

# Convenience & CarWash Canada

MARCH/APRIL 2022

**WASHROOM  
CLEANLINESS  
MATTERS MORE  
THAN EVER  
PAGE 17**



**ENERGY DRINKS:  
REGULATORY  
CHANGES AHEAD  
PAGE 11**

**SALTY SNACKS:  
COMFORTING  
CONSUMERS  
PAGE 15**

**BLUEPRINT TO  
FOODSERVICE:  
LUNCH  
PAGE 07**

**WOMEN IN  
CARWASH:  
CONE REVIEW  
PAGE 26**

**UNDERGROUND  
TANK MARKET:  
TRENDS  
PAGE 41**

**PROTO-  
VEST — NEW  
OWNERSHIP  
PAGE 29**





**PROTECTING THE ENVIRONMENT**

# CANADA'S

VEHICLE WASHING CHEMICAL & EQUIPMENT SUPPLIER

## INDUSTRY LEADING

- Touchless products
- Packaging
- Car Wash Equipment
- Chemical Monitoring
- Service

**TAP & WASH**





Cover Story	Petroleum and Carwash	Industry News	Instore and Nutrition
 <p><b>17</b></p> <p><b>Bathrooms Matter</b> Cleanliness More Important Than Ever</p> <p><b>04</b> <b>Publisher's Message</b> Welcome Spring</p> <p><b>05</b> <b>Editor's Message</b> Let the Sunshine In</p>	 <p><b>26</b></p> <p><b>Women in Carwash</b> Conference Review</p> <p><b>22</b> <b>Carwash Equipment Chart</b></p> <p><b>24</b> <b>Hog's Hair Carwash Brushes</b> Beware of Low Quality Products</p> <p><b>33</b> <b>Tire Inflators</b> Necessary Offering</p>	 <p><b>29</b></p> <p><b>Proto-Vest</b> New Ownership</p> <p><b>37</b> <b>Forecourt Insight</b> Fuel-Storage Equipment</p> <p><b>41</b> <b>Underground Tank Market</b> Trends</p>	 <p><b>07</b></p> <p><b>Blueprint to Foodservice</b> Lunch</p> <p><b>11</b> <b>Energy Drinks</b> Regulatory Changes</p> <p><b>15</b> <b>Salty Salts</b> Consumer Comfort</p> <p><b>44</b> <b>Payment Innovations</b> Reinvigorating Retail</p>
Upcoming Events			
<p>May 9–11, 2022 <b>Int'l Carwash Show</b> Nashville, TN <a href="http://www.carwash.org">www.carwash.org</a></p> <p>May 10–11, 2022 <b>Atlantic Convenience Expo (ACE)</b> 902-880-9733 <a href="http://www.theacsa.ca">www.theacsa.ca</a></p> <p>June 15, 2022 <b>2022 Maritimes Golf Classic</b> Glen Harbour Golf Course, Halifax, NS <b>(902) 880-9733</b> <a href="http://www.theacsa.ca">www.theacsa.ca</a></p>	<p>June 20–22, 2022 <b>6th Women in Carwash™ conference</b> Marriott Fallsview Hotel Niagara Falls, On <b>204-489-4215</b> <a href="http://www.womeincarwash.com">www.womeincarwash.com</a> <a href="mailto:bjj@womenincarwash.com">bjj@womenincarwash.com</a> September 22, 2022</p> <p><b>Newfoundland and Labrador Golf Classic</b> Clovelly Golf Course, St. John's, NL <b>(902) 880-9733</b> <a href="http://www.theacsa.ca">www.theacsa.ca</a></p>	<p>October 1–4, 2022 <b>NACS Show 2022</b> Las Vegas, NV <a href="http://www.nacsshow.com">www.nacsshow.com</a></p> <p>October 1–4, 2022 <b>PEI Convention 2022</b> Las Vegas, NV <a href="http://www.pei.org">www.pei.org</a></p> <p>November 8, 2022 <b>Retail Convenience Awards</b> Halifax Convention Centre <b>(902) 880-9733</b> <a href="http://www.theacsa.ca">www.theacsa.ca</a></p>	 <p>June 20–22, 2022 <b>6th Women in Carwash™ conference</b> Niagara Falls, Ontario <a href="http://www.womenincarwash.com">www.womenincarwash.com</a> Brenda Johnstone <b>204-489-4215</b></p>

**Publisher's  
Message**



## Welcome Spring

Spring is here. Well, almost, here in Winnipeg, we have more snow than I have seen in many years, not that we don't love the snow and need the moisture, but hey, enough already.

It's been another long winter and as we move into the warmer days of summer, we bring to you a celebration of new ownership and a new name for ProtoVest Dryers Inc. Congratulations to Jeff Reichard.

Spring and summertime bring the planning for road trips, and we all know that road trips include stops along the roads and, if you've made road trips, you know that bathrooms matter. Again, this year, we celebrate bathrooms across the country and congratulate Borden Park in Edmonton, Alberta for winning the Best Restroom Contest hosted by Cintas Canada.

While Canadians are on their road trips, retailers within the C&G channel have the opportunity to expand on their food service, snack and beverage offerings for road-weary travellers. We feature lunch within the Blueprint to Foodservice section in this edition and an update on both energy drinks and salty snacks. What better time to step back and take a look at how your store might look from the eyes of a road-trip-weary family. Do you have what it takes to refuel and refresh them?

As I look forward to the warmer days, I can't wait to get on the road and visit sites across the country.

As always, your business is my business. My open-door policy to your valuable feedback remains not only intact but stronger than ever. If you have topics that you would like to see us feature or comment on any of our current content, please email [bjjohnstone@convenienceandcarwash.com](mailto:bjjohnstone@convenienceandcarwash.com).

Welcome to spring.

Brenda Jane Johnstone  
Publisher

## JUNE 20-22, 2022 International Conference Niagara Falls Ontario

Women in  
CARWASH  
6th BI-ANNUAL  
CONFERENCE

Our upcoming **Women in Carwash** conference will be held at the beautiful **Marriott Fallsview Hotel & Spa** in Niagara Falls, Ontario

In the ever changing and competitive landscape of the carwash industry, women are quickly becoming an integral part of successful carwash organizations.

What is also exciting is that a growing number of men are welcoming and actively supporting this change.

The first five **Women in Carwash** conferences recognized and celebrated this exciting development to the delight of our guests who found it very valuable, informative, ground-breaking, and surprisingly intimate. After two virtual conferences we can now look forward to connecting again in person.

Join colleagues from across North America as they share, learn and grow together.

For more information and to register please contact:

**Brenda Jane Johnstone** phone: 1.204.489.4215  
email: [bjj@womenincarwash.com](mailto:bjj@womenincarwash.com)





## Editor's Message



## Let the Sunshine In

As we emerge from our winter hibernation, dare we be hopeful that we are also coming out of the last of the pandemic lockdowns and restrictions? One thing that we know for certain since the pandemic started is that it's difficult to be sure what the future holds. However, I choose to remain optimistic.

I hope the sun shines brightly as we say goodbye to winter and that we can all rein in our emotions over the harsh realities of the past few years and look forward with anticipation of better times ahead.

As people have opportunities to get out more, and as more events are allowed to take place, greet your customers with a welcoming ambience. Eating at a restaurant recently, I was reminded how important customer service is. Our server was wearing a mask, but we could feel her smile underneath that mask through her tone, her eyes and overall demeanor. At a time when one seems to be constantly besieged with stressful news, stressed people, and anxiety everywhere you turn, having a pleasant experience when visiting a business is something that stands out more than ever. Be the safe, pleasant experience your customers are craving and you can be sure they'll return.

I also visited the restroom while I was there. Customers, like me, who are on a road trip out of town, will undoubtedly visit your washroom. As the article in this issue states, washroom cleanliness matters now more than ever. It's a big part of a customer's overall experience at an establishment. You want your customers to rave about great service and all things good on their social media posts. You don't want to show up on someone's Facebook, Instagram, Twitter or TikTok as a complaint or a stay away from here post.

A visit over the long weekend to a nearby convenience store that I haven't visited before was also a pleasant experience and I expect we will be back to this location again in the near future. It was busy too, which was good to see.

Even if you think that smiling isn't as important because no one can see it underneath the masks we wear, keep in mind that a smile shows up in your eyes and in your voice as well. So, keep smiling, muster up some optimism, and let the sunshine in.

Angela Altass  
Managing Editor

### PUBLISHER

Brenda Jane Johnstone  
bjjohnstone@convenienceandcarwash.com

### SALES

Cody Johnstone Vice President, Sales  
416-838-4674  
codyj@convenienceandcarwash.com

Brenda Jane Johnstone  
204-489-4215  
bjjohnstone@convenienceandcarwash.com

### MANAGING EDITOR

Angela Altass  
editor@convenienceandcarwash.com

### DIGITAL/SOCIAL MEDIA

Cody Johnstone  
codyj@convenienceandcarwash.com

### DESIGN AND PRODUCTION

Doug Coates, Edge Advertising

### CONTRIBUTING WRITERS

Angela Altass  
Meline Beach  
Jason Groulx  
Ed Kammerer  
Frank Merrill  
Ann K. Ryan

### CIRCULATION

James Gordon  
subscriptions@convenienceandcarwash.com

### WEBSITE

www.convenienceandcarwash.com  
www.womenincarwash.com

### PUBLICATION MAIL AGREEMENT

No: 41670539  
Return Undeliverable  
Canadian addresses to:  
Circulation Department  
543 Borebank Street  
Winnipeg, MB R3N 1E8

### AWARDS





**NADA SHOW**

Las Vegas, NV  
Mar 11 – 13  
Booth #2250W

**CAR WASH SHOW**

Nashville, TN  
May 9 – 11  
Booth #24 15

**NRCC SHOW**

Atlantic City, NJ  
Sept 19 – 21  
Booth #TBD

**NACS SHOW**

Las Vegas, NV  
Oct 2 – 4  
Booth #TBD

## EXTENDED HEIGHT FLEX5

### ARE YOU MISSING PART OF YOUR MARKET?

Vans and trucks are getting taller — **ISTOBAL** has a new XL solution! The **FLEX5 Extended Height** gives you the ability to maximize your facility's wash range with a wash height of **9 1/2 ft**, and was developed to wash a full range of vehicles from your everyday customers to high roof cargo vans, raised trucks, ambulances, and any other extended height vehicle - all without any extra equipment!

**We have a solution for every need. Contact us today to learn more about our high quality equipment or stop by our booth at one of our upcoming tradeshows!**





By Meline Beach

# All you need is lunch

**When it comes to foodservice in the C&G channel, consistent quality, variety and value are what drives profitability for a demographic that continually seeks good food fast.**

Lunch on the run served at your local c-store is perfectly designed to provide appropriate energy and nutrients for today's busy consumers.

Creating an authentic foodservice program uniquely designed to meet the needs of your customers' cravings will help increase customer interest and drive sales. Interesting food offerings paired with savvy marketing will only strengthen your c-store's revenue.

We offer a perspective from a retailer and a foodservice provider in finding out the secret to their success when it comes to lunch in the convenience channel.

## **Value and variety, a great combination**

A cross section of foods is particularly pleasing to customers of Tobin's Convenience, a family owned and operated c-store located in Labrador City, Newfoundland. Brenda Tobin and her son, Trevor and their respective partners, Ed Dyke and Krissy Howell, bought the business in 2015. Brenda is the third generation of convenience store owners. As a family affair, they take pride in having the coldest beer, largest parking lot, latest hours of operation, largest selection of candy

and retro products and especially their assortment of fresh, homemade food for any meal occasion.

They offer pizza, garlic fingers, nacho's, salads, subs, sandwiches, and a variety of baked goods, fruits and vegetables – the top seller being pizza slices (a serving equates to a quarter of a 14-inch pizza), sold with a pop for six dollars.

Classic Group of Companies, through its Classic Touch Foods division, has 40 years of industry experience and offers a broad product range that includes fresh and frozen foods to customers across wholesale/retail outlets, supermarkets, convenience stores, and vending operations. Among the many choices are salads, sandwiches, pastries, prepared meals, muffins, soups, and dairy products.

"We supply a lot of grab & go wedge sandwiches, wraps, small pizzas, and salads to the C&G channel," says Joseph Belcastro, general manager of Classic Group of Companies. "Our most popular >>





# FOAM FUELS *your creativity*

**WE GET YOU.** You're part customer experience visionary, part chemical engineer. Join your community in Nashville at the event where the art and science of car washing combine and find what you need to navigate the changing complexities of our industry, with the support of your people.

**THE CAR WASH SHOW™**  
MAY 9-11, 2022 • NASHVILLE, TN

Register today at [TheCarWashShow.com](https://TheCarWashShow.com)



lunch items are egg salad and chicken salad sandwiches, grilled chicken Caesar wrap, buffalo chicken wrap, margherita pizza, and grilled chicken Caesar salad.”

These lunch products, which are typically distributed through their own fleet network or by Core-Mark, range in price from \$4.99 to \$7.99 depending on the item.

#### **Frozen is good, but fresh is best**

“At this time, we have a full-time cook and two bakers operating daily from our kitchen and baking area,” says Tobin, emphasizing that everything is prepared inhouse, from scratch – never frozen. “We have designated counter space to showcase our products and serve food from, including a pizza warmer, grill and nacho machine.”

Their reputation for fresh in-house cooking serves them well with customers asking about product availability, whether that’s Tobin’s homemade spinach dip, taco dip, fish cakes or maple and apple sausages.

Classic Touch Foods specializes in fresh and frozen RTE (ready-to-eat) and RTH (ready-to-heat) handcrafted food products using local ingredients, delivered fresh across Canada within 24-48 hours.

