

Uptime Solutions™

Maximize Your Car Wash Uptime with Trusted Car Wash Experts

DRB's Uptime Solutions team of car wash experts helps your on-site personnel maximize wash uptime by quickly resolving minor wash problems or maintenance needs, reducing unnecessary service provider site visits and preventing avoidable equipment breakdowns.

Equipment Monitoring and Problem Resolution

Our car wash experts monitor the status of your wash and triage any equipment alerts, minimizing downtime and reducing unnecessary site visits.

We remotely advise your store personnel on how to resolve the issue, or if needed, engage your service provider for an on-site visit. We develop a special resolution process, tailored to your staff and company policies, and stay on top of a problem until it has been resolved.

We provide the most expedient path to getting your wash up and running again.

Downtime Prevention

We proactively perform wellness checks on your wash. If you're not washing cars as expected, we will work with your team to identify the cause and resolve it quickly.

Additionally, we will work with your team to ensure the wash is prepared for and protected from below-freezing temperatures.



What It Does

Uptime Solutions Allows You to:



Rely on a trained car wash specialist to monitor your wash



Minimize dependence on store personnel and keep them focused on in-store sales

Common Resolutions:

- Credit or Cash Status
- Receipt Paper
- Back-Up Eye
- Brushes
- Chemicals
- End Position
- E-Stop
- Temperature Concerns
- Gantry
- Pulse



Case Study

A 29-location convenience store chain achieved the following results over a 12-month period of using Uptime Solutions:

Improved wash uptime from 88% to

99%

Avoided

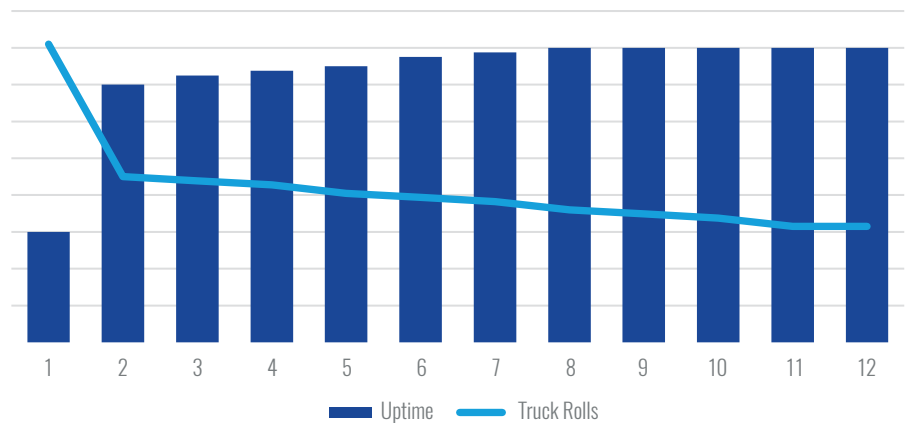
500+

truck rolls in a 12-month period

Increased

revenue potential & reduced costs

Uptime vs Truck Rolls
(over 12 month)



For more information, contact us at 443.561.1200
www.DRB.com