**FAQ (Frequently Asked Questions)**

**What should I expect when I arrive?**
Simply drive up to our convenient Brite Carwash self-pay station and choose your wash package. Our advanced touch screen menus are user friendly. Their purpose is to allow you to easily select a wash package and how you would like to pay. They are designed to provide a 2 to 3 second transaction approval time. If you are a Fast Pass customer, the gates will automatically open when your vehicle approaches the Fast Pass reader near the gate. A friendly attendant is always nearby if you need assistance with the pay station or have any questions regarding our wash packages.

After the gate lifts, you will proceed into the loading area where an attendant will use hand signals to guide you onto the wash conveyor. Signage will indicate to place your vehicle in neutral and take hands off steering wheel. Our computer-controlled conveyor will carry your vehicle through the wash tunnel and dispense the exact wash package you selected all in less than 4 minutes. It is important that you ALWAYS FOLLOW ATTENDANT’S INSTRUCTIONS, REMAIN IN VEHICLE and NO STEERING or BRAKES while in the wash tunnel. Simply sit back and enjoy the show! Place your vehicle in gear when you see the light at the end of the tunnel change to green. You may then exit or proceed to our vacuum stations and use them free of charge.

**Can I get out of my vehicle?**
NO. Remain in vehicle always while in the wash tunnel and queue. For safety reasons, there must always be a driver at the wheel. Brite Carwash uses extensive lighting and large windows to create a comfortable and wide-open environment. An attendant will always be nearby to give you easy to follow instructions, answer any questions you might have, and guide you through the entire process.

**What are your hours?**
We are open from 7:00am to 7:30pm Monday through Saturday and Sunday from 9:00am to 7:00pm. We are closed on Christmas Day and Thanksgiving as well as we may close early on other holidays.

**Do you close when it rains?**
We rarely close for weather. In fact, unlike other carwashes we remain open for most rain events. Mainly we want to give our Fast Pass customers every opportunity to wash their vehicle whenever they like...even in the rain. However, we may close during severe weather events - or very rarely, for maintenance or upgrades.

**What type of payments do you accept?**
We accept VISA, MasterCard, American Express, and Discover and cash. Cash is inserted into our automated pay station and your change is dispensed like an ATM. We do not accept coin (quarters, dimes, etc.) or personal checks. We also except Google and Samsung pay.

**I saw a line of cars down the street, how long do I have to wait to wash my car?**
Not Long! The wash process takes less than 4 minutes, on most days you can be from pay station to exit in 5 minutes. Unlike stationary car washes our conveyor system is always moving, so even if the line seems long it is unlikely to take more than 10 minutes.

**Do I get a lesser quality wash when you’re busy?**
No! Our wash system is designed for high volume. The technology we use allows us to give you the same quality of carwash, regardless of how busy we are. It is very important to us that the quality of your wash remans consistent with each visit.

**Is there really a difference in the wash packages?**
Yes! You do get what you pay for. We offer 3 different packages. [CLICK HERE](http://britecarwash.com/services/) for more info on wash packages.

**Should I wash my vehicle before or after it rains?**
You should wash your vehicle when it is dirty, regardless of whether it’s before or after a rain. We know what you’re thinking, “yeah right, they’re just saying this because they’re a car wash”. Nope, this is a fact based on real science and years of experience among auto dealerships that need to keep their inventory looking perfect while parked outside. When your car is dirty, the surface holds all sorts of dirt particles, contaminants and road grime. Now just add water and you end up with cement. New paint problems are born when water-soluble solids mix with rain. So, rain will not clean these particles off of your vehicle. It just mixes with the goo that ruins your paint finish.

**How do I know I am getting the wash package that I selected and paid for?**
After selecting and paying for your wash the computer automatically raises the gate and puts you in the queue to receive the proper wash package. There is a confirmation light on the right side just before entering the wash that will flash indicating the corresponding package. The attendant does not know or control the wash packages issued, it is all controlled by the computer.

