Your favorite Kleen-Team personnel will be on the floor to help you with all you need to keep your facilities at their very best. And, did we mention, we serve a complimentary BBQ buffet lunch and have some fun in the afternoon?



Key Event Details:

Day 1 – The Car Wash Experience:

November 10th - Bus tour of local washes, Keynote Speaker, Lunch & Panel Discussion. (\$40pp) Location: Kleen-Rite Main Building, 257 South 9th Street, Columbia, PA 17512.

Day 2 – Learn More, Earn More Expo:

November 11th - FREE Learn More, Earn More Expo, Seminars, and warehouse tours. Location: Kleen-Rite Expo Building, 129 South 9th Street, Columbia, PA 17512.

DAY 1

THE CAR WASH EXPERIENCE

Designed for car wash operators who want to expand their knowledge, uncover proven strategies, and stay ahead of industry trends. Gain real-world insights from experts and peers to help you run a stronger, more profitable operation.



CAR WASH TOURS



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Turning an Idea into Reality: A Student-Built Bus Wash Comes to Life

By: Joseph Herr

What started as a simple idea turned into a three-year, student-built engineering project for students at Knox County R-1 High School in Edina, Missouri. In October 2021, a major project was set in motion when Superintendent Andy Turgeon asked Industrial Technology Instructor Rich Green if he would be interested in building an automated bus wash with his students. Green immediately accepted the task, “I told him, sure, I’ve never built one before, but I’m always up for a challenge.” What followed was a three-year effort, supported by experts at Kleen-Rite, where students took the lead in turning that idea into a working bus wash for the school district.

A Strong Record of Student-Built Innovation

This was not the first big project Turgeon tasked Green and his students with completing for the school. Some of those projects include converting a retired school bus into a coffee shop that serves the school and community each morning. They also turned a Snap-on truck into a mobile school store for the FACS (Family and Consumer Science) teacher, where students can create and sell school swag.

With such a successful track record, it’s no wonder the superintendent tasked Green and his students with the bus wash project.

Planning the Bus Wash

“I knew this was going to be a multi-year project,” Green acknowledged. The idea was introduced in the fall of 2021, but Green and his students did not begin planning until after Christmas break in early 2022.

Green divided his students into four groups, each tasked with researching bus wash systems and determining the steps and materials needed to plan and construct one. After three meetings, the teams combined their findings into one cohesive plan for an automated bus wash.

continued on page 26



Prepared with solid plans, the groups were ready to present their bus wash ideas in a Shark Tank-style format to Turgeon and Joe Holman, the school's bus mechanic. "As I expected, they liked elements from each of the four presentations," Green noted. The students regrouped and worked together to create one comprehensive plan to present, incorporating feedback from Turgeon and Holman. After the second presentation, the plan was approved and allowed to move forward.

One Final Hurdle: School Board Approval

Before construction could begin, the students faced one final hurdle: earning approval from the school board.

Students then began sourcing components and developing cost estimates. Green divided the students into three teams: structural, hydraulics, and electrical. Each team was responsible for a key system.

The hydraulics team was responsible for determining nozzle quantity, flow rates for optimal performance, and proper nozzle placement. They also selected the pump and motor required to deliver the necessary fluid volume throughout the system.

The electrical team developed the trolley system, which included selecting and sourcing motors and gearboxes. They also had to develop PLC (programmable logic controller) programs to control and operate the entire system.

In late April 2022, the students presented their bus wash plan to the school board and received overwhelming support to move forward with the project.

Laying the Groundwork for Success

Before starting work on the bus wash, Green and his students completed their other projects to honor existing commitments during the 2022-2023 school year. Over the summer of 2023, a contractor poured footings and a pad for the 16-by-20-foot mechanical room that would be added on the north side of the bus garage.

When school resumed in August of 2023, the real work began. The students started constructing the walls of the mechanical room.

"After Christmas break, I had my electrical class start building the main control cabinet that would house the PLC, contactors, circuit breakers, and other parts," said Green.

By the end of the 2023-2024 school year, students had built the mechanical room, wired it for lights and outlets, run plumbing, and connected the water lines to the main pump, water softener, and water heater. They built the main cabinet, wired it, connected it to the HMI, and tested the program.

When Everything Came Together

During the 2024-2025 school year, Green was lucky enough to have a few extra students in his programs to help out. Green explained, "This was the year that everything started to come together, but also, as expected, a few issues arose."

Welding students started building the trolley system. Other students installed conduit, wiring, switches, and motor contactors in the wash bay, along with a VFD for the main pump to control wash and soap pressure.

Part of the process was teaching students to adapt to challenges and overcome them. Students had to modify the garage doors on each



end of the wash bay, relocate the openers, and modify the track so the trolley would fit.

By the end of the 2024-2025 school year, the control panels were installed and tested, the trolley operational, and the plumbing completed, or so they thought.

"We still needed to finish installing the soap lines and nozzles, and it looked like it would be an easy year ahead," Green recalled. "But at the very end of the school year, we discovered the line feeding water to the wash bay had sprung a leak, and the rural water department was experiencing issues of its own."

Overcoming Unexpected Challenges

When the 2025-2026 school year began, several challenges remained, which included replacing the leaking water line to the wash bay.

"Unfortunately, this still didn't completely solve the problem," Green explained.

