

Saber™ Joins Vector®; Completes Touchless Dual-Bay Reload



Saber™ an instant hit with loyal Vector® customers

SANDY, UT – Like any shopping center amenity, the car wash at Willow Creek was originally built as a customer convenience – and has grown to meet shoppers' needs. "We started with several self-serve bays and one automatic – which quickly became two automatics," says property manager Lisa Maldonado. When those first automatics couldn't keep up, she sought a faster, more reliable wash.

"The original in-bays had long cycle times – up to 7 minutes a wash – and required regular ongoing maintenance," recounts Maldonado. She says the machines ran on floor-mounted tracks that needed frequent attention, and each wash used seven oscillating heads with many moving parts that broke or malfunctioned often – necessitating costly and time-consuming replacement or adjustments.

"Our customers deserved a better wash, and frankly, so did we," Maldonado comments. Twice she turned to Kerry Shimada of Belanger distributor Arcadian Services, with whom she had a working relationship. "About two years ago, I suggested Lisa replace one in-bay with a Vector," Shimada remembers. "Then recently, I recommended she reload the second 'rollover' with the new Saber™ touchless automatic.

"The Vector and Saber's overhead gantry design, fixed-spray nozzles, dual wash arms and simple operation address all of her issues," Shimada says. "They also give Willow Creek speed, reliability and unparalleled

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— Lisa Maldonado, Willow Creek Car Wash

wash performance." Maldonado agrees. "Within two years, our customers chose the Vector over 34,000 times." She says those customers love the Vector's wide-open bay and dependable results.

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Maldonado says the Saber's low maintenance requirements are on par with the Vector's – which is no surprise. "The Saber features just two motors and three moving parts – plus a no-grease design with lube-free pivot points," she observes. "Now that the rollovers are gone, our maintenance man 'keeps up' the building and grounds instead of the equipment. Today our car wash looks better than ever – inside *and* out!"

According to Maldonado, the increased appeal has attracted more customers – and the Saber washes their cars with ease. "People used the rollover when the Vector had a long line," she says. "Now they use the Saber and Vector both." She notes "The Saber is twice as fast as the machine it replaced. We're washing more cars now because we can – and folks know that both bays deliver the same great clean."

Looking back, Maldonado says that her market has shown a clear preference for both Belanger in-bays – and the machines have proven they will stand up to loyal customer use. "There's no question," she says. "Saber or Vector, if we built this site today, we would start with two Belanger touchless automatics." She concludes "Experience is the best teacher, and our experience with Belanger washes has been fantastic."