



ACWA President, Neil Fox, Western Australia



I find it hard to start without using the well-worn phrase we are in unprecedented times. Never have the Australian States ever acted so independently or felt so differently. Not since federation have the States driven their course so differently as over the past six months.

For the ACWA executive, and to a lesser extent, the Board, this has made strategic planning and decision making challenging and frustrating. In March/April, the first round of shutdowns across Australia saw most of the industry manage to continue operating and then quickly recover. But Victoria's second round of shutdowns has come at a huge cost to operators. The Government has ruled over business closures with an iron fist making engaging with key ministers to argue our case for continued operation challenging, to say the least.

Adding to frustration levels has been the degree of inconsistency in application of the directions of the Chief Medical Officer. This leads to confusion and frustration, and on several occasions, advice given to the ACWA Executive was utterly contrary to that given to operators ringing the same department and asking the same questions. Inconsistency in application of any policy is the quickest way to civil unrest!

The Victorian Government's restrictions during the State's second wave was focussed on a single objective - give Victorian residents no reason to leave their homes other than to get food and medical supplies. It is against this background that the industry struggled to gain support to even open contactless automatics to wash "essential worker vehicles". The car washing industry hasn't been singled out; this has been applied to almost every industry across the spectrum.

A significant outcome, however, has been gaining Government recognition that car washing is indeed an essential service. This was evidenced by the recent relaxation of restrictions to allow automatics at fuel stations to operate. The Government's decision to confine car washing to fuel stations was again based on public movement. Petrol stations were already open.

I'd ask the Victoria operators to be kind to the efforts of Doug and Fiona. I've lived through most of that anguish with them, and it hasn't been easy to navigate the issues strategically and always guess the right path to the most favourable outcome.

Our aim over the coming weeks is to get the Victorian operators back into action as quickly as possible. We will continue to pursue key government decisions makers with information about our industry. We need them fully aware that our sites are safe, that we have COVID Safe Plans in place, that no community transmission has been linked to a car wash and, by nature, our sites enforce "social distancing".

This is by no means over for any state. In fact, I am very concerned that in my own State of WA, everyone has become so lax that, should we have another outbreak it will spread rapidly. My advice to everyone is to keep up the Covid-19 Safe Plan implementation.

Keep putting up signs, put out sanitiser, clean regularly, put in paypass options and train your staff on hygiene. Doing these things will increase the efficiency of your business, but above all, it will reduce the small chance that Covid-19 is ever linked to a car wash. You may recall in the very early days of the pandemic; there was a rumour that a case was linked to a fuel station and that news spread like wildfire. Sales at fuel pumps immediately dropped by 20%. If we all do our bit, we'll keep operating and ensure our own survival and that of our industry.

COVID 19 also forced the Board to postpone Car Wash Show Australia 2020. We will continue to monitor the situation and will announce a new date when we can get clarity on domestic and international travel restrictions. We thank those suppliers who have agreed to roll over their commitments and work with us to secure a future date.

Finally...

In order not to bog members down with information not relevant to their State or market, much of our activity in Victoria has only been made evident to members operating in that State.

Over the past couple of months, our membership base in Victoria became a small army that attacked issues through their local members and supported our social media campaign. I can assure you that this was not wasted effort. Feedback from other, much larger and better-resourced organisations than ours, have congratulated us on the impact we had at the highest levels of Government. So, I take the opportunity to thank ACWA members in Victoria for their support.

Indeed, the strength of organisations like ours comes from the sum of its members. And, this leads me to the following point;

Throughout the COVID-19 pandemic, ACWA and its members have done the heavy lifting for the entire car wash industry. In contrast, non-members have sat back and let others carry the can.

I remind everyone that the same situation applied through last summer's Sydney water restrictions. ACWA and its members were able to negotiate from a position where; car washes were only going to be permitted to operate using a bucket and sponge, to a situation where not a single Sydney site was shut down. And, to the best of our knowledge, not a single fine was issued.

This is not fair, and it is not right!

Please, if you know wash operators that are not members, encourage them to join and play their part in growing and protecting our industry.

Lastly, I'd like to ask all members to help us keep up the great work of the ACWA by paying your memberships on time. If you are having any difficulties, please talk to Doug and Fiona sooner rather than later.

Thankyou all for your support through these difficult times.

Keep yourself, your staff and the community safe over the coming months.