“We have found that a lot of consumers are looking for a one-stop solution to their needs. They don’t want to make two or three stops on their way home to pick up gas, groceries, hot foods, and snacks,” says Belcastro. “C-stores have a real opportunity to capitalize on fresh food so long as they can remain consistent and committed. Hot grab-and-go foods are becoming more popular (a lot like 7-Eleven in the US) and there’s a huge opportunity to bring in more selection to accommodate different consumer needs.”

#### **Promotion, the language of marketing**

The pandemic may have affected fresh food sales with a lot less people commuting or travelling, but it did create greater awareness of a c-store’s offering of fresh foodservice as a viable alternative to quick serve restaurants. With the right level of promotion, c-stores can continue to strengthen their reputation as a foodservice destination.

“We find that a lot of consumers simply don’t know how many fresh options are available to them at their local c-store. Promotion from the store is one of the biggest keys to a successful fresh

**Frozen  
is good,  
but fresh  
is best**

food program,” says Belcastro. In addition to food offerings, Classic Group is available to help clients with promotions, food handling education, seminars for staff, and plan-o-gram implementation. He also encourages retailers to pay attention to designated coolers in an effort to keep food fresh, visually appealing, and safe from any spoilage if mishandled. His advice: “If a customer grabs something, moves it, but does not buy it, then move it back into place. Fresh food is delicate and always needs to be kept refrigerated. Re-organize your cooler periodically throughout the day to help push products forward and maintain great presentation. Waste

with fresh food is inevitable, but you can limit waste by presenting well and promoting sales.”

Tobin’s Convenience understands the importance of promotion. The four owners remain fully engaged in all aspects of the business with a “can-do” attitude.

Not only do they rely on the sense of sight and smell through visual displays and in-house cooking and baking aromas during peak times to entice spontaneous sales, but they’re also active on social media to encourage intentional store visits and foodservice purchases. With over 3,000 likes and followers on Facebook, the Tobin’s Convenience team actively engage with customers with an >>



average of two to three posts a week – ranging from fresh food promotion and product availability to lottery news and customer announcements.

“We try to post regularly and respond to customer comments promptly,” says Tobin. “We post photos of our homecooked foods, like sausages and prepared dips, to let customers know these fresh items are ready and available for purchase. We also support our local Lions Club by selling their 50/50 draw tickets and promote the monthly winner on our Facebook page. This helps show we’re community-minded.”

#### Customer service for the win

“We aim to please not one but all, in having our customers enjoy their shopping experience,” says Tobin, who’s in the process of expanding the store’s footprint with an additional 1,400 sq ft to the existing building. The extra space will accommodate a full grocery area, take-out counter, coffee and soft service area and a hot food table. “Our customers are our number one priority and our amazing staff, along with our great products, great prices and the fact we go above and beyond to accommodate our customers, is what keeps them coming back.”

When Tobin says they go above and beyond, she’s not kidding. If they’re out of stock of a particular item, they’ll find a way to offer it, even a sampling size, to tie the customer over until inventory arrives. From a cup of sugar and a handful of tea bags to a freshly made sandwich while they wait, Tobin believes this level of customer service puts them sky high above their competitors.

“Small, simple, and considerate acts of kindness go a long way,” says Tobin. “That, combined with consistently good food, valued right and promoted promptly, is what makes us successful.” 📍

*Meline Beach is a Toronto-based communications practitioner and frequent contributor to Convenience & Carwash Canada. In addition to freelance writing, Meline provides communications and public relations support to businesses across Canada. She can be reached at [www.mlbcomms.ca](http://www.mlbcomms.ca).*

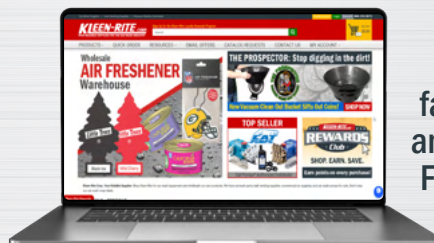


“We supply a lot of grab & go wedge sandwiches, wraps, small pizzas, and salads to the C&G channel,” says Joseph Belcastro, general manager of Classic Group of Companies. “Our most popular lunch items are egg salad and chicken salad sandwiches, grilled chicken Caesar wrap, buffalo chicken wrap, margherita pizza, and grilled chicken Caesar salad.”

**KLEEN-RITE CORP.**  
YOUR RELIABLE SUPPLIER FOR THE CAR WASH INDUSTRY  
KLEENRITE.COM | 800.233.3873

**ORDERING  
MADE EASY**

**ORDER ONLINE - ANY TIME!**



You’ll find easy checkout, live chat, favorites list, resource and video libraries, and FAQ all at the touch of your fingertips.

Or request one of our catalogs/guides!  
Master Car Wash | Detail | Pressure Wash | Soap | Towel



# Regulatory Changes on the Horizon for Energy Drinks



By Angela Altass

Energy drinks, which have been available in Canada for 17 years, are included in new proposed Health Canada regulatory changes for supplemented foods.

There is currently no regulatory framework for supplemented foods in the *Food and Drug Regulations* and Health Canada has been using temporary marketing authorizations to permit the sale of these products on a case-by-case basis and under specific conditions.

Supplemented foods are prepackaged foods containing one or more added supplemental ingredients, such as vitamins, minerals, amino acids, caffeine, and herbal ingredients, which have historically been marketed as providing specific physiological or health effects. The Canadian Beverage Association has some concerns regarding the proposed new regulations.

The Canadian Beverage Association notes that 88 per cent of the 600+ supplemented foods and caffeinated energy drink products currently approved by Health Canada and have been consumed for years would now, with the new regulations, require a caution identifier front-of-pack.

"The Canadian Beverage Association supports the modernization of regulations and the way food and beverages are regulated. However, what Health Canada has suggested are sweeping changes to the way that many beverages have been sold, marketed and purchased by Canadians for 10, sometimes 25, years," says Jim Goetz, president, Canadian Beverage Association. "This includes what we would view as extreme restrictions on what beverage products and companies are allowed as far as

their claims are concerned. As well as the labelling that Health Canada is suggesting being onerous to manufacturers, we believe it will be confusing to consumers."

Goetz says while the association has no problem with Health Canada updating the regulations, there are concerns over the current proposed amendments.

"Caffeinated energy drinks that have a medium level of caffeine would have to have a label stating they are high in caffeine when products that are high in caffeine, like actual coffee, are being consumed two or three in a day with no warning labels," said Goetz. "Health Canada has wanted to update the regulations for 10 years and during those 10 years, the temporary marketing authorization process has been in place, which has regulated and allowed products to be sold safely. We would like to see the regulations more directly relate to the rules that have already been in place for 10 years."

Goetz also states that the Health Canada proposed changes are inconsistent with how similar products are labelled in the jurisdictions that are Canada's major trading partners, such as the United States, United Kingdom, Australia, New Zealand, and the European Union.

"These jurisdictions have had rules in place on supplemented beverages and caffeinated energy drinks for many years," says Goetz. "They have had no issues with the way they are regulated >>



and we would like to see some consistency between those jurisdictions and Health Canada.”

When energy drinks first hit the Canadian market, they were successful with consumers because they were independent, says Andrew Drayson, CEO and managing director, DD Beverage & Nutrition, which is re-introducing Beaver Buzz Blackcurrant flavour this year.

“They had functionality, which is another key component, but the independence of the beverage brand is what really attracted consumers and now, with the pandemic, consumers want to support anything that’s local business versus big corporate products even more,” says Drayson. “I’m very proud that our energy drink, Beaver Buzz, turns 17 in June 2022. It has performed this long in the ultra-competitive energy drink category and is now a legacy brand.”

Coke Canada Bottling notes that more of the energy drinks they provide in Canada are now made here.

“In 2020, we announced a capital investment of \$17 million into our Weston plant, which allowed for the installation of new equipment to meet the growing demand for many of our carbonated beverages, including energy products,” says Tara Scott, vice president, commercial growth strategy and execution, Coke Canada Bottling. “Some of these products, such as our partner brand, Monster Energy, were produced in the United States. With this investment, we were able to bring more production to Canada. The investment has also resulted in a reduction in emissions of over 1.25 million kilograms of CO<sub>2</sub>.”

As an independent, family-owned business, moving to a more streamlined, local production was a priority,” says Scott.

“We have seen incredible growth from our energy portfolio, including Monster, NOS, Full Throttle, and Reign,” says Scott. “As Canada’s local bottler, we are committed to our mission to create a better future and deliver optimism for our employees, customers, consumers and communities. Investing in our manufacturing facilities so that we can produce more energy drinks in Canada is one of the ways we’re doing that.”

The energy category has done extremely well, seeing faster growth, in the pandemic, says Carl Goyette, president and CEO, GURU Organic Energy Corp., which recently launched a new flavour: GURU Guayusa Tropical Punch, made with guayusa combined with passion fruit, guava, jack fruit and a hint of clementine.

“There is no doubt that people are still consuming a lot of energy drinks, even if they’re working from home,” says Goyette. “Unlike most energy drinks that are made with artificial ingredients, GURU is made with plant-based, organic, natural ingredients. Lately, we’ve been introducing new plants, such as matcha and yerba mate.”

GURU launched an exclusive national distribution agreement with PepsiCo in October 2021.

“2021 was a remarkable year for GURU and I am proud of what we have achieved since going public and launching the next phase of our company’s growth ambitions,” says Goyette. “We generated strong net revenue growth of 37 per cent, increased our points of sale by 59 per cent, raised additional capital, signed a game-changing distribution agreement with PepsiCo in Canada and invested in our brand. We rolled out new product innovations and, late in the year, began to deploy what will be a sustained marketing effort and investment in our brand in key markets to drive awareness to support our expanded product distribution.”

GURU will be coming out with two more flavours in the spring as well as launching a four-pack format.

“One thing that has accelerated over the pandemic, is people are making fewer trips to the store,” notes Goyette. “Multi-packs have grown significantly so we are expanding the distribution of our four-pack, which is four 355 ml cans, nationally. The other thing we are doing is offering larger formats. GURU used to be only available in 250 ml and 355 ml but now 45 per cent of the industry is being consumed in the 473+ ml size. Consumers are looking for the larger format. They are not looking for the quick energy shot. They’re consuming their energy drinks over the course of the morning, like coffee. We will be launching a 500 ml format in the spring in Quebec and then in the rest of Canada later on.”

The energy drinks category is a huge industry that keeps growing, notes Goyette.

“Convenience stores should stay focused on this category but they should know that it is no longer one size fits all,” states Goyette. “The days of two brands dominating the whole space are over. Consumers have different needs now. There is legacy energy but there is a new category that is performance energy and the huge potential is with better-for-you, organic products. Our view is that the energy drinks industry is going to transform over the next decade as consumers switch from artificial ingredients to more natural in everything they consume.”

Energy drinks need to be well-placed in the cold beverage section with brands being given enough space to be noticed by consumers, said Goyette, with another, secondary display located somewhere else in the store.

There is a growing consumer demand for beverages that meet functional needs, like energy and performance, says Patrick





**GURU USED TO BE ONLY AVAILABLE IN 250 ML AND 355 ML BUT NOW 45 PER CENT OF THE INDUSTRY IS BEING CONSUMED IN THE 473+ ML SIZE. CONSUMERS ARE LOOKING FOR THE LARGER FORMAT.**

Tremblay, director of marketing – energy, PepsiCo.

“Retailers need to ensure they are providing consumers with access to brands they recognize and trust,” says Tremblay. “Brand recognition is extremely important. When consumers see the iconic Rockstar logo, they can be confident that they are getting a quality beverage that provides the boost of energy they are looking for and that tastes great. We also know that innovation and variety are important to the convenience store customer. They are more likely to try new

flavours and innovations from a brand they already know and love.”

Energy drinks are now number three in the liquid refreshment beverage category and have seen tremendous growth year over year, says Tremblay.

“Since the onset of the pandemic, we continue to see a greater demand for beverages with more functional benefits, like energy and performance,”

says Tremblay. “We expect the energy drinks category to continue to expand and accelerate.”

Consumers, now more than ever, are looking for healthier alternatives to conventional beverages, says Mitch Jacobsen, founder and CEO, Rvita Inc., which launched its fifth flavour, Cherry Black Cherry, a blend of dark cherry juice, golden organic honey, and black tea, in August.

“Rvita Energy tea is a delicious, natural energy beverage that will leave you feeling incredible without the crash,”

says Jacobsen. “Our bullseye customer is a 20-55-year-old health-conscious shopper who is looking for healthier alternatives to a traditional energy drink. Our natural, hand selected blend of ingredients and durable low carbon footprint packaging makes us different. We worked with food scientists for over two years to develop a proprietary formula that uses natural caffeine from tea and guarana seed. Containing only six grams of sugar from organic honey, Rvita is also one of the lowest calorie options on the market and does not use any artificial sweeteners or preservatives. We officially launched to stores in January 2020 and have since grown to over 750 stores across Canada.”

Better-for-you products are the way of the future, says Jacobsen.

“Recent market data is showing that the natural and organic segment of the energy drink market is anticipated to be the fastest growing product type in the category,” states Jacobsen. “I believe COVID-19 has accelerated consumer awareness of health and wellness and now, more than ever, consumers are looking for healthier and natural alternatives to their favourite snacks and beverages.”

## Coming Soon...

Bring 27" of selling power to your forecourt with the industry's largest touchscreen at the pump. Double the promotions, double the engagement.