**Do you clean the inside of the car?**
No, Brite Carwash is an “exterior-only” automated car wash. We do not offer buffing, hand waxing, shampooing etcetera. These days, most of us put a premium on our time, so we focus on giving our customers the highest quality carwash, and greatest service available, in the shortest amount of time possible. Free use of our ultra-high suction vacuums is included with the purchase of any wash.

**Are your vacuums really FREE?**
Yes! And these aren’t your average vacuums. Each individual canister vacuum has high-power motors and large diameter hoses for ultra-high suction that makes quick work getting the inside of your car clean. Just press the button to get three minutes of un-interrupted vacuuming. Need more time? Press the button again. Vacuums will automatically turn off.

**Are towels available? Glass cleaner? Armor-All?**
Yes, we have a complete line of car care products available for a nominal price. Including micro-fiber towels (recommended), cloth towels, Armor-All tire shine, Armor-All interior cleaner, glass cleaner, air fresheners etc. Everything you may need to give your ride that finishing touch. Please see our vending area for complete selection.

**What kind of soap products do you use?**
Our cleaning detergents are specifically created to be powerful at cleaning yet safe for our environment. They are fully biodegradable, so they are safe for your vehicle, our employees and for the environment. They are made exactly to our specifications and work in conjunction with our equipment to ensure the safest and most effective results. Brite Carwash does not use any harsh chemicals or solvents in our cleaning process. Also, a very important factor in the quality of a car wash is the quantity of the detergents and waxes used. We promise to never skimp on soaps and waxes no matter the wash package you selected. Our extra soapiness is a difference you can see!

**How do you save water?**
A recent study shows that the average person uses between 100 and 150 gallons of water when washing a car by hand. By comparison, our computer-controlled system uses only 40 to 60 gallons of fresh water for each wash.

**Why is it better for the environment to use Brite Carwash?**
Besides using less water, used water at our location runs directly to a unique collection system that filters the water and removes harmful sediments and oil before it reaches local sewers. Many people don’t know that washing vehicles on pavement causes harm to local waterways which is one of the main reasons why automated car washes are better for the environment. Water entering storm drains, unlike water that enters sanitary sewers, does not undergo treatment before it is discharged. So, when cars are washed on streets, parking lots and driveways, that dirty water eventually winds up in our rivers, bayous and lakes. Washing one car may not seem to be a problem, but collectively, car-washing activity adds up to big problems for our waterways and aquatic life. Providing a clean, dry and shiny car for all our customers while also trying to do our part to conserve natural resources, such as water, is extremely important to us.

**What’s the difference between “brush-less” and “touch-less”?**
We employ a brush-less process, using only closed cell foam that gently cleans your car in combination with safe and biodegradable shampoos and detergents. “No Touch” washes (like in many gas stations), on the other hand, don’t use direct-contact cleaning media and rely, instead, on acid-based chemicals and high-pressure water. This is hard on the vehicle’s finish and can even etch glass and uncoated polished aluminum wheels. Some of these chemicals can be as unsafe for customers and employees as they are for the environment.

**Is it safer for my vehicle’s finish to hand wash it?**
NO. in fact, a University of Texas at Arlington study concluded that the good old driveway wash is one of the worst things that can happen to a car’s factory paint. The use of many of the chemicals not specifically designed to wash cars, like dish soap and other detergents and uneven pressure from hand washing (up to 100 pounds) which, according to the study, will damage your vehicle’s finish. No matter how diligent you are in rinsing your towel/sponge, it will still contain dirt/grit from other parts of your vehicle potentially scratching your finish. In contrast, our soft all-cloth mittens and wraps are perpetually rinsed and specifically designed not to hold dirt and safer for your vehicles finish.

**Will frequent washing ruin the finish of my vehicle?**
No. An impartial study conducted by Mercedes-Benz and the Technical University of Munich concluded that a properly maintained automated car wash is perfectly safe for all vehicles finishes. Most owner’s manuals recommend using professional car washes like Brite because clear coat treatments and wax protectants act to shield your vehicle from the damaging effects of weather or UV ray damage. Frequent professional car washing at Brite Carwash is good for your vehicle. Your vehicle’s safety is our number one concern.