Regards, Neil - The Wash Factory, West Australia

You are Invited

Queensland Car Wash Gathering

Tuesday 20 October, 2020

Meet at the Rum Bar at 11:45 for 12noon

Breakfast Creek Hotel, 2 Kingsford Smith Dr, Albion

Don't miss this great opportunity to catch up at long last with your car wash family.
2020 ACWA Industry update from the Queensland Directors, plus presentations from:

- Blair Woolcott – Slipstream on Sanitizing Hygiene and post COVID procedures;
- Ben Haycroft – Workplace Central – on current IR/Employment /Wages etc. matters;
- Smart Property Solutions – Solar Q&A with ACWA Member, Stuart Bowes from Karcher Clean Park Acacia Ridge who recently had solar installed at his site.

Stay on for lunch and a beer and network all things car wash for the afternoon.

A big thankyou to Blair at Slipstream for generously offering to 'shout the bar'.

RSVP to ACWA 0400070417 or Richard 0419 482714



South Australia Car Wash Lunch

12 noon - Tuesday 20 October, 2020

Elephant & Castle Hotel, 179 West Terrace, Adelaide.

Join the first get-together of 2020 at our post-restrictions car wash catch-up lunch.

RSVP to ACWA 0400070417

Western Australia Car Wash Gathering

Tuesday 17 November, 2020

Hosted by ACWA President Neil Fox

Meet at 11:30am at 501 Walter Rd E, Morley WA

This is an excellent opportunity to check out this recently purchased site and hear about the plans to upgrade it.



After the tour, we're heading to the Bassendean Hotel (just 5 mins away), for a 2020 ACWA industry update and listen to some fantastic industry presentations.

Have a bite to eat and maybe enjoy a beer or two as we network about the car wash industry .



ACT, NSW, NT, TAS, VIC

MEETINGS WILL BE ANNOUNCED AS SOON AS POSSIBLE

ACWA Annual General Meeting - via ZOOM

Set Aside the Date

Due to the ever-present COVID travel restrictions, the ACWA Board has determined it will run the 2020 AGM via ZOOM Video Conference. Please set aside the following date and time.

Date **Wednesday 11 November 2020**

Time **12.30 pm**

Venue **Via Zoom Video Conferencing**

Relevant notifications will be provided per the Constitution. ZOOM login details will be provided closer to the date.

Get Set to RINSE ! Away the COVID Blues

ACWA will be taking Rinse! Car Wash Showcase Nation-wide in 2020-21.

With the indefinite postponement of Car Wash Show Australia 2020, ACWA is more determined than ever to play a role in bringing the industry together. The vehicle to achieve this objective will be Rinse! Car Wash Showcase.

Many will be familiar with the Rinse! concept but for those who have not experienced the event, here's a brief overview:

Each Rinse! Car Wash Showcase event sees Australian-based suppliers represented in a "mini-booth" environment. There are no big displays and hype at Rinse! just great opportunities to network and smash out the best deal or hear about the latest products in the Australian marketplace.

Australia's major suppliers have already committed their support to the Rinse! program and they are standing by and set to showcase the very latest car wash industry supplies and technology available.

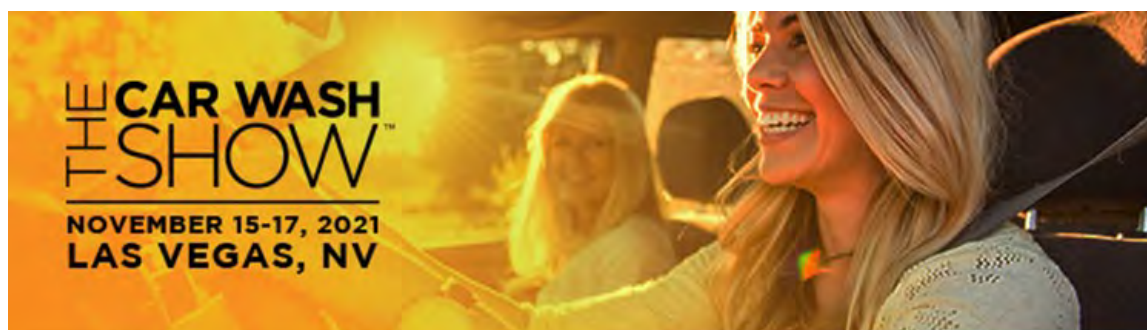
Dates will be announced as soon as possible but if you want to be sure you don't miss this fantastic opportunity, join the Rinse! mailing list by contacting Fiona contact@acwa.net.au



New Dates for The Car Wash Show 2021

The International Carwash Association® (ICA) has just announced new dates for The Car Wash Show™ 2021.

