

## SERVICE AND SUPPORT





With Ryko you don't have to rely on outside vendors to service your car wash equipment. We're the only one with a national, coast-to-coast, direct support network staffed by 250 specially trained, locally based technicians. So you get a faster response time when you need it most. Plus, our 90 percent first-time fix rate national average is one of the best in the industry.



## COMPREHENSIVE SERVICE OFFERINGS

- **Premium Preventive Maintenance** covers everything, including all parts and labor, for peace of mind
- **Managed Preventive Maintenance** keeps your machines up and running faster while managing your budget
- **Preventive Inspection** provides essential maintenance recommendations for optimal performance—we catch problems before they occur

## OUR TRAINED TECHNICIANS SERVICE LEADING WASH SYSTEMS

SoftGloss  
MAXX

Radius<sup>HT</sup>

MACNEIL

SOFTGLOSS  
MAXX 3

SOFTGLOSS  
MINI  
EXPRESS

We can supply maintenance contracts, service and parts for brands including:

Mark VII<sup>®</sup>

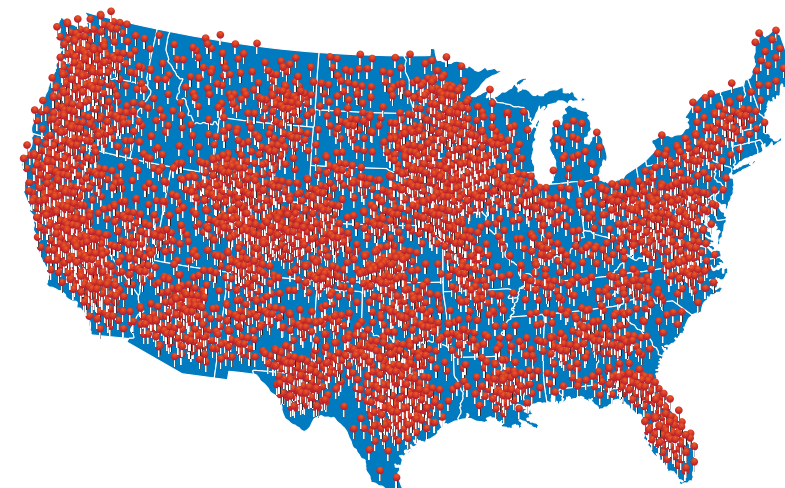
PDQ  
VEHICLE WASH SYSTEMS

Belanger

N/S Corporation

SONNY'S<sup>®</sup>  
The CarWash Factory

## INDUSTRY'S ONLY COAST-TO-COAST, DIRECT SUPPORT PROGRAM



**Our 250 specially trained technicians can address issues at any car wash across the United States.**

- More than 4,000 locations use Ryko for their service needs
- Centralized billing and customer service
- More than 90% national average first-time fix rate

## RYKO TECHNOLOGY ADVANTAGE

Ryko's advanced diagnostic tools keep you up and running.

- **RykoTrax** cloud-based web portal can show remote diagnostics, data reporting, machine status, real-time revenue and wash-count reporting
- Our exclusive **RSS** tablet-based field tools offer real-time electronic diagnostics, work orders, and parts and invoice processing
- RykoTrax and RSS identify and solve issues quicker, saving you time and money



**RSS**  
RYKO SERVICE SOLUTIONS







With Ryko as your partner, you're getting more than a machine. We lead the industry in uptime with **the only coast-to-coast, direct support program with locally based technicians and a full line of wash solutions**. It all adds up to increased wash counts and higher profit margins.

| EQUIPMENT AND INSTALLATION | ON-SITE SERVICE | PREVENTIVE MAINTENANCE | CLEANTOUCH™ WASH SOLUTIONS | REMOTE MONITORING | ONLINE TECH RESOURCES | CENTRAL DISPATCH | CENTRALIZED BILLING |
|----------------------------|-----------------|------------------------|----------------------------|-------------------|-----------------------|------------------|---------------------|
|                            |                 |                        |                            |                   |                       |                  |                     |

*Only Ryko can offer all of this!*

The most comprehensive line of car wash equipment solutions in the industry.

**SoftGloss**  
MAXXX

**Radius**<sup>HT</sup>

**MACNEIL**

**SOFTGLOSS**  
MAXX 3

**SOFTGLOSS**  
MINI  
EXPRESS

National direct service coverage and a national footprint for CleanTouch wash solutions.

**Clean**  
*Touch*

The most advanced technology tools to diagnose, administer, monitor and repair equipment to have you up and running faster.

**Ryko** **Trax**

**RSS**  
RYKO SERVICE SOLUTIONS