**Will the wax from the car wash streak the outside of my windows?**
No. Dirty wiper blades streak windshields. Our specially formulated wax adheres to vehicle paint, but rinses completely off glass.

**Why does my windshield smear when I run my wipers?**
Ah yes, the age-old question. Road film deposits that become trapped under the wipers cause streaks that appear on your windshield. After your vehicle has been washed and the glass is clean, the next time you use the wipers, all that residue underneath the blade rubber gets streaked across your clean windshield. Here’s a quick fix:  dip a paper towel in white vinegar or window cleaner and run it across the wiper blades. No more streaks! Also, it’s a good idea to replace wiper blades at the first sign of wear. Most manufacturers recommend installing new wiper blades ever three to six months.

**Do you hand dry my vehicle?**
No, we have a custom-designed “drying area” at the end of our wash process that uses powerful blowers to dry your vehicle – without having to touch your car. You won’t need to hand-dry your vehicle (although towels are available at our vending area to give your newly-clean car some personal attention).

**Do I need to dry my vehicle after exiting the wash?**
Our final rinse process uses filtered water. This water has been filtered using a reverse-osmosis process to remove all suspended solids which means it will not spot if left to dry. However, there are nooks and crannies with certain vehicles that tend to hold soap and are difficult to rinse. In these instances, to prevent spotting, it is advised to wipe off any excess soap. (micro-fiber towels are recommended and are available in the vending area.)

**Do I need to fold my mirrors in before washing my vehicle?**
No, our computerized wash systems measure your vehicle and determines where the mirrors are and adjust the wash accordingly. This include SUVs and most pick-up trucks. We do recommend folding extended mirrors designed for towing and large truck mirrors (i.e. F-250s)

**I want the “BETTER” wash package but I don’t want tire shine.**
No problem, just let the attendant know before entering the wash tunnel and Tire Shine can be deleted from your wash package.

**Will my vehicle fit?**
Almost certainly, yes! If you ever have any questions, please feel free to come by our location and we would be happy to check your vehicle for compatibility.

**Here is a partial list of vehicles that might not be able to wash:**

* Vehicles that sit 4.5″ or lower to the ground.
* Vehicles with tires wider than 13.5″.
* Vehicles taller than 7’4”.
* Extended Height Full Size Vans, busses or campers (over 90 inches)
* Trucks with Dual Rear Tires
* Vehicles with permanently affixed tri-pod style mirrors that do not fold in.
* Full Size Hummers (military issued).
* Open bed pickup trucks with a fuel tank that has a fill nozzle and hose attached.
* Open bed pickup trucks with debris, tools, straps, rope or any other loose materials.
* Trucks/Vans with ladders.
* Vehicles with large ladder racks.
* Vehicles with “rocket boxes” or oversized non-factory luggage containers on top.
* Vehicles using a spare tire.

**Here is a partial list of things that sometimes cause problems, and Brite Carwash cannot be responsible for:**

* Previous Damage (loose molding / emblems, blistered or peeling paint, etc.)
* Cracked Windshields/glass
* Very Low-Profile Tires
* Pinstriping and decals
* Bug Shields
* Antennas on some vehicles that are older or previously damaged
* Objects on Antennas (balls, flags, etc.)
* Front license plates that is not properly secured or previously damaged
* Bike Racks, ski racks or powered chair racks
* Large “Knobby” Tires
* Racing Fins and Spoilers
* Any after-market parts, parts that are not put on by the manufacturer.
* Parts of the vehicle that are loose, rusted, cracked or previously damaged
* Previously chipped or cracked paint
* Non-factory parts or modifications
* Power antennas
* Spare tire covers
* Exterior mounted sun visors
* Running Boards
* The license plate housing on 2003 and 2004 Cadillac CTS models
* Dodge full-size truck antennas/fenders
* smart® car engine bay covers (hood)
* Vehicles with excessive mud
* Vehicles with flaking rust or perforated metal
* Vehicles with items attached/held with bungee cords, rope, zip strap, etc.
* Convertible tops or vinyl tops
* Classic vehicles (20 years or older)

**Can you wash my pickup truck?**
Almost certainly. All we ask is that the pickup bed be empty before going through the wash. This is for the safety of your vehicle and those of other customers’. Some oversized “trailering” side-mirrors are incompatible with our process, and certain types of modifications that employ oversized or off-road tires or radically raised suspensions may not be compatible.