The event will remain in the North Hall of the Las Vegas Convention Center, but will move to show dates of 15 - 17 November, 2021. The Westgate and Renaissance will remain the host hotels.



SWP Australia - Changing Tracks During COVID

The SWP Australia CleanBoard panels used in our car washes are part of many different technical plastic products manufactured by FS in Germany. The expertise of FS lays in the “forming of plastics” and amongst the many products they manufacture is a range of interior cladding/furniture for aircraft, e.g. the A320 (handrails) or A380 (toilet furniture), etc.

The downturn in air travel due to COVID-19 meant that almost overnight, these orders were substantially reduced. FS was faced with redundancies and it challenged its highly qualified staff to develop new initiatives. That was the beginning of SWP (FS) Care products!

With very short turnaround times, new products were designed and prototypes developed. The plan was to use as many of the existing materials, products and technologies as possible – not to become reliant on third parties.

Amongst them are the touchless hand sanitising station and the contactless keychain. Other products include reusable facemasks with shields (key parts washable in the dishwasher), arm operated door handles, etc.

Hand Sanitising Station

The Hand Sanitising Stations are welcoming with a clean design (made from the same PVC material as our car wash panels). They come with a hidden sanitising bottle inside and a stand to fit every office or car wash and they can even be used at home. They are easy to keep clean and if needed, the stations can also be tied down.

Being operated via a foot pump, the station is contactless and not reliant on batteries. You can simply use your preferred hand sanitiser (in bulk) and refill the bottles as required.

Ps: You may even want to keep one of the refill bottles clean to fill them with mustard or tomato sauce and use the station for your next barbeque 😊

Contactless Keychain

The Contactless Keychain has many useful applications to assist in minimising the things we touch with our hands. Press elevator buttons, keypad entry at your car wash, type / sign on your smartphone or iPad (stylus technology), push pull door handles, use in the bathroom to flush toilets, etc. Have a look at <https://giphy.com/gifs/L3KPRjZi4XbHCK7yCS/>

Thankyou to ACWA supplier member Kurt Gysin-Webster, SWP Australia, for sharing this story.

Contactless Keychain – SWP Care



SWP Australia Pty Ltd



The Contactless Keychain

To keep “your people” safe

Carbon Fiber reinforced, incredibly sturdy yet extremely lightweight (10gr)



Avoid touching...
Buttons



Screens



Handles

Protect Yourself!

It makes for the perfect gift for your clients, prospects, or employees - show that you care

ACWA Member Special - \$11.99 (RRP \$14.99)



SWP Australia Pty Ltd

SWP Care Products



Hand Sanitising Dispenser Station



Touchless operation with foot pump (not reliant on batteries)



Product Features

- ⇒ Smart, clean, and durable design
- ⇒ All weatherproof - **can be used inside and outside in your car wash**
- ⇒ Touchless with foot pump (not reliant on batteries)
- ⇒ Drip tray to catch any spill
- ⇒ Big, stable round base
- ⇒ 3 x refillable containers included
- ⇒ Easy to wipe down and keep clean

Product Details

- ⇒ Made from the same PVC material as the SWP CleanBoard car wash panels
- ⇒ Height - 1400 mm
- ⇒ Stand (foot) - 500 mm (stable construction)
- ⇒ Weight 8.3 kg

**ACWA Member Special - \$289.50 incl. GST
(RRP \$349.50) & Freight**

SWP Australia Pty Ltd
16 Colin Jamieson Drive, Welshpool, WA 6106, Australia
p: 08 9358 3273, e: admin@swpaustralia.com.au

SWP Care - hand sanitizing station v2 ACWA.docx

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Unprecedented Level of ACWA Member Communications this Year

If you haven't heard from us much recently, you're probably washing plenty of cars, and you have potentially escaped or moved on, from the ravages of Coronavirus and Water Restrictions.

ACWA member emails and other communications are routinely sent to all members to keep them up to date with the comings and goings across the Australian car wash industry. However, the last 12 months has really been one out of the box, with issues seemingly more concentrated on individual states than ever before.