Fortunately, the students were able to adapt and revise the bus wash plans. This required the welding class to fabricate a support table for a 1,000-gallon storage tank, allowing the pump to draw water to supply the bus wash.

Despite the setback, Green highlighted the opportunity it created: "This gave a new group of students a chance to wire up a motor contactor and adjust the PLC program to include it."

Three Years of Student Perseverance Pay Off

We now have a fully functional automatic bus wash that washes the underneath as the bus pulls in, then the trolley and swing arms move around to wash the top and all four sides," Green said, pointing to the completed bus wash as a testament to the work ethic and ingenuity of his students.

Thanks to Green and his students, the Knox County R-1 School District now has a reliable automated bus wash to keep its school bus fleet clean, built entirely by its students. ■

Kleen-Rite Experts Lend Their Support

Two members of the Kleen-Rite team were instrumental in supporting the project from start to finish. Tom Burke provided technical guidance and setup support, while Steve Kelly assisted with ordering parts and equipment. Undercarriage cleaner, spray tips, switches, soap, and other related components were all purchased from Kleen-Rite.

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ASHATTIC-S-R	Red / hose	●



Megan Donnelly Promoted to New Chief People Officer Role

By Job T. Leach

We are proud to announce that Megan Donnelly recently moved into a new Chief People Officer (CPO) role at Kleen-Rite. The new position further prepares our company for future growth. As CPO, core responsibilities will include successful hiring and retention, expanded industry training, and support through professional development opportunities. As part of becoming CPO, Donnelly is now a member of Kleen-Rite's Executive Leadership Team.

Donnelly has held several roles in her nearly 20 years at Kleen-Rite, starting in sales and customer service before progressing to human resources. More recently, she served as the Human Resources Director for six years.

Kleen-Rite Vice President Keith Lutz stated, "Megan has played a key role in strengthening our people, culture, and leadership foundation since 2016. What began as a single part-time HR

function has developed into a dedicated team supporting our employees through human resources, training, and development. She has also been an integral connector across our sister companies, building consistency, relationships, and trust through the organization."

Kleen-Rite remains committed to being people-focused, even when steadily scaling up as a company. The newly created CPO role is an important part of that responsibility.

"The Chief People Officer reflects how essential our people, culture, and values are to our long-term success. This role helps ensure we continue to lead with our values – not just in words, but in how we operate every day. As a third generation in the business, Megan understands who we are, where we've been, and that ultimately, it's our people that make the difference," said Lutz. ■

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Information to help car wash operators succeed!



EXPERT
INSIGHTS



GROW YOUR
BUSINESS



SMART
STRATEGIES



REAL-WORLD
SOLUTIONS



by Job T. Leach



CATCH UP ON THE LATEST EPISODES!

Haven't watched or listened to the Kleen-Rite Radio Podcast yet? You're missing out! Hosts Marc Tyndale and Phil Donnelly have had some awesome, insightful conversations with each other and several interesting guests. Now over 20 episodes in, the podcast is rolling along nicely, covering a wide range of topics and keeping a finger on the pulse of the car wash industry. The response has been amazing, with Marc and Phil fostering new relationships in the industry and getting great feedback from listeners.

Actively communicating with real car wash owners is incredibly important to Kleen-Rite. We're proud to say the podcast has quickly become a fresh, exciting way to remain involved in that dialogue. Below are some recent episodes to give you an idea what Kleen-Rite Radio has to offer. If you haven't done it yet, find the podcast on your favorite platform and start listening today!



Guest Cameron Alleman from Mermaid Car Wash

We love hearing operator success stories! Kleen-Rite Radio welcomes Cameron Alleman of Mermaid Car Wash for this episode. In a relatively small amount of time in the industry, Cameron has grown the Mermaid chain to 12 locations in Central Pennsylvania. From early business experience running a chicken barbecue operation, through trade school, and now being the owner-operator of a mid-sized car wash chain, hear Cameron's interesting story!



Scan To Watch Now!



Car Wash Lighting with G&G's Erin Noonan

Marc and Phil are joined by Erin Noonan, Marketing Director at G&G Lighting. The quality of lighting and the impact it has had on the car wash world has exploded in the last 5-10 years, with LEDs quickly becoming a staple of the industry. And of course, G&G has been at the forefront of that. Erin starts by giving some history on G&G and their close connection to the car wash community. The conversation then moves into how lighting has evolved from serving a basic function into becoming a full-blown marketing tool. They finish with details about installation, customization, the expert technical service provided, and G&G's new subscription-based management system.



Scan To Watch Now!



Using AI at Your Car Wash

The topic of AI is almost unavoidable these days. So, plenty of car wash owners are curious how they can take advantage of it and make it part of their "toolbox" to improve their business. With this in mind, Marc and Phil thought it would be valuable to have a conversation about it. The guys cover some basics on how AI functions and discuss some of the ways they've used it to help in their own operations. They share thoughts on how to responsibly and safely use the technology, what the future may hold, and some specific ideas on how AI can be used to improve efficiency at your wash.