**Can I wash my convertible?**
Yes. Please make sure that the roof is properly latched.

**Is the wash safe for newly painted cars?**
Yes. We use closed cell foam materials and mild cleaners; however, the paint should be allowed to cure before washing. Consult with your body shop for curing times (usually at least 30 days for repainted cars and body parts). Paint on new cars is fully cured at the factory prior to delivery.

**Is the wash safe for alloy wheels?**
Yes. Most carmakers caution against automatic washes that use acids on polished aluminum wheels since these can stain or etch the metal. At Brite Carwash we don’t use such acids and only soft cloth washing material.

**Will a cracked windshield be safe in the wash?**
Maybe. Once the integrity of windshield glass is compromised by rock chips (even very small ones), it becomes more susceptible to changes in temperature and pressure. So, while you may wash your vehicle with windshield damage, the cracks or chips may expand, and Brite Carwash cannot be responsible. It’s always best to repair or replace a damaged windshield immediately.

**Will my antenna be OK?**
Usually. Power antennas must be lowered prior to entering wash. After-market products, such as CB and cell phone antennas should be removed before washing. We also recommend removing late model vehicle antennas prior to washing.

**Will my bug shield be safe?**
Unfortunately, we can’t be responsible for after-market accessories made of plastic. Most customers who have bug shields wash their vehicles with no incident, however, problems can arise if the shield has already been damaged by rock chips, by stress cracks around the installation screws (which can be hard to detect), or if the material has been compromised due to age or UV rays.

**Why didn’t your car wash get the bugs off my car?**
There is no mechanical car wash that can clean baked on insects! Wash your car immediately after driving through insects. Bugs left on for days in the sun can permanently damage your finish. Along with tree sap and road tar, bugs can be your vehicle’s worst enemy. Tar and certain oils used on roads require extremely strong solvents to remove. All three can usually be removed using a bug and tar remover application pad with a little TLC and mild pressure.

**Should I tip the workers?**
NO! We believe that anything we do for you at Brite Carwash is included in the price you pay. While tipping may be the norm at other car washes and we appreciate the gesture, please don’t be offended if we decline your offer. The best way to recognize us is to send us an e-mail or giving us a like on our Facebook page. We would love to hear about your experience.

**Do you do Fundraisers?**
Yes, we love being part of the community. CLICK HERE for more information.

**Will you donate to my “little league team” “PTA” etc.?**
We love to be involved in the community and we often make donations to non-profit organizations. Contact us with your information to see if we can help.

**I have another question...**
Great! We would love to hear from you...contact us here.

**How do I receive discounts or coupons?**
The [Fast Pass plan](http://britecarwash.com/services/) is by far our best value. However, we recognize that unlimited washes subscription plan is not the right fit for everyone or every vehicle. We may also occasionally send coupons in the mail or join our VIP texting club and we do promotions on social media. Be sure to like our [Facebook page](https://www.facebook.com/BriteCarwash/) for the latest info.

**FAST PASS Frequently Asked Questions**

**What is a FAST PASS and why do I need a credit card to get one?**
[FAST PASS](http://britecarwash.com/services/) is a plan in which you receive car washing for one monthly fee (starting at $14.99 per month). This technology allows your vehicle to be recognized by our computer by placing a small RFID (radio frequency identification) tag on the inside of your windshield. There is no need to insert money or credit card at the pay station, the gates will raise automatically and issue the wash package you selected. Our secure off-site server charges your credit card once a month (like a health club). Your account is automatically charged on the anniversary of your sign-up date. YOU MAY CANCEL AT ANY TIME, NO LONG-TERM CONTRACTS. This plan must be billed by credit card only, cash payment is not accepted for Fast Pass.