DFS Anthem UX™  
User Experience Platform

Visit Website

DFS Worldwide Brands

Wayne OPW+ CleanView

ProGauge fairbanks

# EXPAND YOUR OFFERINGS

## WITH A NATURAL ENERGY DRINK

**SCAN HERE TO LEARN MORE**

Or visit our website  
[www.rvitalize.com/pages/wholesale](http://www.rvitalize.com/pages/wholesale)



**MAKE 2022 THE YEAR TO BE DIFFERENT**



PROJECT SHOWN : AXIOM PRIME

unique car wash environments, innovative exteriors, building packages,  
pay canopies, vacuum canopies, daylighting, led lighting systems, signage  
and more...



**Time To Be Different**

**modernwash™**

unique car wash environments  
and more...

**800 - 511 - 7208**  
**www.modernwash.net**

ALL IMAGES SHOWN COPYRIGHT © MODERNWASH 2022

**Celebrating Over 30 Years of Innovative Structures**







By Angela Altass

# Consumers Seek Comfort in Salty Snacks

People often seek comfort, especially during stressful times, by indulging in snacks and it's not unusual for these treats to be in the salty category.

Salty snacks have remained very stable in an age of supply chain issues, insecurity, and cost increases, says David Scholtens, president, Scholtens Candy Incorporated.

"Salty snacks, from our perspective as a large candy and chocolate packager and distributor, is a very stable category," says Scholtens. "Salty snacks for Scholtens Inc. refers mainly to peanuts of many flavour profiles, pretzels, sweet heat bar mixes, cashews, pistachios, and almonds."

The pandemic has affected the snacking industry greatly, says Scholtens.

"We have seen a lot of people turning to comfort food or even possibly stress eating, simply to deal with the negative news that surrounds us each day in the media," says Scholtens. "Combine that with the closure of gyms and recreational institutions and we get the feeling people are putting their diet and activity goals on the shelf as we deal with the pandemic and with that comes increased snacking."

Salty snacks, like peanuts or cashews, keep people fueled up and sustained for a longer period of time than other snacks, such as chocolate or candy, notes Scholtens.

"What makes salty snacks a great fit for convenience stores has more to do with the size than the product itself," states Scholtens. "A convenience store, and the packaging sizes they offer, make it easy to pick a personal favourite for your own consumption, which also prevents overconsumption."

Salty snacks normally have a shorter date code than other items so store owners need to be mindful of shelf life, says Scholtens.

"One bad experience with a stale bag of snacks and you could lose a customer for life," states Scholtens. "Our reps are highly mindful of this and work very diligently to check date codes with

each of our customers, removing anything that will be past the best before date upon their next visit. We want every experience with our brand to be a perfect one."

He states that store owners should know when selling salty snacks where the product came from.

"For example, if the salty snack you are retailing was purchased at a wholesale or cash and carry, it could be final sale and you need to be mindful of the best before date and possibly need to reduce the price for quick sale if you are running out of time," notes Scholtens. "If the salty snacks are from full-service companies, like Scholtens, you most likely have a guaranteed sales agreement and they will take care of the dating issues for you. This is a huge benefit to retailers and a large part of our success as a company."

Store owners should also be mindful of the cost they are selling the product for, says Scholtens.

"We typically see retailers marking items up 25-40 per cent for profitability and that's great," says Scholtens, "just be mindful that if you add too much gross margin to the product, you may price yourself higher than your competition and, because of that, see less sales. It is best to deal with a full-service company and agree to the suggested retail options they offer."

Consumers are always looking for what's new in a category but a lot of times, when the decision needs to be made, they take home the old classic item that they know and trust, says Scholtens.

"It takes a lot of pushing and marketing dollars to take an item from new to a popular everyday good-selling item," states Scholtens.

Canadians are looking for delicious products that bring them comfort, says Kelly Bateman, director of business development,

>>

PepsiCo Foods Canada. Beyond their go-to favourites, Bateman says Canadians are looking to elevate their snacking experience with new formats, flavours and textures.

PepsiCo Foods Canada recently launched new flavours, such as Miss Vickie's Spicy Dill Pickle, elevated texture through the introduction of Ruffles Double Crunch, and offered new forms of snacking with Doritos 3D. PepsiCo continues to create limited-time offerings, like Cheetos Ketchup Leaves, to deliver exciting new products to consumers.

"Another area where we've seen tastes evolve is in spice," says Bateman. "That's why we continue to innovate in our Flamin' Hot portfolio, which now spans Doritos and Cheetos with more coming in 2022. Our business has certainly experienced changes in buying patterns, trip frequency and basket size throughout the pandemic. We've also seen significant growth in consumer adoption of ecommerce services, including click and collect and home delivery. Many of our C&G customers have tapped into this through partnerships with concierge services, such as Uber Eats, Skip the Dishes, and DoorDash."

While the demand remains strong in the snacks category overall, there are consumers who are specifically looking for products that are lower in sodium for lifestyle or preference reasons, says Bateman, noting that PepsiCo has added brands like Bare, Off the Eaten Path, and Popcorners to broaden its snacking lineup.

"Innovation is always a key pillar of growth for PepsiCo but when it comes to the best sellers in C&G, the classics are always our top performers," says Bateman. "Doritos Nacho and Lays Classic are typically number one and two nationally. Interestingly, in the Maritime Provinces, Doritos Zesty is the number one Doritos flavour. In British Columbia and Alberta,

their consumption of salty snacks during the pandemic. Much of this has been driven by increased afternoon snacking with consumers being at home more. It's also worth mentioning that while closures impacted consumers' routines and traffic softened at the height of the pandemic, the convenience and gas channel saw some benefit of consumers traveling within Canada last summer, which in turn had a positive impact on salty snack consumption."

Consumer interest in bold and spicy flavours is growing, adds Jakovcic.

"This insight helped inform the introduction of some of our latest salty snack innovation offerings, including Cheez-It Crackers White Cheddar Flavour and Pringles Fiery Loaded Nacho Flavour chips," says Jakovcic. "We've also seen a shift in consumer behaviour towards eating crackers like chips, which we've leaned into by offering bigger sizes for sharing, such as Cheez-It Original Family Size and Pringles Party Stack."

Responding to this increasing interest in bold flavours, Amplify Snack Brands has announced the launch of the Paqui One Chip Challenge in Canada for September 2022. The challenge involves eating a chip made with hot peppers.

"Canadian consumers are well aware of the program given its immense success on social media," states David Di Dodo, customer sales executive, Amplify Snack Brands. "The 2021 program was a viral sensation with 1.8 billion campaign impressions. This year's chip has two peppers: the infamous Carolina Reaper and the stringing Scorpion Pepper."

Consumers are seeking better-for-you brands with 55 per cent of consumers seeking natural and unprocessed foods when they snack, says Di Dodo, noting that Amplify Snack products are free of artificial ingredients, flavours and preservatives, as well as being vegan, kosher, non-GMO and gluten-free.

After nearly two years of being tethered to their kitchens and recipe repertoires, new snacks are a source of excitement and variety to break up every day routines, says Jaclyn Campbell, cracker category lead for Mondelez Canada. A Mondelez State of Snacking report notes that 86 per cent

**Salty snacks are a growing category; up 12.6 per cent, according to Nielsen YTD, Jan 1, 2022 statistics, says Christine Jakovcic, vice president, marketing and nutrition, Kellogg Canada Inc.**



we've seen tremendous growth in our Miss Vickie's brand and Sea Salt and Malt Vinegar has actually surpassed Lays Classic as our number two best seller. So, there are certainly some different taste preferences throughout the country."

Salty snacks are a high impulse purchase and should be merchandised in high traffic locations for optimal visibility, such as six feet from the cash, says Bateman.

"This is especially important for single-serve snacks," she says. "Many consumers also visit the beverage coolers before checking out, which is an opportunity to ensure that snacks are displayed near beverages for pairing. If a retailer has a foodservice destination within their store, snack-sized potato chips are a great addition to any sandwich and should be located nearby."

Salty snacks are a growing category; up 12.6 per cent, according to Nielsen YTD, Jan 1, 2022 statistics, says Christine Jakovcic, vice president, marketing and nutrition, Kellogg Canada Inc.

"Snacks help build basket size, which contributes to increased retailer margins when combined with beverages," says Jakovcic. "There's no doubt that Canadians have substantially increased

of Canadian consumers say they look forward to trying new snacks and that nine in 10 consumers say they eat at least one snack for sustenance and one snack for indulgence each day. According to the report, many Canadians view snacking as a time to escape the mental load of food choices that surround them every day with 91 per cent saying that some snacks should be just for enjoyment or satisfaction without worrying too much about nutrition.

"In 2022, we are re-igniting a classic Canadian favourite, Crispers," says Campbell. "We have an exciting new campaign that speaks to the uniqueness of our product. To support this new campaign, we are also delivering a new limited edition flavour: Fiery Jalapeno. We are working with some great partners, such as Mattel and Coca-Cola, to bring exciting offers to consumers throughout the year."

As people continue to navigate their way through unprecedented times, new salty snack product options will add some spice to their day while well-known classic choices provide a level of familiarity and comfort. **TJ**





# Washroom Cleanliness Matters More Than Ever

If you have ever been on a road trip, you know that bathrooms are important. When you are road tripping, you often make a beeline to the washroom during a pit stop and if that washroom is dirty or not well-maintained, you make a quick exit out of that facility without making any of the purchases you were planning.

By Angela Altass

The pandemic has amplified the importance of cleanliness, especially in washrooms.

“Washroom cleanliness has always been important,” says Candice Raynsford, marketing manager, Cintas Canada. “However, now when patrons visit the washrooms, they do so with extra scrutiny and their perceptions contribute to their overall opinion of the facility. Business owners should step up their maintenance routine, keep hygiene products well stocked, and clean and disinfect high touchpoint surfaces, such as door handles and faucets daily.”

Some trends have emerged in washroom maintenance during the pandemic, says Raynsford.

“Recently, we’ve seen many businesses outsource their washroom deep cleaning,” says Raynsford. “Proper deep cleaning requires the right tools and machines to remove bacteria and soil from areas that daily cleaning cannot. Further, many businesses are understaffed. When a business outsources these services, it’s one less task on an employee’s plate. Services like this also used to be scheduled during off hours but we are increasingly seeing businesses schedule these services while their employees and customers are onsite and they’re asking us to park our Cintas truck in front of their facility. Seeing the service being done helps inspire confidence that they keep their facility clean.”

Facility managers should be sure they have lots of hygiene products and cleaning supplies on hand to keep their washrooms clean and inviting, says Raynsford.

“Hygiene products that a facility should not run out of include hand soap, hand sanitizer, toilet paper and paper towels,” says Raynsford. “It is also important to have plenty of cleaning chemicals, garbage bags and microfiber cleaning tools to help keep up with their increased cleaning routine.”

With heightened concerns about cleanliness, many businesses are implementing solutions to help reduce the spread of germs and limit direct contact with surfaces, says Raynsford. These >>



Building Retail Petroleum Solutions

SALES | CONSTRUCTION | ELECTRICAL | SERVICE

[www.mipetrogroup.com](http://www.mipetrogroup.com)



**CONTACT: JIM YELLE**

Office  
403.266.5558

Cell  
403.589.3121

E-mail  
[jyelle@mipetro.com](mailto:jyelle@mipetro.com)

MAPLE RIDGE, BC • LETHBRIDGE, AB • CALGARY, AB • STOUFFVILLE, ON



The most trusted resource for news and information about Canada's convenience, retail petroleum, and carwash industry.

*Get social, join our community.*



include installing touchless features like automatic hand soap and sanitizer dispensers, replacing air dryers with automatic paper towel dispensers, and placing garbage cans next to the washroom exit, with people using paper towels so their hands don't have to touch the door handle on the way out.

Cintas Canada holds an annual Best Restroom Contest that showcases the best public washrooms in the country and awards the winner with \$2,500 in Cintas products and services. Five finalists are selected based on cleanliness, visual appeal, innovation, functionality and unique design elements. The finalist that receives the most votes from the public is crowned Canada's Best Restroom.

Borden Park in Edmonton, Alberta was named to be the 2021 winner of the contest.

"We're pleased to be recognized by Cintas for this incredible distinction," says Nicole Fraser, general supervisor of planning and monitoring, infrastructure operations at the City of Edmonton. "We recognize the need to provide access to safe and clean washrooms to the public."

Sweet Market Esso, also known as Gasoline Alley Esso, in Red Deer, Alberta was one of the 2021 finalists in the Best Restroom Contest.

"We were not surprised to be a finalist," says Tim Anderson, store manager, Sweet Market Esso. "We were expecting to win. Unfortunately, there were some nice bathroom competitors and we had to settle for finalist. We would like to congratulate the winner and the other finalists as well."

Anderson describes the gas station's washrooms as having a fancy luxury hotel vibe.

"The women's bathroom is slightly nicer than the men's," states Anderson. "It has beautiful tile work, chandeliers, and sinks with automatic taps with dryers built in. The handicap stall has a door that frosts over in the window section once closed. The men's bathroom has the same features but the colours are darker and instead of tiled walls, they are a dark coloured concrete. Both bathrooms have beautiful granite countertops."

Feedback from customers has always been very pleasant and Anderson says staff is often thanked for having such beautiful and clean washrooms.

"We usually hear a lot of loud wows and woahs coming from the entrance when customers are first entering," states Anderson. "Almost all feedback from the washrooms has been positive. A large

investment was made to have some of the nicest bathrooms in Canada because it is extremely important to us. The first task staff are trained on is how to maintain, clean and stock the bathrooms and to take pride in how beautiful they are. The washroom is usually the first place a large majority of customers go when visiting a service station so it is very important to get that first impression right."

Sweet Market Esso has always had a rigorous cleaning and bathroom check schedule and therefore did not need to make many changes to it due to the pandemic, other than adding some signage from the government, says Anderson.