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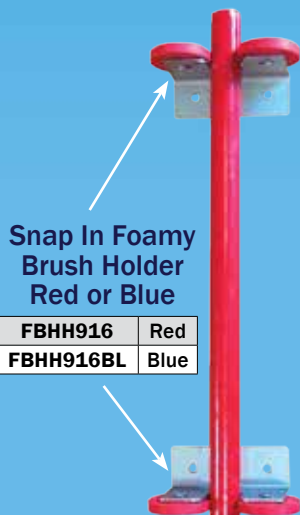
Stainless Steel
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WHS22	22" long
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Mat Clamps
Channel Type
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MCSC35BL	Blue
MCSC35	Red
MCSC35G	Green
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Snap In Foamy
Brush Holder
Red or Blue

FBHH916	Red
FBHH916BL	Blue



Rubber Vac Clean Out Bucket

VDC10	Black	8" tall
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FBB911R	Red
FBB911BL	Blue
FBB911BK	Black

40" Foamy Brush
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FHA40EG	Evergreen
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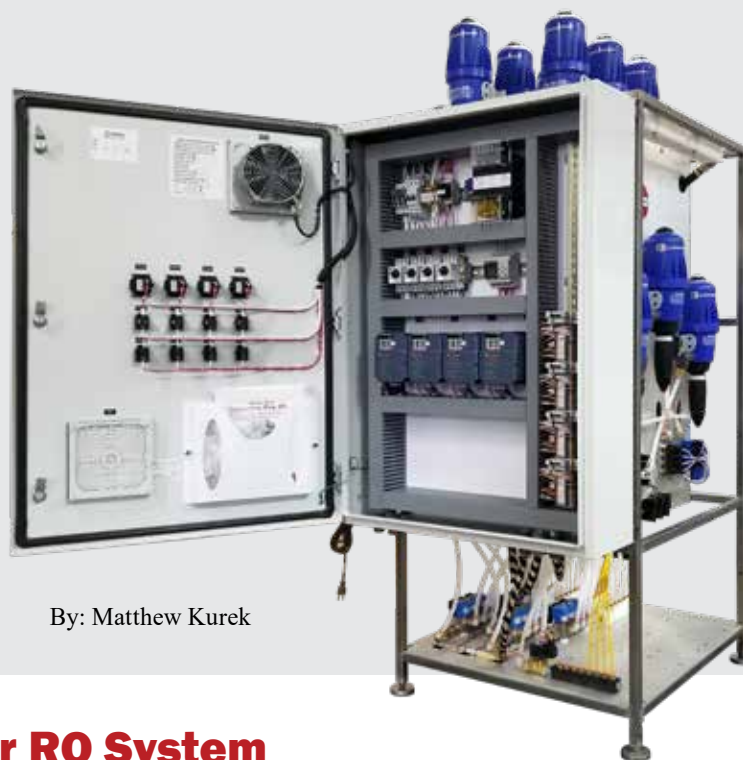




Advancing & Innovating

If you're standing still, you're losing ground. Adapting and upgrading should be at the core of any car wash. If it is, the customers will benefit just as much as the team operating the wash.

Upgrading can mean a few different things, however. This break down specifically focuses on possible improvements to car wash equipment. The following products are among the most recent innovations in the industry, providing tangible improvements to efficiency, performance, and overall ease of use for daily operations. Installing any at your wash will prove to be a net positive in no time.



By: Matthew Kurek

Pro Water RO System

First on the list is the Kleen-Rite Pro Water RO system. This high-quality reverse osmosis system is a highly effective water treatment unit, capable of producing several thousand gallons of clean permeate water per day. The unit sizes 2,400 to 21,000 GPD and offers multiple delivery options for self-serve, in-bay automatics, and tunnels.

The Pro Water RO system also includes an extensive feature list headlined by an automatic freshwater bypass, low-pressure alerts, safety alarms, and choice of a standard model or a lightweight version. Either option is going to be of compact, economical size that will help you keep your pump room neat and tidy. Also, each uses standard 4 x 40 filters. Automatic membrane flush and automatic system restart are standard traits of both as well.

An RO system such as this Pro Water is a terrific way to enhance the efficiency and overall effectiveness of day-to-day operations at your wash.



Proline Push Button Coin Boxes

Next up is a durable, easy-to-use push button coin box. This 18" x 18" hinged coin box uses high security plug locks (easy quarter turn locks) and a large display Dixmor LED9 timer with a reinforced timer housing. You can choose exactly what you need for payment devices, with an IDX MA850 Acceptor for coins and a Talos Acceptor for bills. For credit card and digital payment, you have the option to add a CryptoPay Swiper, CryptoPay Tap Plus, or NAYAX.

The standard color of the box is red. Custom decals are offered as well, allowing you to enjoy a push button coin box that promotes your wash and fits into your brand's inherent style. Another choice to be made is whether you prefer a 10-position or a 12-position arrangement. The small decals denoting different functions are colorful and clearly legible. Each has a small, silver button placed next to it for easy selections by customers. These buttons can be lighted for greater visibility, too.

A coin box such as this serves to further promote your wash while also making core functions and financial transactions straightforward for patrons.



RELIABLE

Operator Pro Plus with Full Metering

The Operator Pro Plus is an increasingly common sight in many car washes across the country. Designed and built here at Kleen-Rite, the Operator Pro Plus is capable of supporting as little as 2 or as many as 8 self-service bays. In an effort to aid floor spacing in the pump room, each version of the Operator Pro Plus is built on a space-efficient, stainless-steel frame. As you begin to speak with our support staff about the right Operator Pro Plus for you, one of the decisions to be made is between metering and non-metering. So, what's the difference?