With this in mind, ACWA commenced "localising" many of our communications to keep member mailboxes free of irrelevant information. This process started last summer with water restrictions in NSW (and in particular, Sydney) and, intensified with the COVID outbreak in March.

What may be invisible to many, is what has been going on behind the scenes here at ACWA and the unprecedented level of member communications sent this year.

Without going into a blow by blow description, ACWA has sent more than 55 member communications and email updates since March 2020. Some of these bulletins can be found on the ACWA website news feed however, there are many, many others that for political motives can't be published.

Of course, if you would prefer to get all ACWA communications, let us know, and we will make sure you receive them.

Getting Ahead of Summer Water Restrictions Policy in Your Town

Nationally, rainfall, dam levels and water restrictions look a whole lot brighter during spring than they did at the same time last year. And, with the Bureau of Meteorology predicting a La Niña weather pattern, we could see an end to the drought plaguing parts of Australia and the relaxation of water restrictions.

Typically, La Niña results in increased rain for eastern and northern Australia but, historically, the south-east misses out.

The last La Niña event stretched from 2010 to 2012. It resulted in one of Australia's wettest two-year periods, but conditions this year are forecast to be less extreme. However, BOM is anticipating above-average rainfall on the east coast during spring and summer.

Of course, a BOM prediction is just that, a prediction and, there is no magical sprinkler system in the sky, so we need to be prepared for water restrictions.

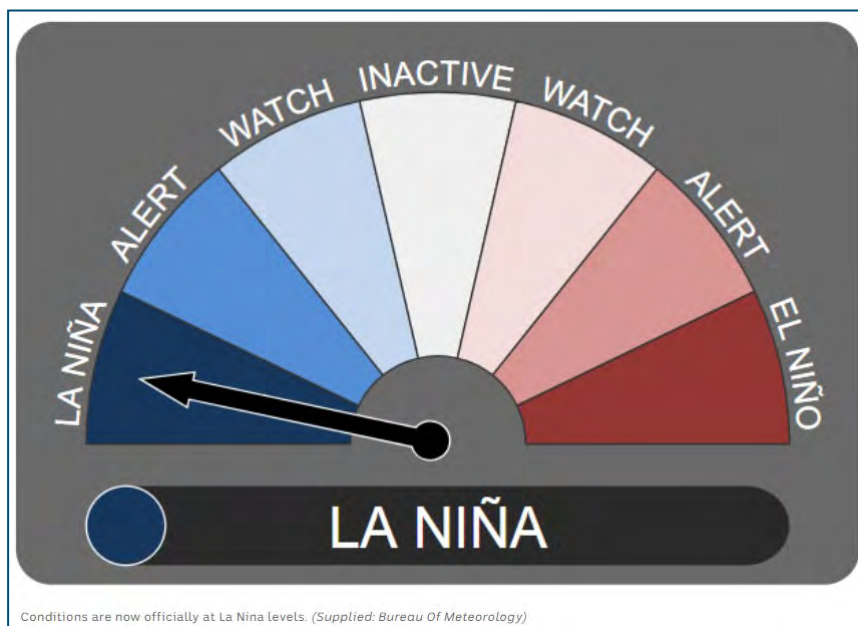
The Bureau of Meteorology's water restrictions website provides information for the whole of Australia. We encourage operators to check out the existing restrictions because you may be surprised to learn that despite some dams being full, water restrictions remain in place. Sydney is an excellent example of this.

<http://www.bom.gov.au/water/restrictions/index.php?state=All&serviceAreaLabel=&restrictionName=&searchUsed=1>.

The lesson from last summer is that the worst time to negotiate with a water authority is during a water crisis. So, ACWA is seeking your assistance in identifying potential problem areas in advance.

Pinpointing issues in advance allows us to work with Water Authorities in advance of them setting what are often draconian and unwarranted restrictions on car washing.

So, if you feel that your wash may be impacted by water restrictions this summer, let ACWA know. We can then work with you and the local authority to get the best outcome for your wash.



ACWA Supplier Member - Workplace Central



At Workplace Central, we provide Payroll and HR solutions for all types of business and any size. We understand that owning and running your own business is a risk. Employing staff can be one of the most expensive and challenging components of any business, therefore it's important to ensure you mitigate the risk of dealing with staff.