**How do I enroll in the FAST PASS Plan?**
[CLICK HERE](http://britecarwash.com/services/) or simply select the MONTHLY WASH PLAN icon at the pay station and follow the prompts. You will need to complete a brief form and have the small FAST PASS RFID tag affixed to the inside bottom left corner of your windshield. The form will print along with the receipt at the pay. Form must be filled out and turned in to an attendant so they may affix the RFID and enter the info into our system.

**Who do I contact about my Wash Plan?**
See your friendly Brite Carwash Attendant.

**When will my credit card be billed?**
Your credit card will be billed on the first day of each month that you are enrolled. The first month will be automatically pro-rated to include just the days left in the calendar month.

**What is an RFID tag?**
A Radio Frequency Identification Tag (RFID tag) is an electronic tag that exchanges data with a specific RFID reader through radio waves. Each RFID tag has a unique circuit (like a barcode) that is assigned to your vehicle. Upon approaching the pay station area our tag reader will recognize your vehicle and raise the gate and issue the correct wash package. Brite Carwash uses small window decals with passive rfid technology built in. Passive means at no time can anyone track, locate or read the tag except in proximity of our tag reader (about 8-10 feet).

**How can I cancel my Unlimited plan online?**
Canceling is easy, select the “manage my pass” button at the top of our website and choose “cancel membership” or you can see a Brite Carwash Attendant.

**Do I need my FAST PASS tag number to cancel my plan or update my credit card on file?**
Yes. Your plan number is located on the back (inside) of the decal on your windshield. You must have this number to manage your pass on-line. If you do not have your Fast Pass tag number, you will need to see a Brite Carwash attendant in person. It is helpful if you know the name of the person who originally enrolled (who the credit card is billed to).

**Can I use my Fast Past on a different car?**
NO. Fast Pass is only valid for the one specific vehicle for which it was purchased and registered. If you wish to add other vehicles, please see an Attendant. Tampering or removing the tag is strictly prohibited and will void your memberships.

**How long does it take for my FAST Pass to be cancelled?**

Please allow 72 hours for your request to be completed. Your plan will continue to be active until your next billing date. You may continue to wash your car during this time.

**Will I receive a refund after cancelling my FAST Pass?**
No, you will not receive a refund. Your plan remains active until your next billing date.

**Will I receive an email confirmation after I change my credit card or cancel my FAST Pass?**
Yes, you will receive an email confirmation after you submit your request.

**What if I change my mind after I submit my cancellation request?**
You will need to stop by to reactivate your plan.

**I want to upgrade or downgrade to a different wash package (TODAY only).**
Want tire shine today? Need that Ultra-Gloss protection today? How about Carnauba Hot Wax and shine? Yes, you can do that! As a Fast Pass customer, you may choose to upgrade to any wash package by quickly selecting the “more options” button at the pay station immediately after your pass has been read and you hear the beep. After the button is selected you will see a menu where you can select the wash package of your choice. Your credit card on file will be billed for the upgrade (if any). The button must be pressed quickly, or it will time-out and the gate will lift. Once the gate is lifted you cannot go back to the menu and you must proceed through the wash. (remember to press the button quickly next time you visit)

**I want to upgrade or downgrade to a different plan going forward.**
You must visit Brite Carwash and see an attendant in person.

**I got a new car (or a new windshield).**
You must visit a Brite Carwash Location to receive a new RFID tag. (replacement tags may be subject to a fee)

**I want to change the credit card my FAST Pass is billed to.**
Select the “manage my pass” button at the top of our website and choose “update credit card” or you can see a Brite Carwash Attendant.

**Do you offer Fleet Plans or commercial Fast Pass plans?**
Possibly. Contact a member of our team here.

**Why do you need my information? What is your privacy policy?**
Brite Carwash collects information (name, zip code, license plate #, phone # etc.) when enrolling in the Fast Pass. We collect only as much information as necessary to make these unique plans as easy and seamless for the customer as possible. We promise to protect your info and NEVER share or sell your information to any outside company...ever! For Fast Pass Customers your credit card info is held by a secure off-site company specializing in this service. This large national company meets or exceeds all security and privacy standards.