



SOP 11-18CW September 3, 2018  
Revised November 5, 2025

## Car Wash Opening Procedures

**PURPOSE/SCOPE:** Proper procedures and protocols must be followed each time the Car Wash is being opened for business. Failure to follow the procedures and protocols could result in damage to the car wash equipment and create unsafe conditions for our employees and customers. Additionally, the proper activation of the Point of Sale equipment along with all forms and all material needed to administer the business of the car wash is included in the opening procedures. The Car Wash Manager will direct and oversee the Customer Service Representatives (CSR) assisting with the opening procedures.

**ARRIVAL:** The Car Wash Manager will arrive approximately 30 minutes before the scheduled opening time. Upon arrival he/she will:

1. Call Netwatch Communications at telephone number, provided separately, identify yourself and provide your verbal password to the Netwatch operator letting them know that you are opening the car wash
2. Walk the entire exterior of the proper checking for any weather damage, vandalism, or any other unusual conditions observed, and document any unusual or suspicious conditions with photographs and report to the Operations Manager.
3. Unlock and open office entrance door, turn on lights and immediately proceed to the Flight Deck and deactivate the alarm system and turn on lights. Each manager is provided with a personal and unique alarm code.
4. Turn on Washify KIOSKS switches 1&2 located below the alarm panel on the Flight Deck.
5. Turn on Point of Sale (POS) computer located in the office. Count to confirm money in the POS Cash Drawer. On POS screen, select TOUCH POS then select "OPEN SHIFT". Enter in the amount of money in the Cash Drawer (typically \$300) and click OPEN SHIFT.
6. Check "Terminal Balances" on POS Screen to ensure that are adequate number of \$5 and \$10 bills in the "change" dispensers.
7. Meet each CSR as they arrive for their shift, inspect to ensure they are properly groomed and dressed in the appropriate uniform. Assigned each CSR to assist with opening the car wash and prepare to receive customers.

1034A Kilani Ave. # 102 Wahiawa, HI 96786 - Office: (808) 621-0899 – Fax: (808) 622-4448

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### **PREPARE THE CAR WASH:**

1. Unlock and open tunnel entrance and exit gates.
2. Turn on tunnel entrance screen. On/Off Switch is located behind the screen in the entrance module.
3. Place red ball and cones in designated positions at tunnel entrance and exit.
4. Turn on the vacuum cleaner toggle switch in the Electrical Distribution Room.
5. Unlock the iron gate into the loading and receiving area.
6. Inspect trash dumpster ensuring there is adequate space for anticipated trash that will be generated during the day.
7. Place new plastic trash bags in each red ball trash receptacle.
8. Energize each vacuum cleaner and check that each hose and claw is clear of obstructions and is producing maximum suction.
9. Inspect Greeter Station for adequate supply of "blue towels," and Emerald Wash Club brochures. Check that Auto Sentry are on and responsive.
10. Open Wash Connect Program on the Flight Deck and set screen to "Stack Control." Turn on all Flight Deck Video Monitors and ensure cameras are on and recording.
11. Activate the outside speaker system, select a music play list from the iPad Pro, adjust to appropriate volume on the associated amplifier located on the lower shelf on the Flight Deck.
12. In Equipment Control Room turn on the Air Valve to the Hydra Flex panel (marked with blue tape.)
13. Turn on Reject Water Valve located on the top left corner of the High-Pressure Pump Station.
14. Check all chemical levels and ensure adequate supply is on hand.
15. **NOTIFY ALL EMPLOYEES TO STAND CLEAR AS CAR WASH CONVEYOR AND EQUIPMENT IS STARTING UP!!**
16. Place all "Wash Stop" buttons in the OUT/ON position.
17. Initiate the "Wet Down" process using the Tommy System iPad Control. Once "Wet Down" begins assist the process by using the "fire hose" to wash and wet down the Wrap Around Brushes, Reverse Hugger Brushes, and Rocker Panel Brushes.
18. **The Car Wash is now Ready to Open for Business.**

**FINAL INSPECTION:** Before removing the chain barriers at the driveway entrance and exit, walk the entire property with a CSR to assure every detail has been addressed, i.e. landscape, vacuum cleaners, trash receptacles, clean parking lot and vacuum stalls, all required lights are on, etc. Office, restroom and Flight Deck are clean, and properly stocked. No later than 7:00 am the chain barriers will be removed and ready to receive customers. Remove the exit chains first then the entrance chains.

*Ricky e Price*

Ricky E. Price

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Owner/Chairman

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