While non-metering setups use a combination of chemical tanks and HydroMinders, the fully metering is built solely using Dosatron injectors. This unique design takes what was already a quick process and makes it even faster. Both the speed and the precision in which the Full-Metering Operator Pro Plus operates results in a noticeable bump for performance and output.

Whichever version you happen to end up with, you'll appreciate the use of VFDs (variable frequency drives). This feature saves electrical consumption and limits overall wear on a pump. Part of these benefits are due to the VFDs' ability to slowly ramp up the speed of a pump when starting, as opposed to contactors which instantly go from rest to full speed. Similarly, the VFDs will gradually decrease the speed when shutting the pump off instead of immediately cutting all power. You can even control what power level you want a pump to run at with this useful technology!



1/4-Turn Lock Assembly Retrofit Kit for High Security Coin Boxes

Although a smaller upgrade, our new 1/4"-Turn Lock Assembly Retrofit Kit saves valuable time when you need to access your coin boxes – no more turning bolts! This convenient kit allows you to change from standard bolt and Tinnerman nut assemblies to 1/4-turn assemblies, making it much faster and easier to open High Security Coin Boxes like our CBK5000HS and CBK6000HS. The kit includes everything you need to make the switch! ■



Why Delay an Upgrade?

When it comes down to it, having the right technology in place is often the edge a car wash needs to continue a sustained pattern of growth. So, why wait to make that type of investment? Start improving your site by upgrading the technology which makes it tick.



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Drying Efficiency and Build Quality!***

HOW LOOSE PURCHASING CONTROLS QUIETLY COST CAR WASHES REAL MONEY EACH MONTH (AND HOW TO FIX IT)

A practical guide to tightening order approvals, budgets and monthly spend.

When you run multiple car wash locations, your site managers often need to order supplies at a moment's notice. An equipment failure that leaves your wash non-operational can't wait for manual approval, it needs to be addressed now. To solve this problem, most operators give their site managers a company credit card without any serious guardrails in place. This lets managers act fast in an emergency, but it comes with a hidden cost.

Over time, mistakes get made - employees order from unapproved vendors, they buy more than they need, the wrong parts get purchased and never end up being returned. Over time, these small mistakes add up to serious waste. By the time you catch the problem when the statement shows up weeks later, the money's already been spent.

Spending rules are firm guardrails that only need to be set once.

New spending rules in the KR Stock online ordering platform proactively stop wasteful spending before it happens, without slowing site managers down. As an operator, you get to control how money gets spent across your organization:

- Set spending limits per employee
- Set spending limits per location
- Control which products employees can order

Spending rules are firm guardrails that only need to be set once. When in place, they enforce spending limits automatically without any manual checking on your part. Let's say you've set a spending limit of \$1,500 per month for one of your employees. As long as they stay under this threshold, they'll be able to order without interruption. However, if their shopping cart contains items that push them over the monthly limit, KR Stock will intervene and require that they request approval from a designated approver on the team. The approver will be notified and can complete the order on the employee's behalf, adjusting the cart as needed.

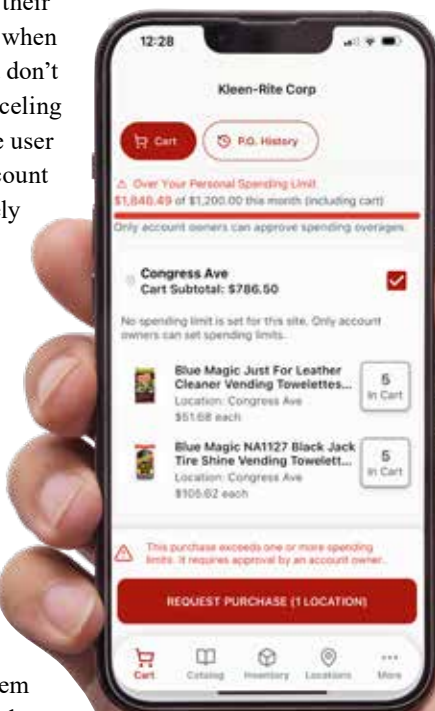
Different roles have different spending needs and KR Stock gives you the flexibility to set custom limits. You might give a

maintenance tech a higher limit than a front-line employee, while still setting a broader per-location budget to guard against overruns. By allowing employees to see their own monthly spending progress via the KR Stock website and mobile app, the platform helps them stay on track. As an operator, you can also monitor everyone's spending habits over time.

All of this keeps employee turnover in mind. Employees never need direct access to a credit card. As an account owner, you can add the cards you want to use directly in KR Stock. Employees can then use those cards via their KR Stock account. And when an employee leaves, you don't have to worry about canceling a card. Simply delete the user from your KR Stock account and they will immediately lose access, no longer able place orders or see your account data.

Once in place, spending rules deliver three key benefits for your business.

- Wasteful spending decreases: Giving each user a budget that they can see and monitor helps them plan better each month and spend more carefully. Hard spending limits prevent them from exceeding their budget without approval.



continued on page 38

- Costs become more predictable: Visible budgets and enforced limits for each user and location help you identify spending issues in real time and prevent surprise overages on the next credit card statement.
- Administrative staff gets more time back: They spend less time scrutinizing invoices, chasing down excess spending, overseeing returns, and dealing with employee turnover.