Where we can help - As a team, we deal with various Car Wash businesses and we pride ourselves on providing guidance and support, but never losing the personal touch of a conversation. If you have an employment related question, we'd love to hear from you.

Make sure you say hello to Ben and his team who will be presenting at the Queensland car wash meeting and staying on for lunch. Call the office anytime on 1300 766 380 or send email to ask@workpalcecentral.com.au

Wage Theft Now a Criminal Offence in Queensland

Workplace Central, September 17, 2020

Employers should seek to regularly review their wage rates and classifications to reduce the risk of underpayments, as well as seek the advice of experts where they are unsure of their obligations. Awards and agreements can be complex and need to be well understood.

Wage theft is now a criminal offence in Queensland, after parliament passed new laws recently.

Borne from a Parliamentary inquiry the new laws are designed to deter employers who are deliberately (and sometimes systemically) committing wage theft. By reclassifying wage theft as a criminal act, much harsher penalties can including:

- Wage theft offences for employers: up to 10 years jail
- Wage theft offences for corporations: up to 10 years jail + Fines up to \$991,320

The criminalisation of these offences allows employees to pursue unpaid wages of up to \$20,000 in the Industrial Magistrates Court, making it easier and quick to recoup unpaid monies.

What to do when an employee is negative about your business on social media

Workplace Central, September 21, 2020

Q. I've become aware of an employee making disparaging remarks about my business on social media. What can I do?

Depending on the outcome of the conversation it could be grounds for disciplinary action. It could be grounds for a formal warning, but is almost certainly NOT grounds for instant dismissal.

You should schedule a meeting with this employee to discuss the matter, allowing them to bring a support person if they chose to do so, and referring back to any relevant clauses in the employee's contract and the social media policy. It would be a matter of putting the allegation(s) and any supporting evidence to the employee and providing the employee with the opportunity to respond.

So, What the Hell Happened in Melbourne and Victoria ?

Victoria's Stage 4 restrictions were announced on 4 August 2020. At this time, a list of businesses which must be closed was released. Unfortunately, car washing was declared an operation that must be shut. It seems a Big Mac and Fries is seen as essential; washing food delivery vehicles is not!

Space does not allow a full commentary or even a reasonable precis of the COVID crisis in Victoria and the cruel and unnecessary damage inflicted on the car wash industry.

There have been countless media articles written by 100s of "experts". Each of them highlighting perspectives on how Victoria arrived at having around 75% of Australia's total COVID cases and a steadily growing 90% of recorded deaths.

Source: Department of Health, States & Territories Report 4/10/2020

Jurisdiction	Total confirmed cases	New cases in last 24 hours	Deaths
Australia	27,136	14	894
ACT	113	0	3
NSW	4,234	2	53
NT	33	0	0
QLD	1,160	0	6
SA	471	0	4
TAS	230	0	13
VIC	20,209	12	806
WA	686	0	9

On 03 July, 189 historic cases reported in crew members on board a ship were classified as Australian cases and included in NSW totals.

So, ACWA is not going to go there in this article. And we are also going to steer as far away as possible from any political commentary as we can. Instead, we will focus on a few observations and a timeline.

It is hard to imagine if you are living in another State just how difficult it has been for small businesses and members of the community in Victoria. Rightly or wrongly, Victorian authorities have determined that the ONLY way to control the virus is to stringently LOCKDOWN.

From the very start of COVID restrictions in March/April, when the whole of Australia went into lockdown, Victoria lead Australia with the veracity of policing its lockdown and limiting small business operators.

In ACWA's Members Survey undertaken in April, 72% of Victorian automatic wash operators reported revenue down by more than 40%. In other States, just 35% of car washes reported being down by more than 40%.

At this time and, during the long Stage 3 restriction period that followed, ACWA was called on to support Victorian car wash operators who were being unlawfully ordered to closed by police. It appears that even the police didn't understand the confused Victorian government messaging.

Interestingly, ACWA was never called on to defend a wash operator against police closures in any other State.

ACWA and members petitioned Government Ministers and local MPs to, not only resolve the issue with police but, to have car washing declared an essential service.

Things were already bad enough but on 4 August 2020, it was announced that Melbourne would move to an even tighter lockdown and Stage 4 Restrictions were declared. This restriction level came with a list of businesses that must close and unfortunately car washing was declared an industry that must be closed.