"We kept the washrooms open through the entire pandemic so we saw a large increase in use when other service stations were closing theirs down," notes Anderson, who advises other gas

stations to always make bathrooms the main priority. "It is usually the first impression a customer has of your site and how they feel about purchasing at your store or even coming back. You don't need a fancy bathroom. I have managed gas stations in the past with very generic looking washrooms and have received many compliments on the cleanliness of the washroom. Make the bathroom as welcoming as possible with some décor as well. It does not have to be costly, just welcoming. Keep the toilet paper and soap stocked, too."

Now in its 12th year, the Best Restroom Contest was not changed throughout the pandemic, says Raynsford.

"It continues to shine a light on facilities that offer an exceptional washroom experience," says Raynsford. "With businesses forced to adapt to the pandemic, >>

**24 PER CENT OF CANADIANS WERE WORRIED ABOUT DRYING THEIR HANDS WITH DIRTY AIR FROM DRYERS, WHICH IS WHY THE AIRBLADE IS DEVELOPED WITH HEPA FILTERS THAT CATCH 99.97 PER CENT OF PARTICLES AS SMALL AS 0.3 MICRONS, INCLUDING BACTERIA AND VIRUSES.**



they can look to the Canada's Best Restroom contest as a creative way to generate publicity. Although businesses may have less traffic to their facility due to capacity restrictions, we continue to evaluate the same criteria in our finalists and, as in previous years, public votes determine the grand prize winner. Everyone appreciates a business that goes the extra mile to create a positive washroom experience and this contest provides an opportunity for the public to recognize and support them."

Dyson issued a global hand hygiene survey in 2021 and found public washroom concerns remain high, says Anthony Hall, lead design engineer, Dyson.

"Globally, 65 per cent of respondents said they were more concerned about visiting public washrooms in July 2021 than they were the previous year," says Hall. "There are many possible explanations for this, including, but not limited



The Sweet Market Esso, also known as Gasoline Alley Esso, in Red Deer, Alberta was a finalist in the 2021 Cintas Canada Best Restroom Contest.



## COAST TO COAST NATIONAL SERVICE COVERAGE






- ✓ Serving the Canadian Retail Petroleum/Convenience Industry for 35 Years
- ✓ Truly National Service Coverage with direct AIR-serv Technicians from Prince Rupert to Fort McMurray to St. John's. We service all of Canada!
- ✓ We provide over 100,000 service visits annually to our customers
- ✓ Safety first culture resulting in an immaculate Safety Record
- ✓ We Enhance Customer Satisfaction with the Convenience of "Tap N Go"
- ✓ Our Total Service Program is a no cost service program giving you comprehensive reporting from Installation to Service to Revenue to Safety

Tire Inflators - Vacuums

SERVICE | TECHNOLOGY  
INTEGRITY | ACCOUNTABILITY

800-263-1429

www.air-serv.com





to, the easing or increased disregard for measures like masks, or timing as some lockdowns lifted throughout the summer of 2021 prior to the dramatic spike in COVID-19 cases through the second half of the year.”

Survey respondents were asked a question about how concerned they were about the impact of single-use, disposable products on the environment.

“Asked to consider items such as face masks, gloves, disposable cups and paper towels, three in four expressed concern about the associated environmental impact, which could demonstrate an appetite for more sustainable solutions such



as reusable cups, washable masks and hand dryers,” says Hall. “With this, we believe more organizations will consider moving away from single-use disposable products, such as paper towels in bathrooms.”

In general, people are more aware of the cleanliness of public washrooms and have higher expectations than before the pandemic, says Hall.

“Public spaces, such as convenience stores and gas stations, which have high foot traffic, should consider installing technologies, such as hand dryers, to reduce the amount of waste produced,” says Hall. “With entering the third year of the pandemic, many businesses are taking this time to make shared spaces, such as washrooms, safer and more hygienic. Technology solutions can negate these concerns. For example, ensuring hands are dried with clean air through the inclusion of air-cleaning filters and touchless technology.”

Effective high speed hand dryers are a great option for commercial washrooms, says Hall.

“Dyson’s range of Airblade hand dryers are touchless air dryers that dry hands with HEPA filtered air,” says Hall. “The survey found that 24 per cent of Canadians were worried about drying their hands with dirty air from dryers, which is why the Airblade is developed with HEPA filters that catch 99.97 per cent of particles as small as 0.3 microns, including bacteria and viruses. Hands are dried with clean air in just 10 to 14 seconds—four times faster than other dryers—to make sure you’re staying safe.”

In Canada, the top five frustrations when entering a public washroom are the lack of toilet paper, unclean toilets, no soap, empty paper towel dispensers and blocked toilets, says Hall.

“However, with the right equipment and a regular cleaning schedule, companies can alleviate many of these concerns, ensuring that public restrooms are safe, clean, and ready for visitors,” says Hall. **LD**



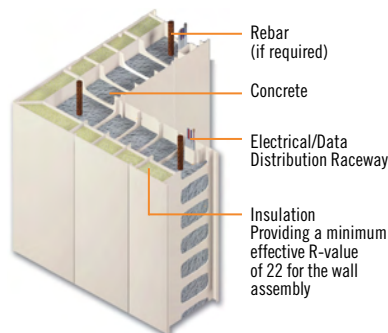
**RETROFIT & NEW CONSTRUCTION**  
**PVC Wall & Ceiling Panel Manufactured in North America**



Available in 12" and 18" widths.



**FOR NEW CONSTRUCTION**  
**Stay in Place PVC Concrete Form System**



Available in 4", 6", 8" and 8" insulated forms.



**INNOVATIVE, RELIABLE AND DURABLE BUILDING SOLUTIONS FOR ALL CONSTRUCTION MARKETS**

100 Galcat Drive, Unit #2 | Woodbridge, Ontario Canada L4L 0B9  
Toll Free: 1.877.747.9255 [www.nuformdirect.com](http://www.nuformdirect.com)

# 2022 Carwash Equipment

The carwashing business across North America has been on a steady growth pattern for many years and with more "newbies" entering the market, we bring to you an easy to read directory of everything carwash. From air compressors to wheel washers and everything in between. This directory will be published on the *Convenience & Carwash Canada* magazine website, [www.convenience-andcarwash.com](http://www.convenience-andcarwash.com) for easy reference during the year.

## Autowash Systems

407 4th Ave SW  
New Prague, MN 56071  
952-223-4076  
[sales@autowashsystems.com](mailto:sales@autowashsystems.com)  
[www.autowashsystems.com](http://www.autowashsystems.com)  
Jeremy Dohm  
PDQ Laserwash 360+, Tandem Surfline,  
MacNeil Tunnel equipment

## Belanger Inc.

1001 Doheny  
Northville, MI 48167  
248-349-7010  
[inquiries@opwws.com](mailto:inquiries@opwws.com)  
<https://www.opwws.com/brands/belanger.html>  
Allen Luce  
[allen.luce@opwws.com](mailto:allen.luce@opwws.com)  
248-640-0644  
Kondor KL1 & KL2, Kondor KL1 & KL2, SpinLite,  
SpinRite and Classic Equipment, Classic and InstaKleen drive thru

## CustomKraft Industries, Inc.

4611 West Bethany Road  
North Little Rock, AK 72117  
501-955-5959  
[info@customkraft.com](mailto:info@customkraft.com)  
[www.customkraft.com](http://www.customkraft.com)  
Variable Frequency direct drive, variable frequency  
belt-driven drive (VFD), or By-Pass Meters with In-Bay  
Coin, Token, Bill and Credit Card - Contactless &  
Swipe - acceptance.

## D.A. Lincoln Pump Service & Supply MB Inc.

102 Paramount Rd  
Winnipeg, MB R2X 2W3  
204-632-8002  
[doug@dalincoln.com](mailto:doug@dalincoln.com)  
[www.dalincoln.com](http://www.dalincoln.com)  
Doug Lincoln  
PDQ Laserwash 360 Plus & Belanger Kondor, PDQ  
Surfline/Tandem & Belanger FreeStyler & Belanger  
InstaKleen, PDQ Surfline Tandem, Belanger Classic

## D.A. Lincoln Pump Service & Supply SK Inc.

4-210 48th St E  
Saskatoon, SK S7K 6A4  
306-683-6622  
[kelly@dalincoln.com](mailto:kelly@dalincoln.com)  
[www.dalincoln.com](http://www.dalincoln.com)  
Belanger Kondor, Belanger FreeStyler & Instakleen,  
Belanger Classic, Belanger Classic, Lincoln Series  
Self Serve

## ELAL | Entretien de Lave-auto Laval

1350 Rue Nationale  
Blainville, QC  
J6W 6M1  
514-990-7890  
[sales@laveautolaval.com](mailto:sales@laveautolaval.com)  
[www.laveautolaval.com](http://www.laveautolaval.com)  
NCS - Ryko Radius, Belanger - Kondor, NCS - Ryko  
Soft Gloss Maxx, NCS - MacNeil Wash Systems,  
NCS - MacNeil Wash Systems, Magikist



## Istobal

1045 Page St  
Bristol, VA 24201  
800-336-8795  
[info.usa@istobal.com](mailto:info.usa@istobal.com)  
[www.istobal.com](http://www.istobal.com)  
Ian Burton  
[ianb@istobal.com](mailto:ianb@istobal.com)  
423-217-7467  
FLEX5, FLEX5 Extended Height, FLEX5, FLEX5  
Extended Height, M'1, FLEX5, FLEX5 Extended  
Height, EXPRESS ON RAILS



## Maritime Car Wash Sales & Service Ltd.

4905 Highway # 2  
Wellington, NS B2T 1B6  
902-861-4747  
[mar.car@ns.sympatico.ca](mailto:mar.car@ns.sympatico.ca)  
[www.maritimecarwash.ca](http://www.maritimecarwash.ca)  
Gordon Ryan  
In-Bay Automatic Touch Free, In-Bay Automatic  
Friction, Full Service Tunnel, Mini Tunnel,  
Self-Serve Equipment

## Mark VII Equipment Inc.

5981 Tennyson St  
Arvada, CO 80003  
601-519-3361  
[pbarefield@markvii.net](mailto:pbarefield@markvii.net)  
Palmer Barefield  
AquaJetXT, SoftWashXT, SoftWashDF,  
ChoiceWashXT, ChoiceWashXT, Softline Tunnel  
Series, Softline Tunnel Series, JetWash Self-Serve



## NCS Canada Mondo

695 Westney Road S, Unit 1  
Ajax, ON L1S 6M9  
1-800-791-6163  
[rob@mondo-products.com](mailto:rob@mondo-products.com)  
<https://mondo-products.com/>  
Brad Goetz  
[equipment@mondo-products.com](mailto:equipment@mondo-products.com)  
519-640-8838  
Belanger Kondor KL-1 and KL-2 Belanger  
FreeStyler and Belanger Cube, Belanger Tunnel  
and ICS Payment Terminal, Belanger, NCS Canada  
Mondo, Tap & Wash Powered by Monex Group



## National Carwash Solutions

1500 SE 37th St  
Grimes, IA 50111  
515-986-3700  
[sales@ncswash.com](mailto:sales@ncswash.com)  
[www.ncswash.com](http://www.ncswash.com)  
Caitlin Higgins  
[chiggins@ncswash.com](mailto:chiggins@ncswash.com)  
Ryko Radius Touch-Free System, Ryko SoftGloss  
Maxx 5 Brush, MacNeil Tunnel Systems and  
Equipment, MacNeil Express Tunnel Systems and  
Equipment Carolina Pride Self-Serve Equipment  
Oasis Car Wash Systems  
1909 E 12th St.  
Galena, KS 66739  
620-783-1355  
[cbohannon@oasiscws.com](mailto:cbohannon@oasiscws.com)  
[www.oasiscarwashsystems.com](http://www.oasiscarwashsystems.com)  
Cameron Bohannon, Typhoon Eclipse, Typhoon, XP  
I5 Eclipse and i5, Jetstream



## P.D. McLaren Limited

104-9725 192nd Street  
Surrey, BC V4N 4C7  
604-371-3732  
[johnallen@pdmclaren.com](mailto:johnallen@pdmclaren.com)  
[www.pdmclaren.com](http://www.pdmclaren.com)  
John Allen  
Istobal, Oasis, Autec, Istobal, Autec  
Istobal, PECO Carwash Systems, PECO Carwash  
Systems, Odessa Consulting, Etowah Valley  
Equipment

## PDQ Manufacturing

1698 Scheuring Road  
DePere, WI 54115  
920-983-8333  
[inquiries@opwws.com](mailto:inquiries@opwws.com)  
<https://www.opwws.com/brands/pdq.html>  
Kris Oliver  
[kris.oliver@opwws.com](mailto:kris.oliver@opwws.com)  
920-819-  
LaserWash 360 Plus, Tandem Surfline





### Pumps & Pressure

7018 Johnstone Drive  
Red Deer, AB T4P 3Y6  
403-374-9770  
sales@pumpsandpressure.com  
www.pumpsandpressure.com  
Jack Tremain  
jack@pumpsandpressure.com  
403-374-8700  
HOTSHOT inbay & selfserve



### Rockyview Industries Inc

7110 Fairmount Dr SE  
Calgary, AB T2H 0X4  
403-293-1188  
info@rockyviewindustries.com  
www.rockyviewindustries.com  
Mark VII, Coleman Hanna, Tammermatic, Petit,  
DRB, Hamilton, ICS, Exacta, Mark VII, Coleman  
Hanna, Tammermatic, DRB, Hamilton, ICS, Exacta  
MacNeil Wash Systems, Coleman Hanna, Mark  
VII, DRB, Hamilton, ICS, Exacta, MacNeil Wash  
Systems, Coleman Hanna, Mark VII, Rockyview,  
Exact One, Wash Card