Rules are easy to add and edit from any location or user profile page within the KR Stock ordering platform - just click on “Set Spending Limit” for the user or location you’re viewing. Once set, automated enforcement begins immediately and users will be able to see a real-time indicator of their budget and spending progress throughout the system. Only account owners can edit spending rules, ensuring guardrails remain securely in place.

Our support team is available to share a demo of the KR Stock ordering platform and help you configure your spending rules.

Spending rules are available today with a KR Stock Premium plan. Visit krstock.kleen-ritecorp.com to begin your free trial and start getting better control of your spending today!

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Rebuildable Pneumatic Cylinder System for Car Wash Doors

Built by a car wash owner, for car wash owners.



**Rocket Glide
RG100
Magnetic Carriage**



The RG100 is a durable, cost-effective, and rebuildable magnetic carriage. Its an expertly-engineered option which will ably replace an Airlift Magna-Glide carriage. It features a replaceable wiper seal and a replaceable hydraulic seal. Thanks to its clever design, the magnets remain submerged in oil, resulting in rust and corrosion-resistance while also helping to keep moisture out. Further, it lubricates the cylinder every cycle.

Magnetic Carriage Features:

- Rebuildable
- Drop-In Replacement for Airlift Magna-Glide Carriage
- Replaceable Wiper Seal
- Replaceable Internal Hydraulic Seal
- Oil Reservoir
- Magnets Remain Submerged in Oil
- Prevents Rust and Corrosion
- Lubricates Cylinder Every Cycle



**Rocket Glide RG208
Air Operated Cylinder- 8' Door**



The RG208 is a cleverly-designed door cylinder from Rocket Glide. Among the main worthwhile features this cylinder offers are a removable cap for easy cylinder maintenance and easy piston removal for drive rod maintenance. As a whole, the part is intuitively designed, making installation and ownership simple.

The air operated cylinder is a drop-in replacement for an Airlift Magna-Glide cylinder. Its built for use with an 8' door.

Cylinder Specifications:

- Air operated
- Drop-in replacement for Airlift Magna-Glide cylinder
- For use with 8' door
- Removable cap allows piston to be removed from cylinder for maintenance
- Access for easy piston removal with drive rod for repair or maintenance



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AMETEK Dynamic Fluid Solutions and Bison Gear & Engineering combined in 2023 to form a new business of AMETEK, called **Bison®**. The blended organization offers an expanded portfolio of products for your fluid movement and power transmission needs.

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**VEND 41-56
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THE KLEEN TEAM

JACQUI GARDNER

Customer Service Team Lead

Jacqui joined the Kleen-Team here at the Columbia Corporate Office 9 years ago. Before that she worked for a company called The Safety House, a distributor of Asbestos and Abatement products.

Jacqui has gained a lot of experience and expertise working in customer service, but her favorite part of working for Kleen-Rite is being a part of a family-owned business and being treated like a real part of its growth and successes. Jacqui is also an active member of the KR Stewardship Committee, and often volunteers for community events.

When she's not problem solving and helping customers on the phone, Jacqui loves living non-work life with her husband Jeff. They share pet parenthood of a 17-year-old cat named Piper and a black lab named Meeka. Jacqui enjoys being outside walking on the local trails, boating on Lake Clark, gardening and growing vegetables, and going to the beach whenever they can. Summer is her favorite season!



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Air/Vac w/Detailing Tool

The Framagraphics AV/CAV-002 is a car wash air vacuum that comes with a detailing tool. Among its many features are a 1600 hr. turbo motor, 1.25 HP high output compressor, stainless steel tank and main cabinet, plus a multi-coin acceptor system.

The unit features a mechanical multi-coin acceptor on the face. It uses a computer controlled timer and UV protected graphics to deliver the best customer experience possible. If you prefer, you can also choose an optional payment method such as a credit/debit card acceptance system, an electronic coin acceptor, or a vault drop.

FMCAV002



Quadra-D1

All-In-One Combo Vac

The Framagraphics Quadra-D1 is a stainless steel combination vacuum that features super vacuuming, turbo vacuuming, fragrance dispensing, and spot removal. Offer incredible functionality to customers and increase revenue with every visit!

The Quadra-D1 accepts coins, tokens, and bills. Compatible with NAYAX and CryptoPay if you wish to add credit card acceptance. 4-bag easy-clean filter system, two 12-Amp motors, internally lighted dome. 120-volt AC, 118" water lift, 15' vac hose (1.5" diameter).

QUADRA-D1



Kleen-Rite also stocks a full inventory of Framagraphics Shampoos and Fragrances!