The following day, however, the Chief Medical Officer released a list of permitted work premises, which included businesses involved in the cleaning and disinfection of essential service vehicles. Confusion reigned, surely cleaning and disinfection is the very basis of what a car wash does.

ACWA again petitioned Government Ministers for specific and irrefutable clarity for car wash operators. We also sought to clarify the anomaly over the days that followed via the relevant government department hotlines. We were advised that car washes must be shut. At the same time and, via the same information lines however, several individual operators, including an ACWA Director, were given authority to operate.

Many operators remained closed during this time; however, a significant number opened and continued to operate in the confusing grey area of the regulations.

On around 8 September, several car wash operators were contacted by the Victorian Health Departments (DHHS) COVID Investigators and ordered to close. This was despite being told just a few weeks before, they were authorized to operate.

The following day the DHHS website was updated with a statement “Car washes, including those operating as part of petrol stations, must cease under Stage 4 restrictions”.

ACWA again reached out to Government Ministers, and our members immediately commenced petitioning their local MPs.

Together we also mounted a supporting social media campaign. Below are just a few samples of components of the campaign.



Messages in our Government submissions to date had always included details of the essential hygiene service provided by commercial car washes. Now however, we were receiving support from companies who rely on our services. One of these was Dorevitch Pathology, Australia's leading pathology service, who were unable to keep their essential service vehicles clean.

Finally, we started to receive feedback that the car wash industry's case was being heard and we might see a relaxation of restrictions on car washing.

On 19 September there was indeed a relaxation of restrictions however, the new rules were not applied evenly. Under new rules, only automatic car washes at fuel stations were permitted to open. It was great news that car washing had finally been recognized as an essential service, but our small business car wash operators had been left out in the cold.

We again petitioned the relevant politicians and government departments demanding that the rules be applied fairly. After all, why would two washes providing the same essential service, be treated differently?

ACWA received confirmation that a restrictions tribunal would hear its petition on 30 September but our application was denied on the basis that opening independent operators might contribute to public movement. (It was deemed that those operating from fuel stations would not increase people movement as customers would be using their services while purchasing fuel).

Whilst ACWA has continued to follow the matter through, there seems little Government support to move from the current position. We have been reminded by any number of officials that there are countless other businesses in the same predicament and with the same claims for consideration.

One could draw the conclusion from statements like this that the Government considers small businesses to be collateral damage in Victoria's war against Coronavirus. And with Melbourne's streets strewn with shops with for lease signs in the windows, the carnage inflicted on small business is palpable.

The entire city including 100s of car wash operators are now counting down the days for the next restrictions announcement on 19 October 2020.

ACWA takes this opportunity to thank all members for their support for what we have been doing. Many people have played a part in the journey to date, and we extend our appreciation of their efforts.

C Coinless

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Take control of your online reviews by helping positive customer experiences turn into positive online reviews.

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Start, stop, or even refund washes without setting a foot on property! Customer service can now be done from anywhere.

Velocity
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**Available now at Velocity Vehicle Care. Hurry stocks are selling fast.
Questions? Call us on 1300 990 074**

FREE Service, Exclusively for ACWA Members

CAR WASH CLASSIFIEDS

They say that up to 80% of company advertising misses the target market. Reach your target car wash audience by using ACWA's new free CAR WASH CLASSIFIEDS service.

ACWA's website traffic has grown more than 50% since we launched the new website a year ago. More importantly, our website specifically touches car wash operators and suppliers Australia wide. Just the sort of people you need to talk to when you are looking to rehome used car wash equipment.

ACWA will further support the service with regular emails and texts to our database of car wash operators drawing attention to equipment and products on offer.

So, if you have car wash equipment you need to move on, or perhaps you have a vacant position you need to fill, think about ACWA's CAR WASH CLASSIFIEDS.

A FREE and exclusive service for ACWA members.

FOR SALE - Contact ACWA Member Mike on mobile: 0431 073 829

5 Dilling Harris self serve bays with one wash down bay.

All in working condition.

Asking price \$10,000.00



FOR SALE - both items open to offers for price. Contact ACWA Member Hayden (mobile): 0418 166 720

Item 1. Cat 3535 Pump

Regularly serviced, oil change every 3 months.

Selling due to upgrade touch free auto.