### Sonny's The CarWash Factory:

Sonny's is the largest manufacturer of conveyerized car wash equipment, parts, and supplies in the world. Forward thinking professional car wash investors, owners and operators partner with Sonny's because of its total offering, market leadership, and deep expertise. Everything about our equipment is designed to help you wash more cars. Sonny's, PECO, STI Belt Conveyors, AutoVac, and Hydra-Flex. 5605 Hiatus Road  
Tamarac, FL 33321  
800-327-8723  
sales@sonnysdirect.com  
www.sonnysdirect.com  
Meagan Bradley  
meagan.bradley@sonnysdirect.com  
1-800-327-8723



### Tommy Car Wash Systems

240 E. 8th Street  
Holland, MI 49423  
616-494-0771  
sales@tommycarwash.com  
https://tommycarwash.com  
Customer Service  
616-494-0771  
In-Bay Mini-Tunnel Conversions, In-Bay Mini-Tunnel  
Conversions, Vacuum Systems

## TRANSCHEM GROUP

### Transchem Group:

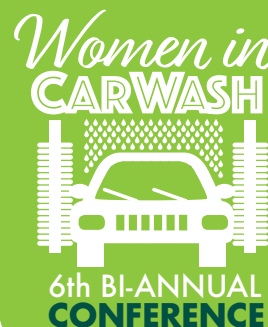
SoAX Equipment is built smart to clean tough. Our products are customized to help you clean faster, easier, and save you money. SoAX Cleaning Systems provide excellent results, minimize operational downtime, and reduce repair costs. Reach out to learn more about our range of pressure washers, cleaning systems and modular dispensing units.  
1225 Franklkn Blvd  
Cambridge, ON N1R 7E5  
800-263-2651  
info@traschem.com  
https://transchem.com/ca/equipment-parts/soax/  
Dan Gough  
226-750-0963

### Washworld, Inc.

2222 American Blvd  
De Pere, WI 54115  
920-338-9278  
sales@washworldinc.com  
www.washworldinc.com  
Profile ST, Profile MAX and Profile LXR

# JUNE 20-22, 2022

## International Conference Niagara Falls Ontario



Our upcoming **Women in Carwash** conference will be held at the beautiful **Marriott Fallsview Hotel & Spa** in Niagara Falls, Ontario

In the ever changing and competitive landscape of the carwash industry, women are quickly becoming an integral part of successful carwash organizations.

What is also exciting is that a growing number of men are welcoming and actively supporting this change.

The first five **Women in Carwash** conferences recognized and celebrated this exciting development to the delight of our guests who found it very valuable, informative, ground-breaking, and surprisingly intimate. After two virtual conferences we can now look forward to connecting again in person.

Join colleagues from across North America as they share, learn and grow together.

For more information and to register please contact:

**Brenda Jane Johnstone** phone: 1.204.489.4215  
email: bjj@womenincarwash.com



# Canadian Carwash

---

## Operators: Beware Low

---

## Quality Hog's Hair Brushes

---



**FOR YEARS, CANADIAN CARWASH OPERATORS HAVE RELIED ON HOG'S HAIR BRUSHES IN SELF-SERVE BAYS AS FOAMING BRUSHES, OR AS GENERAL PREPPING TOOLS PRIOR TO A WASH.**

Known for its superior cleaning, soft-touch, and long life, hog's hair is the ideal brush material for a gentle cleaning, but, when needed, can still provide a firm scrubbing action for stubborn dirt and debris.

Still, as imports from overseas continue to enter the market, operators are advised to watch for the subtle signs of lower quality offerings: Namely, compromises in the length, thickness, and density of the hair used in the manufacture of the brush itself. Although skimping on these factors can reduce the price by a few dollars, inferior hog's hair brushes

must be replaced more often, provide a poorer wash, and can fail prematurely.

Fortunately, long-time North American manufacturers of carwash products have specialized in producing superior hog's hair brushes with long-established techniques to ensure the quality of the hair and the final product. These quality offerings are designed to last much longer and clean much better while providing a significantly greater long-term value.

"At their best, hog's hair bristles offer finer, longer filaments than any other material for a softer, plusher wash, that will not scratch, and minimizes grit





accumulation,” says Robert Pecora, president of Chicago, IL based Erie Brush, a manufacturer of hog’s hair brushes, cloth, foam, tire/wheel brushes and detailing brushes to the carwash industry since 1948.

Quality hog’s hair is tapered and much softer at the feathered tips for gentle washing, while still allowing for stronger scrubbing when pressure is applied. Compared to other brush materials, hog’s hair is durable, super soft, and resilient despite bending and prolonged use, and so is the most profitable choice in the long run.

However, this is only the case when the hog’s hair used in the manufacturing of the product is of the highest quality.

“In general, the shorter the brush filament length and bigger the diameter filament, the harder it presses on the car; and the longer and finer the filament the more gently it presses on the car,” explains Pecora. “So, a quality hog’s hair brush will have more density of hair that is not only the proper thickness but also longer.”

The best hog’s hair should also be able to quickly recover its natural shape even when bent 90-degrees. In fact, one quality hog’s hair brush can outlive three to four less expensive options, which can remain bent out of shape.

To underscore the importance of the quality of the hair, Erie Brush utilizes equipment that eliminates any shorter

loose hair from the supplier. “We only use the plushest bristles with proper thickness and length while eliminating weaker bristles to make the highest quality brush. This provides a better wash far

longer, which keeps the customer coming back,” says Pecora.

“Poorly designed or constructed brushes that save Canadian carwash operators a few dollars up front often can be more costly in the long run. The cost may not be in dollars and cents alone but may affect the reputation of the operation as

well as have a negative impact on repeat business,” adds Pecora. He notes that domestic production also lowers shipping cost and speeds order fulfillment while supporting American jobs.

The bottom line is that if Canadian carwash owners want to offer customers an exceptional wash that keeps them coming back, there is no substitute for a high-quality brush.

Since offering vehicle owners a quality wash can be essential to attracting more business and referrals, Pecora also offers the following tip for self-serve bay foaming brushes, where the most hog’s hair brushes are utilized.

“In terms of foaming brush head design, the more holes available to dispense high quality foam, the more even the foam application along the entire length of the hog’s hair brush, and the better the wash and glide along the car’s surface,” says Pecora.

He cautions that if a foaming brush

head has just two holes, the foam comes out in two spots and there is not enough foam for all the bristles. This makes washing the car more difficult and marking the car paint more likely.

“For an even foam spread that covers all the brush bristles, you need more foam holes,” says Pecora. “For instance, a nine-inch rectangular brush head should have at least six foam holes for the best wash and brush glide across the car’s surface.”

According to Pecora, the superior quality foaming brush head design with six foam holes is produced and offered from North American manufacturers, while the two-hole design is more typical of an overseas supplier.

As for the hog’s brushes used at prep stations, Pecora suggests spending at least a little bit of time reviewing the options and asking questions of the manufacturers.

“As a manufacturer, we understand that the brushes essentially look the same to the untrained eye, with one costing less, but there are considerably differences in quality that ultimately affect the performance and the final cost,” says Pecora. “So, Canadian carwash operators should spend the time to identify the quality hog’s hair prep or foaming brush that will provide the greatest long-term ROI and not just the least expensive option available.”

For more info, call 800-711-3743 (ERIE) in US, 773-477-9620 internationally; Fax 800-798-3743 (ERIE) in US, 773-477-6030 internationally; email [sales@eriebrush.com](mailto:sales@eriebrush.com); visit [www.eriebrush.com](http://www.eriebrush.com); or write to Erie at 860 West Fletcher St., Chicago, IL 60657.

**COMPARED TO OTHER  
BRUSH MATERIALS, HOG’S  
HAIR IS DURABLE, SUPER  
SOFT, AND RESILIENT  
DESPITE BENDING AND  
PROLONGED USE, AND SO  
IS THE MOST PROFITABLE  
CHOICE IN THE LONG RUN.**



# 5th Women in Carwash Conference: An Overwhelming Success

More than 65 women, and a few good men, gathered at the B Ocean Resort in Fort Lauderdale, Florida, January 17–19th for the 5th Women in Carwash conference.

The women attending hadn't met each other before the conference, but you'd never have known that when stepping into the opening cocktail reception. The lounge was packed to overflowing with smiling, laughing women excited to be there and who had come for a good time. A pianist was hired to play during the cocktail reception to fill the quiet, however, with more than 65 women in one room, you might not have even known there was a piano playing.

After the cocktail reception, attendees enjoyed a sit-down dinner, followed by an engaging keynote presentation by

Connie-Lee Bennett, who had everyone at hello. Her opening was engaging, fun, and provided an excellent lead-in for the rest of the conference.

Tuesday morning, the women were treated to an opening burst of Today's Gonna Be a Good Day by the Black Eyed Peas to get everyone on their feet and energized.

The entire Women in Carwash conference included educational sessions hosted by industry leaders. These sessions included Being an Authentic Female Leader of Tomorrow, PI/Executive Alignment, Employee Evaluation, the Power of

## Here are some of the testimonials that received from attendees:

The Women in Carwash conference was great, and so much fun! I attended the virtual event last year and just knew that the in-person event would be amazing, and it was! You all killed it!

**Savannah Rollo**  
GO Car Wash

I loved all of the speakers! Honestly, I'm feeling inspired and a part of something BIG! I loved Sandy's story and knowledge.

**Charlotte O'Connor**  
Town Wash Holdings

So amazing! Thank you. Loved the diversity of topics.

**Iona Kearney**  
Speedy Sparkle Car Wash

Thank you for a wonderful event- I am so thoroughly impressed and it was much better than I anticipated even though I knew it would be GREAT. So just Wow- thank you

**Melissa Pirkey**  
Assured Partners

The strategic communication opportunities were great. I liked the emphasis on sitting with different people each session.

**Herb Alston**  
Canyon Pacific

The Women in Carwash conference was amazing! Everything was wonderful, great ladies (and a few great men) who inspired me. There are too many take-aways to choose one. Connie-Lee Bennett was so inspiring!

**Corina (Cory) Gastony**  
Luv Car Wash

The biggest take-away from the Women in Carwash conference is that we need more women in the carwashing industry. I loved the Power of Story Part I and II.

**Wendy Meske**  
Suds Factory





It's been a beautiful experience! Thank you for having us.

**Megan Ireland**  
Ultra Clean Car Wash

I enjoyed the entire event, very educational, no disappointments.

**Natalie Humphrey**  
Ultra Clean Car Wash

I really enjoyed the networking and I have a list of actions to take to reach out to those ladies.

**Barbie DeLeeuw**  
Quick Quack Carwash

Two years ago, I was working, and I received a copy of the Convenience & Carwash Canada magazine. I started looking through it and a contest from Transchem Group caught my attention. They wanted a write up on how you were involved in the carwash industry and if you won you and a guest would be sent to the Women in Carwash Conference. I took the time and wrote up my story and sent it in not thinking I had any chance of winning with so many other women in the industry. Then one day I got a request to join in for a meeting over the computer and I was given the news that my story had won. I was so excited and could not wait. Then COVID hit and for the next two Women in Carwash conferences, which were held virtually, I got to participate virtually. They were great but what I was hoping for was to meet women in the same industry as me. Finally, the time came where an in-person conference could happen again and thankfully my contest win was honoured and I was heading to Fort Lauderdale, Florida in January 2022.

I can't thank Transchem Group and Brenda enough for giving me the opportunity to go to the conference. I was able to meet new people, and learn about so many different topics like employee evaluations, chemicals, proper writing, carwash insurance, etc. I took a lot of information from the conference that I could use in my position. I was also able to meet many new women and we shared our experiences in the carwash industry. I will be forever grateful for the opportunity to attend the 5th Women in Carwash Conference.

**Kelly Moroz**

Gas Bar Manager, Co-op Dauphin Manitoba



Melissa Pirkey (Assured Partners), Herb Alston (Canyon Pacific) contest winner Kelly Moroz, and Brenda Jane Johnstone



Story to Change your Business and your Life, Carwash Chemicals 101, Female Mentorship, How to write Something Anyone can Read, and Carwash Insurance Basics.

The organizers would like to thank all of the sponsors for their support and for helping make the conference great: Vaughan Industries, Modern Wash, Huron Valley Sales, National Carwash Solutions, Washworld, Blendco, Istobal, Kleen-Rite, Air-Serv/CSC Service

Works, International Dryings, Mondo, J.E. Adams, London Mat, Assured Partners, Con-Serv, Canyon Pacific Financial Services, AutoLaundry News, WashTrends, Chesapeake Quill, Professional Carwash & Detailing, and Bravery Becomes You. A very special thank you is also expressed to National Carwash Solutions and Caitlin Higgins for providing a photographer who shot professional head/shoulders photographs for each of the attendees. 📷



Brenda Jane Johnstone (president, Women in Carwash)  
Connie-Lee Bennett (our key-note speaker and founder of Meraki Training Academy)



Brenda Jane Johnstone, Caitlin Higgs, Katie Leifeld, Carrie Caldwell, Michelle Soderquist, and Margaret Horsfield

Ian Burton (Istobal USA), Brenda Jane Johnstone

## MARK YOUR CALENDAR FOR THESE UPCOMING **WPMA** EVENTS!



for more information go to  
[wpma.com/montana](http://wpma.com/montana)

for more information go to  
[wpma.com/washington](http://wpma.com/washington)



**June 20-22, 2022**



for mor information go to  
[wpma.com/idaho](http://wpma.com/idaho)



go to [www.wpmaexpo.com](http://www.wpmaexpo.com) for convention details





By Meline Beach

## Proto-Vest: Cultivating a Growth Mindset

Things are same, same but different at Proto-Vest. It's the same great, market-leading company with trusted products, now under new ownership. Effective January 1, 2022, Proto-Vest Inc. was acquired by Jeff Reichard, who has been the company's president since June 2019. The company, now operating under the name Proto-Vest Dryers, LLC, will be a seamless transition for customers, suppliers and employees.

