



For Immediate Release

Unitec Introduces New Service to Increase C-Store Car Wash Uptime

Elkridge, MD, July 31, 2019 – Unitec, a leading provider of advanced technology and services to the unattended and C-Store car wash market, has announced the launch of its newest service, Uptime Solutions™.

Tailored to the convenience store (C-Store) car wash market, Uptime Solutions employs a team of experts to monitor the status of car wash equipment and triage any issues. The service increases wash uptime, reduces unnecessary service provider site visits and allows C-Store personnel to focus on in-store sales.

When the Uptime Solutions team detects an issue at the wash, they will remotely provide a fix, advise store personnel on how to resolve the issue or, if needed, engage the wash's service provider for an on-site visit. The team customizes a resolution process to the store's staff and company policies and stays on top of each problem until it is resolved.

"We have found that many C-Stores underestimate how often their washes are down and how much revenue is lost as a result," said Unitec Director of Customer Service Nancy Campbell, who leads the Uptime Solutions team. "They often don't know the wash is down until a customer tells them. Uptime Solutions helps prevent this unnecessary loss of sales."

Unitec will also proactively perform wellness checks and work with C-store personnel to ensure washes are prepared for below-freezing temperatures. As a result, Uptime Solutions provides the most reliable method for getting and keeping a C-Store wash running.

For more information about Uptime Solutions, visit the Unitec website at www.startwithunitec.com/uptime

ABOUT UNITEC

Founded in 1983, Unitec (Elkridge, Md.) is a high-performance producer of advanced hardware and software for the car wash market. Unitec products combine state-of-the-art technology, user-friendly operations and dependable, rugged construction. Unitec's staff is dedicated to unsurpassed customer service, advanced product design and superior quality standards. Unitec is part of the DRB Systems family of brands that includes DRB Systems, NoPileups™ by DRB Systems, Sage Microsystems and Suds Creative. Learn more at www.startwithunitec.com.

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