Item 2. Used 3 phase 25hp motor



WANTED FOR SPARES

Mark VII Jet Wash 4 bay self serve pump stand

Call ACWA Member, Rob (mobile) 0418 804 875

Register Your Interest – Car Washing an Essential Community Service

A clear message being delivered to ACWA by regulators is that car washing is seen as something that is entirely aesthetic. We are seeking expressions of interest from car wash operators in a **Car Washing -An Essential Community Service ACWA Poster Series**.

A clear message being delivered to ACWA by regulators is that car washing is seen as something that is completely discretionary. Evidence of this can be found in the Orange City Council's "Drive Dirty in 2020" campaign we reported on in an earlier ACWA newsletter.

According to the "brains" behind this campaign, Orange City Mayor Reg Kidd "A little bit of dirt never hurt anybody, and we want to encourage Orange residents to consider skipping their next wash so we continue to save all the water we can."

But let's not single out the City of Orange; they simply took the perception that car washing is an aesthetic service to the next level. Throughout the summer, water authorities around the country reflected this view. At the very first stages of restrictions, we saw car washing heavily regulated.

The term "essential" became even more confused during Coronavirus restrictions. Somehow Governments believe a Big Bucket of Kentucky Fried Chicken is essential to human life but, washing a \$70,000 motor car or cleaning a food transport vehicle is not!

As part of its response to Governments throughout the COVID 19 pandemic, ACWA developed a small email sign off graphic to support the case for car washing. It was a little thing, but a concept we believe could form the base of an ongoing community campaign, including posters at car wash sites.

If you are interested in supporting a Car Washing - An Essential Community Service poster series or you would like copies of the graphics below please let us know by contacting Fiona at contact@acwa.net.au.



Email Signature Example



Webtile Example



📞 0411 457 146
✉ info@stormwashenviro.com.au
🌐 www.stormwashenviro.com.au
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HERE TO HELP YOU WITH YOUR **CARWASH WASTE NEEDS**

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We offer competitive prices on our services, we are certified EPA waste transporters and are keen to support your businesses needs.

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PLEASE FEEL FREE TO CALL US FOR A QUOTE TODAY

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Celebrating the little wins in 2020 with TruBlu K9000

2020 as we all know has been an extremely challenging year for everyone, on a business and personal level. No one has been immune from these challenges.

We have worked hard to maximize all of our opportunities in 2020 and been fortunate that dog washing has been a popular pastime for dog wash owners as localized, family-based activities are more common. Many K9000 owners have reported a consistent increase in revenue from their dog washes, regardless of how other areas of their sites have been going. Every month, we have celebrated the 'little wins' and our team has been grateful for the support of all of our customers and suppliers this year as always.

Being based in regional Victoria, we have been allowed to continue manufacturing and trading as normal, abiding by all the relevant rules at any given time. Border restrictions have provided us with many challenges, given the wide spread of our customer base. We have great empathy for all fellow Victorian operators- particularly those in Melbourne who have been so affected by the situation across Victoria during 2020. We hope that we can all look forward to a much better 2021.

At K9000, we had great plans for 2020, which included the launch of our new Bike Wash machines range. This diversification has been going on behind the scenes since 2018, and in January 2020, we finally took off the covers of the machine to the public to our new baby. We were very much looking forward to showing everyone at the ACWA Car Wash Show on the Gold Coast, which unfortunately had to be cancelled.



As with any new product, it takes some time to educate the market and prove why the bike wash is better than any other previous alternative. We have been very encouraged with the interest in the bike wash across the carwash and bike industry. For those sites who are located on or nearby to popular cycling routes, the bike wash is a great way to add another diverse service to your carwash site. Starting from \$16,500+GST, the Bike Wash will generate a quick ROI in the right location.

As it is early days of the first installations, we are still gathering data on expected returns from the machine. There have been around 15 units sold so far, mainly across carwashes and bike stores.

We look forward to finishing off the year strongly as we come into the Spring and Summer seasons, and hope that the current Victorian restrictions ease soon to allow Victorian carwash operators to get back to business and contribute to getting the economy moving.

TRU-BLU
K9000®

**bike
wash**
Australia



AUSTRALIAN CAR WASH ASSOCIATION ABN 68 140 680 039

P O Box 4390, Langwarrin, VIC 3910 T: 1300 00 2292 M: 0400 070 417 E: contact@acwa.net.au W: www.acwa.net.au

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