"Life is all about attitude," says Reichard. "We've made a significant change in our mindset over the last two years, and that is to view and treat our customers as partners. Our moto is one + one = three and we both share the extra one."

Reichard, and the leadership team, have implemented a variety of quality improvements, process changes, a Kanban lean manufacturing system, and a "partnering approach" with customers – remaining focused on improving the customer interface in providing world-class service.

"Our customers are true partners and we share in each other's success," says Reichard. "If they're happy, we're happy."

### Developing people

Reichard acknowledges that he's leading the charge of a 50-year-old company

with deep family roots. A milestone like that comes with plenty of highs and lows and a culture of determination led by a founding member of the McElroy family.

"I would like to thank the McElroy family for their leadership since the conception of Proto-Vest, Inc. in 1969," says Reichard. "Mac McElroy was creative, highly visible and opinionated, making him one of the great legends in our industry."

These characteristics remain important as Reichard strives to take the company to the next level of success and reach more milestone anniversaries. Leadership development and recent additions to the team raises Proto-Vest's bar in purchasing, customer service, finance and CAD/CAM technical skills.

"While we're investing in our people, our products remain unmatched in the

industry," says Reichard. "Our bag technology continues to give us the edge on operating costs, noise levels, and ultimately, delivering a dry car at the end of the tunnel. Since I joined, we have made several enhancements to our dryers. These enhancements were designed to improve our customers' experience not to cut costs and those are the types of enhancements we will continue to focus on."

### Being present

Reichard believes industry engagement and visibility are critical to Proto-Vest Dryers' success. The company is committed to not only be present but actively participate at all the major carwash trade shows and seminars, with a more open approach to better listen to customers' needs.

"For some time, the domestic >>

**Under new ownership Proto-Vest Dryers LLC**



# It's Just Simple Math!

**Proto-Vest Dryers – Elite 460 Air Dryer**



## **ELITE 460 Value Proposition**

- Energy ROI savings is one year which is the cost of the Elite 460
- Energy comparison of two 30HP motors vs. ten 15 HP motors
- The average cost per kilowatt in the USA is \$0.11/kWh, for \$32,000 annual savings
- The installation of two 30 HP motors vs. ten 15 HP is a one-time saving of \$56,000 (Based on cost of \$7,000 per motor)
- First year saving is \$88,000 and \$32,000 each year thereafter
- All machines silenced
- No moving parts or sensors
- Very low maintenance costs

## **ELITE 460 Electrical Power Savings**

### **Two 30 HP Motors Power Consumption**

#### **POWER CONSUMPTION**

$60 \text{ HP} \times 0.746 \text{ kWh/HP} = 45 \text{ kWh}$

#### **UP TIME**

$12 \text{ hr/day} \times 7 \text{ day/wk} = 84 \text{ hr/wk}$

$84 \text{ hr/wk} \times 52 \text{ wk/yr} = 4,368 \text{ hr/yr}$

#### **CONSUMPTION COST**

$45 \text{ kWh} \times 4,368 \text{ hr/yr} = 196,560 \text{ kWh/yr}$

$196,560 \text{ kWh/yr} \times \$0.11/\text{hr} = \textbf{\$21,333/yr}$

### **Ten 15 HP Motors Power Consumption**

#### **POWER CONSUMPTION**

$150 \text{ HP} \times 0.746 \text{ kWh/HP} = 112 \text{ kWh}$

#### **UP TIME**

$12 \text{ hr/day} \times 7 \text{ day/wk} = 84 \text{ hr/wk}$

$84 \text{ hr/wk} \times 52 \text{ wk/yr} = 4,368 \text{ hr/yr}$

#### **CONSUMPTION COST**

$112 \text{ kWh} \times 4,368 \text{ hr/yr} = 489,216 \text{ kWh/yr}$

$489,216 \text{ kWh/yr} \times \$0.11/\text{hr} = \textbf{\$53,766/yr}$

## **ELECTRICAL SAVINGS**

Convert to (2) 30 HP motors = **\$32,000 savings**

Elimination of (8) 15 HP motors installations at \$7000/ea. = **\$56,000 savings**

Total first year savings **\$88,000** | Savings every year after that **\$32,000**

For more information contact:

**Tammy Gardner** VP of Sales mail: tammygardner@protovest.com

**623.872.8300** | [www.protovestdryers.com](http://www.protovestdryers.com)

30 / MARCH / APRIL 2022

**Proto-Vest Dryers®**





marketplace has been the backbone of our company, with great customers like Toyota, Tesla and Lexus, along with several large to small range carwash companies,” says Reichard, who is repositioning the mindset of the company from simply getting orders to increasing capacity with customers across the global marketplace. “We have already passed trial installments with several large European car wash groups and are beginning to ship orders ‘across the pond.”

#### **Surviving the pandemic**

Like many companies, Proto-Vest Dryers was hit hard by the global pandemic. Supply chain issues and several employees down with the virus were thoughtfully navigated without

any disruption to service. Open communication with all internal and external stakeholders was a critical factor in keeping everyone informed and managing expectations.

“There is no other way to put it but to say the pandemic was a brutal experience with some employees, including myself, being sick or losing loved ones,” says Reichard. “The first months were particularly tough, but we made it through without any layoffs and preserved the knowledge base we had worked to build.”

Staying on course with a growth mindset, Reichard guides his leadership team to focus through the pandemic and beyond on the things they can control rather than worrying about things they can’t control. While many customers

continued to buy parts and bags, the pandemic served as an opportunity to look inward for improvements, one of which was implementing a world class Kanban system.


Reichard says: “With our Kanban system in place, we’ve reduced the order-to-delivery timeframe from two to three months to only one to two weeks on our six stock machines. Not only is this a major improvement in the buying experience for our customers but it also improves their cashflow. With a one to two week order-to-delivery timeframe, our customers’ cash deposits are only tied up for a couple of weeks rather than several months, which frees up cash for other projects and needs.”

#### **Going forward**

Reichard is looking to build off the McElroy legacy and strengthen the company’s reputation for not only great products but excellent customer service as well in order to achieve greater growth. His sights are set high and his goals are powerful, including: >>



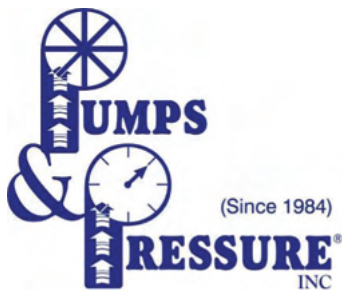
improving, growing and fortifying their domestic and international distributor network; exploring and developing artificial intelligence in improving operational performance and mitigating risk; and practicing active listening skills, listening to understand without any distraction.

"What I am most excited about is that the marketplace gave Proto-Vest Dryers another chance," says Reichard. "Prior to my arrival, the company could be quite difficult to do business with and could have been more proactive in resolving issues. Since implementing our new philosophy and attitude of partnering with our clients, business has grown substantially. We will continue our mantra of earning the respect our partners deserve while growing together." 

*Meline Beach is a Toronto-based communications practitioner and frequent contributor to Convenience & Carwash Canada. In addition to freelance writing, Meline provides communications and public relations support to businesses across Canada. She can be reached at [www.mlbcomms.ca](http://www.mlbcomms.ca).*



**"WHILE WE'RE INVESTING IN OUR PEOPLE, OUR PRODUCTS REMAIN UNMATCHED IN THE INDUSTRY," SAYS REICHARD. "OUR BAG TECHNOLOGY CONTINUES TO GIVE US THE EDGE ON OPERATING COSTS, NOISE LEVELS, AND ULTIMATELY, DELIVERING A DRY CAR AT THE END OF THE TUNNEL."**



#### **Pumps & Pressure specializes in Car Wash building controls:**

- O/H door operations
- MUA and lighting automation
- traffic lights
- bay occupancy
- custom solutions for Truck/RV time tracking and payment

Call now and see why **Pumps & Pressure** is the right choice for your next Commercial Wash Project!

**1-888-430-9359 [www.pumpsandpressure.com](http://www.pumpsandpressure.com)**

Red Deer, Edmonton, Calgary, Grande Prairie, Lethbridge, Saskatoon, Brandon



#### **Pay in the Bay Coin Box with TAP/EMV**

- our custom-built coin boxes use 3 in 1 Nayax VPOS Touch devices
- available in standard rotary switch style or upgraded Piezo button with LED lighting.
- PCI compliant
- accepts major credit cards Smart-Phone payments like Android Pay, IPay among others.
- download Nayax's Monyx Wallet APP for virtual gift cards, promotions, and more



#### **Hotshot Cashless IBA & Tunnel Entry Kiosk**

- large Colour Touchscreen
- customizable screen to suit your needs
- 3 in 1 Nayax VPOS Touch device
- PCI compliant
- accepts major credit cards Smart Phone payments like Android Pay, IPay among others.
- download Nayax's Monyx Wallet APP for virtual gift cards, promotions, and more







# Tire Inflators: A Necessary Offering – Not a Flavour of the Month

By Frank Merrill

**I am often asked:  
What's new in tire inflators? My answer is pretty much the same: Not much!**

The most important factor in providing compressed air for inflating tires is to make sure the equipment works and works properly 24/7/365 so that in the customer's "time of need" it is there and works. Ninety-nine per cent of the driving public simply go to the closest fueling location when they need to inflate a tire. They don't say "oh I have a low tire, I'm going to my regular fueling stations" because 99 per cent of the time when you need to inflate a tire, you are not in the vicinity of one of your regular spots for fuel and convenience. So, you simply drive on to the location of the closest petroleum outlet and look for the tire inflator. Next up is: Does it work and will it inflate my tire(s) so I can be on my way? If it does not work, you are disgruntled and you immediately climb back into your vehicle and look for the next closest petroleum outlet. Again, you are not looking for a specific brand you simply want to put compressed air in your tire and get back to your daily routine. This is the same routine that occurs thousands and thousands of times every day in Canada and around the world. As a petroleum retailer, the best thing you can do is make sure your tire inflator is clean, attractive and well maintained. The mundane, but essential, task of inflating a tire is like a commodity. It is not fun, it does nothing but take up time that you could be doing something else that is fun or productive.



AIR-serv is the world leader in providing tire inflators to the retail petroleum industry and in maintaining those tire inflators to the highest standards with a very high frequency of regular and routine maintenance. Purchasing a tire inflator and leaving it to maintain itself is not a good idea. All self-serve public use equipment is subject to abuse. Sometimes it is accidental abuse and other times it is on purpose. Think of all the tasks, jobs,

checks, and duties involved in running a large high volume fueling/convenience location and add a tire inflator to that mix. Where do you think it will fall on the priority list? You got it... at or close to the bottom. There is a carwash to maintain, walk-in coolers, quick food operations, restrooms to clean, floors to clean, lights to be replaced, cognizance of theft, not to mention stocking shelves, ordering product for the store and the list goes on. So, when asked what is the most important thing about a tire inflator, the answer is: "That it works."

Adding to the difficulty list of a retail operator in Canada is our severe winter weather. Sub-freezing temperatures are not nice to compressed air, as compressing air molecules create moisture and moisture freezes. So, having a workable drying system in the unit is essential in Canada. If you do not remove the moisture, the tire inflator will freeze repeatedly day after day all winter long.

>>

### Retractors

Let's talk about retractors. No company on the planet makes a retractor that will stand up to heavy public use. If you find one, please bring it to my attention. We tested retractors years ago. On average an air hose would be retracted in and out 25-75 times a day all by different users, none of which particularly care about the equipment. To maintain a public use retractor, one would require daily maintenance. This is why fuel pump manufactures eliminated retractors years ago. In service bays, you see them and they all work. That's because they are being used by the same two or three service technicians (mechanics) who know how to use them and who care about them because it is their shop, their livelihood. Put that same retractor out in a parking lot and have 30 different users pull the hose out 75 times every day, in the winter with ice and snow on it. It

cannot stand up to the abuse.

### Airless Tires

Airless tires have been around for 50 years, originally manufactured for military vehicles. They are very expensive to manufacture and they are heavy. Adding weight and cost to a vehicle is the opposite direction the vehicle manufacturing industry is headed. When asked about airless tires virtually all senior manufacturing executives have a similar response: "They are costly, being much more expensive than pneumatic tires, and heavier because the area that would normally be filled with compressed air is filled with a substance that is much heavier than air." So, when considering airless tires as an option it gets shuffled down to the bottom of the deck because it has two negative impacts being... increased cost and increased weight.

So, folks, sorry if you were thinking

this article would be exciting and full of new technology. The fact of the matter is, inflating tires in not very much fun, but it is essential to maintaining a safe vehicle and to extending tire life, just like filling up power steering and brake fluid, windshield washer fluid in the winter, you have to do it to maintain your vehicle.