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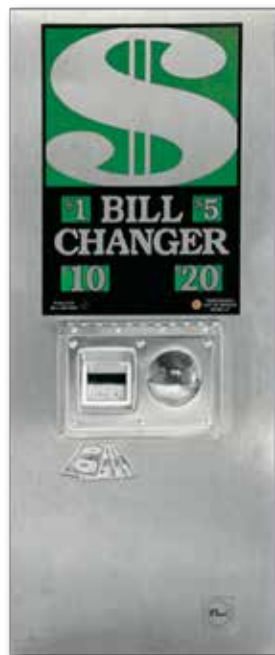
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CPI Recyclers/ Validators hold 500 notes each



Dual Hoppers hold 15,200 coins total



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SOLVING THE MOST COMMON CRIME IN CAR CARE

THE SHADY WORLD OF TOWEL THEFT

By Doctor Joe Gartland



It starts with a single microfiber towel tucked under a driver's seat. By month's end, that towel can cost hundreds of dollars in lost revenue. For express car wash operators, the free-use towel cart is a premier customer perk, but it also serves as an open invitation to accidental—and intentional—shrinkage. You cannot run a profitable wash if your inventory is constantly driving out the exit gate.

The good news is that there are several effective measures to stop or significantly reduce towel theft. Stopping this drain on your revenue requires a strategic mix of psychology, technology, and clear boundaries. By changing how customers interact with your wash, you can gently steer them toward better behavior. Here are some helpful ideas -

Implement the “Trade-In Only” System

There are a couple of ways to do this. Some washes sell a higher-quality, unique towel for \$3.00 - \$5.00. Preferably, the towels would be embossed or printed with the car washes' logo and name. Each time the used towel is surrendered, a clean replacement towel is provided for the customers' use without charge.

To soften the impact of the towel purchase, the car wash can inform its customers that all profits from towel sales will support local nonprofits and youth organizations.

The towel theft hemorrhage prompts a “Cost-Conscious Pivot” where customers (not the car wash) pay for towels while generously supporting their community initiatives!

Another way to run this “Trade-In-Only” scheme is to provide each customer who joins the Monthly Wash Club with a high-quality, distinctive towel. Each time the used towel is returned, a clean replacement towel is provided to the customer at no charge.

Deploy “Friendly Accountability” Signs

Signs that threaten to call the police or print mugshots feel hostile. They ruin the premium, welcoming vibe of a modern express wash. Instead, use psychological nudges that highlight community standards. The Fix here is to reframe your signage to appeal to the customer's sense of fairness.

Share the cost of doing business transparently - Use phrases like, “We provide these towels for free use on-site so we can keep our wash prices low. Please leave them here for the next guest.”

continued on page 44

Use humor with a message - One sign I like shows an illustration of a bouquet of flowers with the message, “Don’t take our towels home, your wife will prefer flowers.”



You can also use The Reminder Nudge - Place a sign right at the lot exit, above a towel return bin reading, “Check your floorboards! Did a towel hitch a ride?” This gives well-meaning customers a guilt-free excuse to drop the towel off, rather than driving away feeling awkward.

Kleen-Rite is also in the custom sign business. We have Professional Graphic Designers on staff who can help you put your ideas into signage. There are also many stock signs in stock as well. Call 1-800-233-3873.

Physical and Technological Deterrents

Surveillance Systems: Visible security cameras are considered the greatest deterrent for theft. Monitoring vacuum areas with waterproof, tamperproof day/night models helps ensure accountability for customers and employees. Signage listing “Smile – You’re on Camera,” definitely adds to theft prevention. Kleen-Rite has an extensive line of security systems and accessories. For more information, call 1-800-233-3873.

RFID Tracking: I have seen warnings on towel labels at car washes in Phoenix and Denver claiming their towels use RFID technology to prevent theft. This seems a bit extreme. I am aware that advanced recognition systems use washable RFID tags attached to garments and readers at exits or storage zones to detect tagged items leaving the premises and trigger alerts. In my opinion, the cost of deploying this technology far outweighs any savings from reduced towel loss.

Asset Protection: Why Custom Towel Printing Reduces Towel Theft

Towel theft is a silent profit killer for express car wash owners. Many millions of black microfiber cloths vanish into thin air every year, tucked away into trunks or casually tossed onto passenger seats. While many customers do not mean to steal, the temptation of a high-quality, unbranded towel is simply too high.

Smart operators are fighting back with custom-printed microfiber towels. Transforming a plain cloth into a bold brand statement dramatically reduces shrinkage. Your logo, name, and message are on your towel! For example, some operators boldly print --

“PROPERTY OF [Car Wash Name]. PLEASE RETURN OUR TOWELS.”

If you think this does not work, perhaps you have not tried it. People are far less likely to steal an item that is clearly marked as belonging to your commercial property. Your property marks on your towels legally clarify ownership and shame potential thieves.

Turning Loss Prevention into Free Advertising

In the end, some towel loss is inevitable. The shoplifters still need to get their cars washed, too. When your plain black towels are taken, you have nothing to show for it. You are left with nothing but empty towel baskets and a lighter wallet.

But printed towels are a marketing investment. When a branded towel leaves your lot, it becomes a mobile billboard. Neighbors see your distinctive logo when customers wash their cars at home. Plus, every time your customer opens their trunk and sees your logo, they are reminded to return to your wash.

The Bottom Line

Adding custom printing to your microfiber towels carries a slightly higher upfront manufacturing cost. However, the return on investment is immediate. By reducing towel replacement rates up to 50% or more, you save thousands of dollars annually while turning an operational headache into a powerful brand-awareness campaign. Employing Custom Embossed and Printed Towels puts your logo and name in your customers’ hands (literally).



