



WhiteWater Shutdown SOP

Objective

To provide clear guidelines on when it is appropriate to shut down a location to ensure minimal impact on operations and maintain optimal equipment functionality.

When to Shut Down for Maintenance:

1. Safety Concerns

If there is an immediate safety hazard (e.g., electrical issues, structural damage, or chemical spills), the car wash should be shut down immediately.

If equipment is malfunctioning in a way that poses a risk to employees or customers.

2. Critical Equipment Failure

If critical equipment (e.g., conveyor, water pumps, brushes, dryers) is not operational and affects the car wash's ability to function properly.

If equipment failure could result in further damage or costly repairs if operation continues.

All critical equipment failures that occur during business hours should be assessed the same day and not postponed until the following business day.

3. Scheduled Preventive Maintenance

For major scheduled maintenance that cannot be done while the wash is operational.

When maintenance has been planned during non-peak hours or after hours to minimize customer inconvenience.

4. Compliance-Related Repairs

If any issues are identified that affect compliance with safety or environmental regulations (e.g., wastewater issues or chemical leaks).

5. Weather-Related Issues

In extreme weather conditions (e.g., flooding, severe storms) where running the car wash may cause equipment damage or create hazardous conditions for customers and employees.

Follow the Weather Preparation guide for weather related shutdowns.

When Not to Shut Down for Maintenance:

1. Non-Critical Repairs

For minor issues that do not impact safety, quality, or functionality and can be addressed during off-hours.

Cosmetic repairs, IT repair, or minor leaks that can be managed without disrupting service.

2. High Traffic Periods

During peak business hours or known busy times unless the maintenance issue is critical.

Aim to schedule non-critical repairs during slower periods, outside of business hours, or early morning/late evening hours.

3. Issues with Workarounds

If there are temporary workarounds (e.g., temporary repair, disable non-critical equipment, or manually adjusting equipment) that allow the wash to continue operating safely and effectively until repairs can be made.

Procedure for Shutdown:

1. Assessment

The on-site manager and maintenance/IT team should assess the severity and impact of the issue, and ensure all parts needed are on-site for the repair.

2. Approval - Internal Communication

Before a location can shut down you must have the following approvals to proceed.

For non-emergency or scheduled shutdowns, you are required to obtain approval from your direct report as well as the location's Area Director, Regional Director and collaborate with the location's Area Director and Regional Director to schedule the shutdown. When scheduling the shutdown include the duration of the shutdown, verification that parts are on hand and the scope of work for the shutdown.

For an emergency shutdown, first ensure that all employees and customers are safe and not at risk for injury to their person or their property. Shutdown the location, contact the emergency services, if needed, then contact the location's Regional Director.

3. Customer Communication

In the event of an extended shutdown that will impact customers longer than 1 day you must notify the following departments immediately.

- a. Contact the Marketing Team to update digital channels (Google Business, customer TXT/Email notification and social media channels).
- b. Contact Area Director, Multi-Site Director, and/or General Manager to deploy signage, staff communication, and to set up on-site customer service.

4. Documentation

Record the maintenance incident using a High Priority (Level 3) work order via MaintainX, including the cause, actions taken, and downtime duration, for future reference and analysis.

Note: Always prioritize safety, compliance, and customer experience in making decisions about shutdowns, communicate and schedule shutdowns with Operations Leadership.