### What's Next?

Now let's move to the near future. New vehicles will come with apps in the on-board dash system that help people with their daily lives. Here is one such example: Your new vehicle has an app which tells you that you have low tire pressure. The app immediately gives you a selection of convenience outlets in the area which offer a tire inflator and navigational directions to your selected location. Upon arrival at the location, you can activate the tire inflator by

# Want to expand your market into Canada?

[www.convenienceandcarwash.com](http://www.convenienceandcarwash.com)



## ADVERTISE TODAY with Convenience & Carwash Canada.

Reach owners and operators of convenience stores, retail petroleum and car washes six times a year



**Brenda Jane Johnstone** at 204-489-4215  
[bjjohnstone@convenienceandcarwash.com](mailto:bjjohnstone@convenienceandcarwash.com)



**Convenience & Carwash Canada**



[linkedin.com/company/convenience-&-carwash-canada/](https://www.linkedin.com/company/convenience-&-carwash-canada/)



[facebook.com/convenienceandcarwashcanada/](https://www.facebook.com/convenienceandcarwashcanada/)



[twitter.com/carwashcanada](https://twitter.com/carwashcanada)





**ONE MUST REMEMBER, THE DRIVER STILL HAS TO FIND THE TIRE INFLATOR, GET OUT OF THE VEHICLE AND INFLATE THE TIRE. NO APP CAN ELIMINATE THE PHYSICALITY OF THAT FUNCTION.**



pushing a button on your dash screen. As soon as you pulled onto the location you begin receiving in-store specials and other offerings, together with specials like, fill up and get a free coffee or slushy, or fill up now and get 50 per cent off a carwash. We are currently working with a company who will be introducing technology like this with two major vehicle manufacturers in the near future. This is fascinating stuff if you are in the convenience, carwash, petroleum,

vehicle service and automotive sectors. The apps that vehicle manufactures will be including in your new vehicle will be many and full of features to make your life easier. Of course, revenue/taxes/fees, etc. make the world go around so these apps will be connected, cross merchandised w, and co-exist with more than you can imagine. Herein lies the exponential factor in many forms of modern technology. One must remember, the driver still has to find the tire inflator, get out of the vehicle and inflate the tire. No app can eliminate the physicality of that function.

In closing, I'm sorry I do not have much in the way of exciting bells and whistles for you. As those involved in retail operations, the best thing we can do, is make sure the tire inflator works. Physically maintaining this equipment will never go away as long as there are pneumatic tires. [9]

## CANADIAN CLASSICS



**A TRUE CANADIAN CLASSIC!**

*TRY ONE TODAY!* →

**GREAT  
CANADIAN  
MEAT**

[GREATCANADIANMEAT.COM](http://GREATCANADIANMEAT.COM)

# REGITAN

**Celebrating 102 years in business.  
Distributeur alimentaire depuis 1920.**



**514 941-8787**

**SALES@REGITAN.COM**

DISTRIBUTION REGITAN LIMITÉE, 1420 TRANSCANADA, DORVAL, QC H9P1h7

SURGELÉS – REFRIGÉRÉS – TABACS – VIN – ÉPICERIES – CONFISERIES – SANTÉ BEAUTÉ-BREUVAGES  
8000 PRODUITS – 8000 PRODUCTS

SERVING PHARMACIES CONVENIENCE SUPERMARKETS - DEPANNEURS - PHARMACIES - ÉPICERIES -





# The Benefits of Being Proactive When Selecting Fuel-Storage Equipment

By Ed Kammerer

For owners and operators of retail-fueling locations, the line between being proactive and reactive can get a little blurry, especially as it pertains to the installation and care of the components in an underground fuel-storage and dispensing system.

That's because the majority of the components in an underground system are just that – underground. So, if a retail-fuel site has been in operation for any number of years, it may be 10, 15, 20 or more years since that equipment has been inspected by human eyes.

Sure, if there are no outward signs of product leaks or water intrusion, it probably means the system is still working properly, even if it was installed at the turn of the 21st century. But while the equipment is the same, the world around it has changed, in three very important ways for fuel-site operators:

1. **Underground-storage system equipment** has continued to evolve, becoming more advanced, reliable, safe and cost effective. Think of it like this: When you buy a new computer, you don't buy a 10-year-old model, you buy the latest technology. The same mindset should be applied when buying storage-system components.
2. **The motor-fuel menu has expanded well** beyond regular and unleaded gasoline and diesel fuel over the past two

decades. Today's reformulated gasoline and diesel, along with the growing array of alternative fuels, may not be compatible with storage-system components that are 20 years old.

3. **New and refined federal, state and municipal** regulations that are aimed at improving the safety of fuel-storage systems may mean that the components at the retail-fueling site are now out of code, making the operator susceptible to fines or, in the worst-case scenario, shutdown.

## The "Pros" Of Being Proactive

Simply put, we are of the mindset that it is much better to be proactive when it comes to your underground fuel-system equipment. Specifically, upgrading your system by replacing old equipment and installing the current platform of equipment that is available today is the way to go. This means avoiding dated equipment specs that may be cheaper to purchase, but may also, in the long run, contribute to unnecessary delays or >>



# RAZOR®

## DOUBLE BARREL



New to Washworld's touch-free vehicle wash line-up is Razor® Double Barrel, specifically designed with two spray arch manifolds, one high pressure and one low pressure, to intensely maximize the wash your car receives. Double Barrel's power blasts away pesky bugs and dirt leaving your car exceptionally clean. Like Razor EDGE, Razor and Razor XR-7, Razor Double Barrel provides a safe, consistently reliable car wash system upholding the highest standards in quality and efficiency.

*For more information, give us a call today or visit us at:*  
**THE CAR WASH SHOW BOOTH 601**



920-338-9278 | 888.315.7253 | [www.washworldinc.com](http://www.washworldinc.com)

**PROFILE** **PROFILE** **LXR** **RAZOR** **RAZOR** **RAZOR** **RAZOR** **RAZOR**  
ST MAX PROFILE XR-7 EDGE DOUBLE BARREL



disruptions to your business, which can have a negative effect on your reputation and relationship with your client base.

We live in a wonderful time where the capabilities of storage-system equipment are so much more advanced than they were in the 1990s. Today's components are more feature-rich than past iterations, while also having a lower total cost of ownership. For example, the evolution of storage-system piping has reached a point that if you're installing piping that needs a secondary jacket to be trimmed, glued or welded with joints directly buried in the ground, or it's not conduit-less (usually because that alternative is cheaper) you may end up wasting time and money in the long run.

Look at it this way: retail-fueling companies invest so much money in their overall networks, it should behoove them to invest in the best technology. In other words, if a site costs \$2 million to construct, spending another \$500 on a better tank sump or a conduit-less tank sump shouldn't be a deal-breaker.

When all is said and done, the true

beneficiaries of fueling sites with operators who are proactive in the outfitting, operation and maintenance of their fuel-storage systems are their customers. More than anything, consistently delivering a positive customer experience is what will make a retail-fueling business successful. Drivers don't just fill up their tanks for the sake of filling up their tanks, they do so in order to keep their vehicle operating as they go about their busy days. If the site is down because of a leak or equipment breakdown, or the fuel flow is slow because of a malfunctioning pump, the odds increase that the driver won't return to the site.

In the end, customers are looking for convenience when filling up their vehicles and strive to realize some level of immediate gratification syndrome during the transaction. If the fueling site is open, the pumps are clean and the fuel flows freely, it enables them

to get in and out quickly and increases the likelihood that they'll be back.

OPW Retail Fueling, Smithfield, NC, USA, has built a reputation as a leader in the design and manufacture of systems and components for use at retail-fueling sites. While OPW has created many


standard-setting fuel-storage products over the years, it is also looking at ways to advance storage-system performance, either through upgrades of existing products or the development of new ones.

These advances are manifested in OPW's Watertight Wonders family of tank sumps (featuring both conventional and no-drill technology), double-wall

spill containers, conduit-less dispenser sumps and turbine enclosures, and rigid entry fittings (REF) or hybrid entry fittings (HEF) for use in installations where conduit-less construction is not an option. OPW has also made notable advances in the creation of underground components that can be reached, repaired and replaced with no need for the expensive and time-consuming breaking of forecourt concrete. These advances include flexible piping systems, testable overfill-prevention valves and emergency shut-off valves.

#### Conclusion

By being proactive in the care and upgrade of their fuel-storage systems, fuel-site retailers will be doing both themselves and their customers a great service. Getting ahead of any potential problems is a much better way to run a business than reacting to breakdowns after they occur, which can end up being more costly in the long run.

In future articles, we will present a more in-depth exploration of the components and systems that can be upgraded as a way to proactively modernize and optimize the performance of your site's fuel-storage and dispensing system, with no need to break concrete, disrupt normal operations or experience harmful downtime. 

*Ed Kammerer is the director of global product management for OPW, based in Cincinnati, OH, USA. He can be reached at [ed.kammerer@opwglobal.com](mailto:ed.kammerer@opwglobal.com). For more information on OPW, go to [opwglobal.com](http://opwglobal.com).*

**IF A SITE COSTS \$2 MILLION TO CONSTRUCT, SPENDING ANOTHER \$500 ON A BETTER TANK SUMP OR A CONDUIT-LESS TANK SUMP SHOULDN'T BE A DEAL-BREAKER.**



- Shorter installation - **cut your installation time in half**



- All accessible all the time - **you will never break concrete again**

- Above-ground maintenance - **saves you time and money**

Learn more about the **Loop System** benefits at [opwglobal.com/loopssystem](http://opwglobal.com/loopssystem)

**OPW**  
RETAIL FUELING  
a **DOVER** company

**Loop**  
SYSTEM

**DEFINING | WHAT'S NEXT**



LEADING THROUGH INNOVATION  
SUPPLYING PREMIUM PRODUCTS WITH UNMATCHED SERVICE



VISIT US AT [WWW.MONDO-PRODUCTS.COM](http://WWW.MONDO-PRODUCTS.COM)

CANADA'S LARGEST SERVICE & CHEMICAL PROVIDER





# Trends Within North American Underground Tank Market

By Ann K. Ryan

In the last 40 years, the market share of fiberglass underground storage tanks (USTs) has increased from less than 10 per cent to approximately 75 per cent or more of new tanks installed. Today, 29 out of the 30 largest fuel marketers in the U.S. now primarily specify and purchase fiberglass tanks. In Canada, fuel retailers choose fiberglass tanks at an even higher rate.

Several factors have led to this increase:

- growing number of convenience stores
- aging population of single-wall tanks currently in the ground
- growing awareness of internal tank corrosion due to fuel composition
- decreasing number of insurance companies willing to insure older tanks
- recognition of the benefits of true continuous monitoring and of new sump testing requirements

## **Aging population of tanks**

By the 1980s, it was commonly known that bare steel tanks corrode and cause environmental damage. The U.S. passed federal regulations requiring UL-listed fiberglass, composite or cathodically protected steel tanks with approved corrosion protection. Then, external corrosion was the concern.

Tank owners were given until 1998 to replace noncompliant tanks. This led to the permanent removal of well over a million fuel tanks and the installation of thousands of new corrosion-protected tanks, many of them fiberglass. Between 1984 and

September 2018, the U.S. EPA reported that more than 1.8 million fuel tanks were removed or taken out of service.

Based on data through September 2020, the EPA estimates approximately 540,000 regulated USTs are operational in the U.S. Actual tank numbers in Canada are not as clear but are generally believed to be approximately 10 per cent of that in the U.S. – about 50,000. Part of the reason far fewer tanks are in the ground is that new tanks generally have larger capacities, and some have multiple compartments to store different fuel grades and types. Important to note is that warranties on many tanks installed in this 10-year regulatory window expire between 2018 and 2028.

Many North American fuel retailers replace single-wall tanks with double-wall fiberglass tanks as part of a planned risk-mitigation program. Tank age is also a cause for tank replacement.

## **Internal corrosion with new fuels**

In the last 20-30 years, underground fuel storage has been impacted by the following changes in the components of liquid fuels and fuel additives:

- Lead additives have been removed from retail fuels.
- Methyl tertiary butyl ether (MTBE) – once a common fuel additive to reduce vehicle air emissions – is now banned.
- Ethanol is widely used/mandated as a fuel additive.
- Sulfur content has been substantially lowered in diesel fuel, with ultra-low sulfur diesel (ULSD) being the common product now used.



- Biodiesel blends have become increasingly popular.

This change in fuels shifted the corrosion focus from external to internal tank corrosion. While most USTs containing motor fuel have certain levels of water in them, the use of ethanol in gasoline significantly increases the probability of water buildup in tank bottoms. Ethanol, found in virtually all gasoline sold in North America today, has a propensity to attract water in fuel mixtures, leaving “water bottoms” that accumulate over time in USTs.

This water buildup provides a breeding ground for corrosive microbial activity, known as microbial influenced corrosion (MIC). With MIC, the potential for corrosion failure of metallic fueling components increases.

UST regulators, industry groups and individual companies are studying the extent and root cause of this corrosion problem, with a particular focus on ULSD-related corrosion. Without question, today’s biofuels can cause aggressive corrosion to metallic tanks, fueling components inside a tank and tank sumps. Awareness of this throughout the industry continues to grow.

Some steel tank warranties have been revised, addressing the failure to remove water from tank bottoms. In many cases, the term of warranty coverage for steel tanks has been reduced from 30 to 10 years.

Another solution is fabricating tanks and other fuel system components with materials that are inherently corrosion-resistant. A number of leading fuel equipment manufacturers are now using corrosion-resistant composite materials such as fiberglass instead of carbon steel.

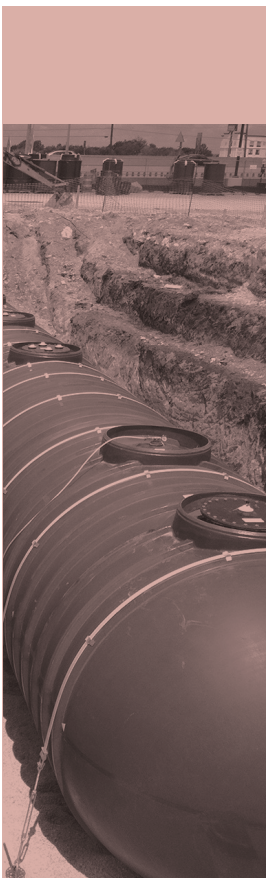
Fiberglass tanks and pipe have been tested extensively for their corrosion resistance in fuel applications. In fact, fiberglass had a proven track record in preventing equipment corrosion long before today’s biofuels became popular. Test data and extensive marketplace use confirms that fiberglass is the superior material choice when metallic corrosion, and the costly and time-consuming need for routine maintenance of tanks is a concern.

