

# BUILDING A CARWASH THAT OUTSHINES THEM ALL

Shine Auto Wash opens a new Burnaby, B.C. location.



After four years of research, Shine Auto Wash opened their second facility in November of 2015. Like the first location, the new four acre site contained a large industrial building suitable for self-storage with enough property to accommodate a state of the art car wash facility.

Owner Pete Dobell has an extensive business background in real estate development. While growing his real estate business, he acquired a self-storage facility in Vancouver, BC. Joining Dobell in that endeavor was Paul Faccioli, his VP of Development. As time went on, and with the continued success of his self-storage business, Dobell began looking for other suitable properties for development. One of those properties was a closed meat packing plant. Upon completion of the renovation from meat packing to self-storage, he looked at his site and realized there was excellent frontage, traffic, and property to add another business. After much investigation into compatible businesses, it was decided that a state of the art exterior wash made the best use of the frontage available. The success of this first Shine Auto Wash encouraged Dobell to look for other properties where he could combine both self-storage and car washing.





From an operational standpoint, the attention to detail and backup systems is apparent everywhere. No expense was spared to assure maximum uptime and ease of maintenance. All piping is stainless, spare parts are inventoried and team members trained to assure and insure a great customer experience.

continued research, plus assembling a first class team of dreamers, designers, and suppliers who were experts in their field and together shared the vision of a passionate management team. Blend it all together, design, build, execute and you have one of the most functional, beautiful car washes in the world.

Both Shine Auto Wash locations operate 24 hours, 7 days a week. That's right 24/7 – you can store or remove your belongings (8-6 p.m.) as well as wash and vacuum your vehicle (24/7).

The Burnaby Auto Wash features a 350 foot long, two story glass and

steel building with a 190 foot long tunnel. The facility has a second floor mezzanine where much of the non-washing ancillary equipment is located. The ground floor tunnel is surrounded on the second floor by a large mezzanine and walk way that allows management to observe vehicles being washed. Besides all the electronics and video monitoring, you can see and hear from above just how everything is functioning.

Shine Auto Management wanted to do something really spectacular at Burnaby, and they succeeded. They approached all their suppliers and asked them to push their envelop and comfort levels for

products that would be functional, somewhat non-traditional, but in the end, would enable Shine Auto Wash to provide an incredible customer experience while minimizing the opportunity to invite competition.

The tunnel is very open with great light due to the glass walls during the day and evening use of LED lighting. As a customer, whether day or night, there is never a feeling of claustrophobia. Upon entering there are three auto cashier lanes, as they make their turn around a glassed structure, containing the central vacuum system, a greeter guides all customers





on the conveyor. Every aspect of the facility is computerized, fine-tuned like a Swiss watch, without the loss of human contact. The first month of operation they washed over 50,000 vehicles.

The prep, wash, and rise area has duplicates of most equipment enabling Shine Auto Wash to provide clean, dry, shiny vehicles at high conveyor speeds.

As a vehicle travels from the wash to the dryer area customers will notice there are no dryer nozzles on the floor, they are suspended from the ceiling. By placing the blowers on the second floor, it enables the fans to draw in warm, dry air which assists greatly in providing a dry vehicle. An added benefit of the design is less horsepower required to dry as well as reduced maintenance.

Upon exiting the wash, customers have the opportunity to use the central vacuum positions. There

are ten vacuum positions with stainless steel arches, driver and passenger side hoses, LED lighting, and coin acceptors. Initially, there were multiple conversations about credit cards and the latest technology of "tap and go", but in the end, Toonies and Loonies won out and tried and true coin acceptors were utilized. Management was concerned about security of vacuum money, so they asked Vacutech to team up with and integrate a coin vacuum system from Vac-It-Up. As a result, all coins are sucked from the coin boxes and deposited in a vault on the mezzanine level of the car wash. Power for the vacuum arches is a 60hp turbine with a large multi filter separator from Vacutech. The powerful vacuum system is clearly displayed for all customers to view as they turn towards the attendant, conveyor and wash tunnel.

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**About the Author:**

Currently, Fred Grauer is Executive VP, New Business Development Vacutech LLC and, Grauer Associates. Formerly an owner of Whistle Clean Car Washes, Sherman Industries, Executive Vice President of Investor and Conveyor Services for Ryko Manufacturing and partner and Executive Vice President of Mark VII Equipment; Fred can be reached at [fredgrauer@comcast.net](mailto:fredgrauer@comcast.net)

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The entire system uses a full reclaim plus the latest technology in chemicals and chemical distribution.

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local builders and designers as well as the great contribution to a fabulous customer experience enhanced by their choice of Sonny's (tunnel), Sobrite (reclaim), ICS (POS and controls), Aero Dry (blowers), Vac-It-Up (coin retrieval), and those beautiful site beckoning illuminated stainless vacuum arches of Vacutech.

**Asked what's next?** A new Shine Auto Wash site bigger, better, fancier to arrive possibly late fall 2016. 