Using your logo on towels creates a human connection to the “signature” of your business. There is no other way to get any closer to your customers. ■

Comments, Questions, or Help Placing an Order contact the good doctor!

Doctor Joe Gartland
1-800-233-3873 x 236
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If you're running a carwash, you know the value of a float valve that keeps your system running smoothly. Jobe Valves produce reliable float operated valves for the automatic filling of water storage tanks.



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Mounts above or below water line

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- Comes complete with float and arm
- Has a switch to lock valve in off position
- Shuts down slowly to minimize water hammer
- Mounts horizontally or vertically
- Up to 90 GPM



TOPAZ INDUSTRO FLOAT VALVE

High Flow Rate Valves

Mounts above or below water line

- Shuts down slowly to minimize water hammer
- Comes complete with float and arm
- Has a switch to lock valve in off position
- Internal filter to keep debris out of the valve
- Float position easily adjustable without tools
- Mounts horizontally or vertically
- Up to 90 GPM

JFVTS12	3/4" Valve
JFVTS16	1" Valve
JFVTS18	1 1/4" Valve



ROPO FLOAT VALVE

Low Flow Rate Valves

Mounts above or below water line

- Mount on side, bottom, or top of tanks
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JFVR08	1/2" Valve
JFVR12	3/4" Valve



+Plus Product Line

Dual Purpose Car Wash Chemicals

The Plus Product Line is an incredible collection of detergents from National Automotive Chemical. Each product serves as one-easy step!



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Presoak Plus: Tire Cleaner

High foaming, high pH presoak, cleans vehicle and tires in one easy step. Fresh citrus scent.

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Concentrated foam brush detergent cleans vehicle & remove bugs in one easy step. Available in Yellow/Banana or Red/Cherry.

Clear Coat Plus: Drying Agent

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G&G ColorWash™ is a complete lighting control system designed and built to your exact needs. It includes LED fixtures and a controller along with cabling and mounting hardware. Plus, you get access to the ColorWash™ app. The system is built for real-world car wash conditions, with lighting that is IP68 waterproof rated, chemical and corrosion resistant, UL wet-location rated and engineered specifically for harsh car wash environments. With full-spectrum RGBW lighting, you can create immersive light shows, highlight special packages or wash processes, and make your wash stand out to passing traffic, giving your building new shine.

Benefits of ColorWash™

Attract More Customers: More first-time visits and higher daily car counts.

Increase Revenue Per Car: Stronger upsells, better conversion to premium washes and memberships.

Create Memorable Experiences: Customer retention, repeat business, and word-of-mouth referrals.

Strengthen Brands: A consistent, recognizable brand experience every time.

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Easy Control, Simple Operation: Maximum impact with minimal effort, backed by trusted support.



Why ColorWash is Ideal for Retrofits

- Works with existing equipment and arches.
- No trenching or structural modifications needed.
- Fast deployment for refresh, rebrand, or revitalization.
- Push-and-click cabling system requires no conduit and minimal electrical connections.

ColorWash™ is the easiest and most effective way to increase car count, ticket value and unlimited memberships by creating an unrivaled customer experience with powerful light shows that transform your car wash into an active marketing machine to attract and retain new business. Call Kleen-Rite for your quote today! 800.233.3873

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UPGRADING TO 1/4-TURN LOCK ASSEMBLIES ON COIN BOXES



Several operators told Phil they wished their Kleen-Rite High Security Coin Boxes were easier to open when servicing. As a solution, we created the 1/4-Turn Retrofit Lock Assembly Kit!

This convenient kit allows you to change from standard bolt and Tinnerman nut assemblies to 1/4-turn lock assemblies, making it much faster and easier to open your coin box. You change the interior assemblies while using your same plug locks, adding convenience while maintaining the same level of security. Each kit services one faceplate. Here's a step-by-step guide on how to use the kit!

Items You'll Need:

- Drill
- Flathead screwdriver
- Phillips head screwdriver
- 8mm Allen wrench
- 10mm adjustable wrench



To get started, remove the faceplate from your coin box. Use a flathead screwdriver to pop the e-clip off the 1/2" bolt and slide off both standoffs. **[PIC1]** Take the plug locks off the faceplate. Set aside but DO NOT DISCARD - they'll be reinstalled later. Put the supplied Unibit on your drill and drill straight down through both standoffs. Then, follow these steps to install the new lock assemblies: **[PIC2]**



Grab the lock cylinder and slide the gasket over the top of the cylinder. **[PIC3]** Bring the lock cylinder through the standoff. **[PIC4]**



Slide the locking tab onto the standoff. Turn the locking nut onto the cylinder and hand tighten. **[PIC5]** It may be helpful to use a 10mm adjustable wrench to get the nut snug. **[PIC6]**

continued on page 50



Pull out the bolt that's in the lock cylinder and discard. If it's tight, use a Phillips head screwdriver to loosen. **[PIC7]**



Slide the retrofit cam onto the square top of the lock cylinder. **[PIC8]** Drop the Allen head bolt through the cam and hand tighten. Be careful to not overtighten, as it needs to maintain a spring effect to function properly. **[PIC9]**



Hold the faceplate up with the front facing you. Make sure the cam is horizontal so it's closed. **[PIC10]**

Use Allen wrench to press in the spring cylinder of the lock. Give it a quarter turn so it locks onto the lock bar inside the hull. **[PIC11]**

- Reinstall the plug lock you removed at the start of the process.
- Repeat steps on the opposite side.