More and more, North America’s largest and most well-known retail fuel marketers, and many small marketers, use noncorrosive fiberglass tanks and pipe to provide environmental protection and peace of mind for the tank owner.

#### **Financial responsibility for USTs**

Another trend behind replacement of aging single-wall tanks – and the growth of double-wall fiberglass tanks – is the impact of private insurance availability to meet

CORROSION-RESISTANT FIBERGLASS TANKS ARE COMPATIBLE WITH ALL FUEL PRODUCTS. NO ADDED CORROSION PROTECTION IS NEEDED FOR STORING ETHANOL-BLENDED FUELS, BIODIESEL FUELS AND ULTRA-LOW SULFUR DIESEL (ULSD). AT LOCATIONS SUCH AS CONVENIENCE STORES AND CARWASH FACILITIES, SPACE IS AT A PREMIUM. MULTICOMPARTMENT FUEL TANKS SAVE SPACE BY STORING MORE THAN ONE GRADE OR TYPE OF FUEL.





Insurance companies are reluctant to renew policies for aging tanks (typically 25-30+ years of age), and those that do often charge high premium rates, making it cost-prohibitive for many tank owners. For those owners, replacing single-wall tanks is a better long-term financial choice.

Aside from regulations, many tank owners now recognize the value and protection that continuous hydrostatic monitoring provides for both dry and wet site conditions. According to the Fiberglass Tank and Pipe Institute, approximately two-thirds of their tank-manufacturer members report that their customers choose hydrostatic monitoring when purchasing new tanks.

## Growth of fiberglass

More and more North American fuel marketers see the many values of choosing corrosion-resistant products UL-listed for today's variety of biofuels. Choosing secondarily contained products from the industry's leading fiberglass equipment manufacturers provides secure, sustainable environmental protection. **9**

*Ann K. Ryan is a writer and marketing consultant who has worked with Xerxes by Shawcor for 30 years. Xerxes by Shawcor is a product line of Shawcor, Ltd., a leading global company specializing in products, services and solutions for the water, energy, infrastructure and transportation markets. Headquartered in Toronto, Canada, Shawcor continually pursues sustainable solutions that protect the environment, conserve resources and extend asset life.*

CONVENIENCE &amp; CARWASH CANADA / 43



By Jason Groulx

# Reinvigorating Retail in a Pandemic: Driving More Foot Traffic Through Payments Innovation

*50 per cent of Canadians are using e-commerce platforms more often and for a more diverse range of products, including items often found at their local convenience stores.*

**The pandemic hit small retailers hard and many** have yet to recover. According to the Canadian Federation of Independent Businesses (CFIB), which counts retailers as its largest constituent, Canada's small businesses remain at just 39 per cent of normal sales.

Convenience stores are no exception. Recent data from Payments Canada shows that 50 per cent of Canadians are using e-commerce platforms more often and for a more diverse range of products, including items often found at their local convenience stores. Suddenly, even the local convenience store is competing with giants like Amazon.

In order to compete and stay relevant, many retailers have moved online to stay afloat. For others, that's just not feasible, so they have sought out new ways to bring more customers in store. At Payment Source, we have seen this first-hand as we have been helping members in our Now Prepay network of 15,000 retailers create new revenue streams that drive traffic to their physical locations.

And, it's working. Small retailers in our network have reported a big lift: "With more and more consumers embracing online payment methods, subscription services, and gaming during the last year, we as a company were ready to fill this consumer void. Our sales have definitely benefited," said Rafiq Hakim, category manager at Red Apple / The Bargain Shop,

Convenience stores across the country can learn from the simple and effective ways that forward-thinking retailers are leveraging payments innovation to drive new

business in-store.

## **Adding international bill payments and money transfers to the service offering**

There are surprisingly simple and low maintenance ways to offer international bill payments and money transfers to retail clientele.

The customer experience looks like this: A customer shows a QR code, which the retailer scans, and the customer is able to send money instantly, even across borders.

Customers love this service because there is no need to wait in line at other service providers or deal with cumbersome paperwork required with traditional transactions. The majority of the process is done online, and customers simply complete the transaction in store. It's even more relevant in rural or remote locations where convenience stores are very accessible compared to alternatives.

Retailers make a commission on each transaction and onboarding and operating the technology is quite simple. A retailer can be up and running in less than



a week and, as long as they are capable of scanning a barcode, the rest takes care of itself.

#### **Becoming a stopping point for prepaid wireless**

There are about 35 million wireless subscribers in Canada and nearly 10 per cent of them rely on prepaid mobility, according to the Canadian Wireless Telecommunications Association. Convenience stores are capturing a share of these 2.5 million customers nationwide by giving them an alternative to the bricks and mortar locations of big wireless carriers.

Prepaid mobility is a bring-your-own-device business, so convenience stores can offer everything else a customer needs to get started. It's quite simple to enhance your value proposition in the neighbourhood by providing customers with a stopping point to purchase a SIM, receive instructions on how to activate their phone, purchase the first month of their prepaid plan and return monthly to add to their minutes.

This not only helps an important segment of the economy, but it's a lucrative business for retailers who get paid for selling the SIM card and receive a commission after it is activated. Some ambitious stores have even amped up the service – offering more of a white-glove experience for customer activations – which is driving more traffic and increasing their commissions.


#### **Offering a wide variety of alternative payment tools**

While credit cards are popular, not everyone wants to use them nor does everyone have access to them. That makes online shopping a challenge, given credit cards are the primary payment option for e-commerce in Canada.

Reloadable prepaid cards, mobile wallets, and Amazon Cash are all alternative payment options that retailers have begun offering in their communities to connect bricks-and-mortar retail to online. Customers can load up these tools in person at a local retailer and use them to shop online in lieu of a credit card.

Not only does a retailer make a commission, but they benefit from more foot traffic and help connect everyone in the community to the online shopping experience – a key element of financial inclusion.

Hakim went on to explain that these services “helped us provide an essential service for our small town customers during the pandemic.”

Payments Source has seen significant uptake of these services throughout the pandemic. For example, between 2020 and 2021, mobile wallet loading increased by 170 per cent, the majority of which took place in person at local retailers. We are very proud to meet Canadian retailers where they are at. While the pandemic has driven many retailers to e-commerce, it's not the only way to succeed in this new environment. A little creativity and some great partners in payments can help a business pivot with easy-to-adopt new products and services that keep the retailer at the heart of the community. 

*Jason Groulx is vice president, merchant services at Payment Source and leads the Now Prepay program for retailers. He can be reached at [jgroulx@paymentsource.ca](mailto:jgroulx@paymentsource.ca).*



**TAKE THE  
ROCKET SCIENCE  
OUT OF  
LAUNCHING YOUR PROFITS!**

**CANADA'S "PROVEN" FIREWORKS PROGRAM:**

- Unparalleled Marketing Support
- 100% Guaranteed Sale
- Pre-Priced Merchandise
- Flexible Payment Terms
- Premium Packaging
- Long Shelf Life
- Pre-Paid Freight
- Higher Margins

**BOOK YOUR 2022 FIREWORKS ORDER TODAY!**  
1-866-827-4765 • [WWW.BLASTOFFFIREWORKS.CA](http://WWW.BLASTOFFFIREWORKS.CA)

**BLASTOFF<sup>TM</sup>**  
FIREWORKS

## Ad Index

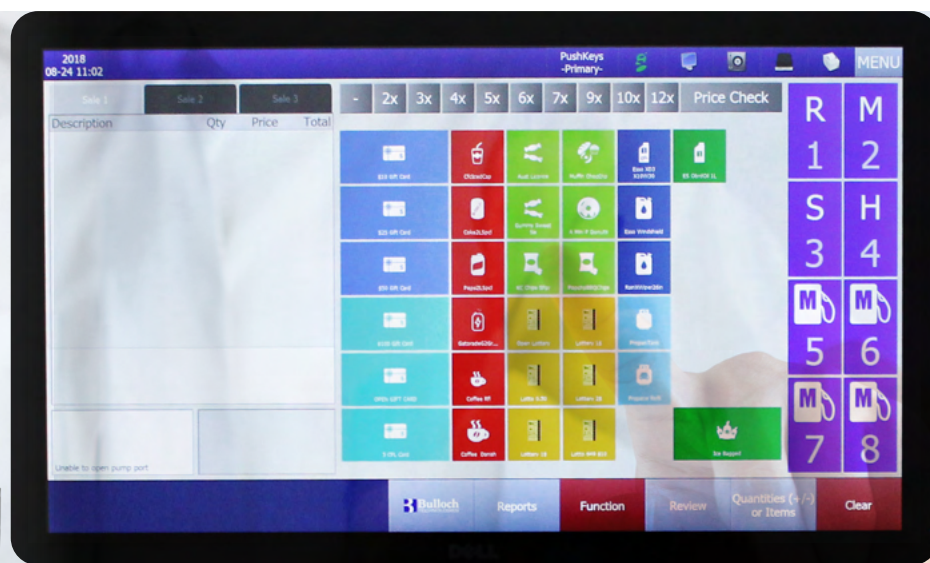
Air-Serv.....	20	Mondo Products .....	IFC
Blast Off .....	45	National Carwash Solutions.....	40
Bulloch Technologies .....	46	Nuform Direct .....	21
Canadian Trade House.....	43	OPW .....	39
Distirbution Regitan .....	36	Parkland Corp .....	OBC
Dover Fueling Solutions.....	13	ProtoVest Dryers .....	30
Erie Brush & Mfg Corp .....	IBC	Pumps & Pressure .....	32
Int'l Carwash Show .....	8	Rviita-Energy Tea .....	13
Istobal USA .....	6	The Great Canadian Meat Company .....	35
Kleen-Rite .....	10	Washworld Inc.....	38
MI Petro .....	18	Women in Carwash™.....	4, 23
Modern Wash.....	14	WPMA .....	28

# When Dependability Matters

## Advanced Petroleum POS Software

- Direct Gilbarco & Wayne OPT EMV integration.
- Seamless cloud integration.
- Standard based, proprietary and local only loyalty capabilities.
- Connexus (NacsXML) interfaces.
- PA-DSS certified.

[www.BullochTech.com](http://www.BullochTech.com)



**Bulloch**  
TECHNOLOGIES  
[www.bullochtech.com](http://www.bullochtech.com)



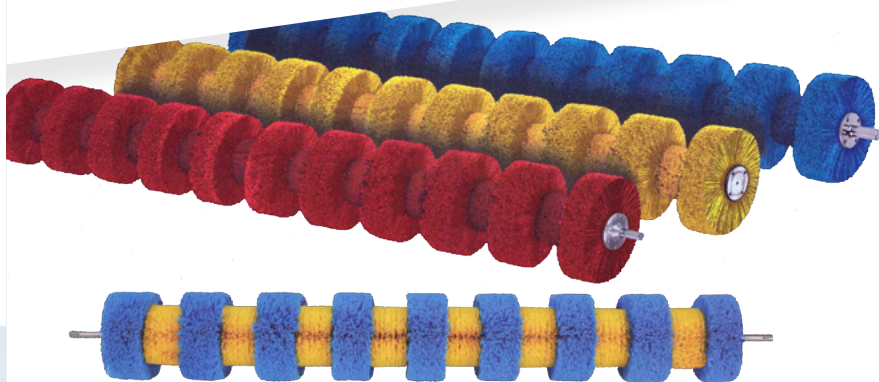


Your satisfaction is 300% guaranteed with  
the **ERIE 3 FOR 1 GUARANTEE®**



**ERIE'S QUALITY CLOTH HAS  
ALL THE RIGHT CHOICES**

Soft cloth, mitter cloth, never fade cloth, tire brushes,  
tops, wrap-arounds, sides, rockers, hang-downs, friction  
curtains, 1, 2 & 4-ply replacement pads, foaming  
brushes, chamois carriers.



**THE ERIE POODLE BRUSH™**

Also available in Erie's Gentle Foam™, Nylon,  
Polypropylene and Erie's Supreme Cloth

- Offering maximum density of neatly trimmed, highest quality filaments
- Dynamically balanced with solid, precise construction
- Toughest steel shaft
- Solid wound core prevents bending and denting
- Customized to your specifications.



**ERIE'S GENTLE FOAM®**

**LIGHTER • QUIETER • CLEANER • SAFER**

A light spongy material with less than half the weight  
of conventional car washing materials. An assortment  
of colours to make your wash standout. Red, blue,  
green, yellow, orange and black.

**ERIE BRUSH AND MANUFACTURING  
CORPORATION U.S. & CANADA**

Tel: 800.711.3743 (ERIE)

Fax: 800.798.3743 (ERIE)

**WORLDWIDE**

Tel: 773.477.9620

Fax: 773.477.6030

web: [eriebrush.com](http://eriebrush.com)

e-mail: [sales@eriebrush.com](mailto:sales@eriebrush.com)



# WE'RE POPPING UP HERE, THERE AND EVERYWHERE.



With an impressive assortment of nationally recognized products, unparalleled forecourt and QSR offerings, and a desirable brand that resonates with commuters, ON the RUN convenience stores continue to aggressively expand to meet demand. In fact, ON the RUN is on track to have over a thousand Canadian locations from coast to coast by 2024.