Scan to check out the Fix It With Phil video!



Our new 1/4"-Turn Lock Assembly Retrofit Kit saves valuable time when you need to access your coin boxes – no more turning bolts! This convenient kit allows you to change from standard bolt and Tinnerman nut assemblies to 1/4-turn assemblies, making it much faster and easier to open High Security Coin Boxes like our CBK5000HS and CBK6000HS. The kit includes everything you need to make the switch!

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Wash Wizard- Ladson, SC

It only takes a touch of magic to elevate from ordinary to extraordinary. While it can be tough to tell exactly what type of magic is needed, you typically know it when you see it. At Wash Wizard Car Wash, you can see the magic come together even when just passing by on the street.

After decades of experience in the industry for owners Casey McKinley and Brian Cook, they founded Wash Wizard with the goal of offering fun, fantasy, and affordability all at once. The Kleen-Scene visited their Ladson, SC, location to explore the site and chat with Casey and Brian. It's one of three current locations under the Wash Wizard name, all of which deliver the same superb clean and sense of adventure.

The Lore of the Car Wash Wizard

First debuting in the late 2010s, the Wash Wizard really became an engrained element of each Wash Wizard Car Wash site during renovations completed around 2020. Since this period the Wash Wizard has grown to represent the entire brand, complete with a detailed backstory which can be found on the Wash Wizard website. The full lore includes tropical islands, knights, witches, sea monsters, dragons, and more.

As a customer moves through the tunnel at one of the three aforementioned locations, the world of the Wash Wizard is ever-present. From the Serpent Rinse to the Wizard Wax to the Dragon Dryer, colorful signs and detailed illustrations add a measure of whimsy to each trip through the tunnel.

The attention to detail when initially creating the Wash Wizard, along with the expansiveness and depth of the story, has resulted in an instantly recognizable face for the Wash Wizard Car Wash brand. The community, especially children, always have fun partaking in this fantastical narrative.

The Moves Behind the Magic

Creating a sense of occasion around any wash is a stellar way to forge an identity and connect with the community. Ultimately though, a wash has to deliver quality service and care to backup all the bluster. Having worked in various car wash segments previously, Casey and Brian understood what it would take to set their tunnel wash apart. What they've been able to put together is a long list of nearly magical amenities.

The main attraction at the Ladson site is, of course, the tunnel. Measuring 180 ft. in length and 26 ft. wide, it offers a cavernous presence, helping to ease navigation for drivers and alleviate any feelings of claustrophobia. Once through the tunnel, customers roll out into a lot with 25 individual parking spots for vacuums. These 14' extra wide vacuum spaces really come in handy as folks are maneuvering around their vehicle, trying to reach every nook and cranny. Shaded vacuum canopies further add to the comfort and practicality.

Behind the scenes, the quality of equipment, tools, products, and chemicals used is often at the cutting-edge of the latest industry innovations. It's also easy for folks to choose the exact services they want thanks to creative wash plans.





By Matthew Kurek

Wash Packages Which Work for All

Four distinct wash packages are offered at the Wash Wizard Car Wash. Interested customers can start with the Magic Wash, a basic package starting around \$15 a month which includes such services as vacuums, air tools, and glass cleaners.



From there, the packages become more expansive— and magical. Next on the list is the Wicked Wheel Wash, which introduces tire shine, wheel cleaner, bug removal, and more. Another step up the ladder and guests arrive at the Shining Knight Ceramic Wash, a popular choice featuring ceramic coating shine. Sitting at the top of

the pyramid is the King Graphene Wash. For folks who want it all, this package includes a hand prep process, buffing and extra drying, plus an exclusive Shining Knight Ceramic Wash.

The diversity of these packages goes a long way towards building customer loyalty. So too does the many wash clubs in place such as the monthly, family, or annual wash club. Rounding out the offerings at Wash Wizard Car Washes are rotating deals that can save customers both time and money.



From Ordinary to Extraordinary

Wash Wizard Car Washes illustrate the positive influence of pairing ingenuity with execution. The strong brand identify of these washes has clearly struck a chord with the local community. Yet if the wizard is the one drawing customers to the site, it's the quality of wash which keeps these folks coming back time and again.

Perhaps, that's the true magic touch. ■



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Or Shop Online



HIGHEST SECURITY

All card data is encrypted the instant it is received whether from a tap, swipe, or in-app.



LATEST TECHNOLOGY

We continue to bring new and exciting technology in a simple, secure, and cost-effective way.



REDUCE FEES, INCREASE REVENUE

Combined tickets reduce credit card fees and credit card use is proven to increase revenue.



GROW RECURRING REVENUE

EverWash Coinless app is integrated with CryptoPay, in-app payments are easier than ever.



AWARD WINNING CUSTOMER SERVICE

Known in the industry for excellence in customer service, we are here to make your business run smoother.



MAGTEK
SECURITY • PROTECT • TRUST

Payment hardware and gateway provided by MagTek, Inc.

OsciJet

Nozzles

FDX
Fluid Dynamix

The next generation of car wash
nozzle technology has arrived.
Movement with no moving parts!



Available from

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