KNOWLEDGE · CENTER

DRB

Customer Care Plan

An Introduction to Your DRB Support Group Membership & the Knowledge Center for Technical Support

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Welcome to the DRB Knowledge Center for Technical Support

When your organization selected DRB, you gained a partner with the right tools in place to meet your business needs, along with a commitment to provide the best overall customer experience in the car wash and lube industry. We understand that technology alone isn't enough to meet your increasingly complex and dynamic business needs. We are committed to providing the services and support you need to maximize the value of your DRB products.

Our Rapid Response Annual Support and Added Value Services are designed to ensure that your DRB products operate efficiently and productively. Our goal is to help you keep your business up, running and optimized.

This guide provides information about our maintenance and support programs, policies and procedures. It will help you locate valuable information and show you how to access DRB's Knowledge Center for technical support.

Getting Started with the Knowledge Center

This guide is designed to help you understand and maximize the benefits of your DRB Support Group Membership and the Knowledge Center.

We recommend that you review this guide so you can effectively utilize all aspects of your support programs and options. This guide can help you to locate resources, tools and information that will aid you in resolving your issues. It can also help you to understand key processes and policies during your Knowledge Center interactions.

Rapid Response Annual Support	Added Value Services
24x7 Technical Support Coverage	Training Services
Emergency Support 365 Days a Year	Professional Services
Fast Response Time	Repair Services
Unlimited Telephone & Email Support	Software Upgrades
Swap Equipment with Signed RMA Agreement	Website & Mobile Connect Services
StatWatch Access	Consultation Services

Contact the DRB Knowledge Center Support

Our Knowledge Center is staffed with qualified Technical Support Representatives (TSRS), who have extensive training and experience in DRB software and hardware technologies. They are here to help

you get the maximum value from your DRB products.

You can contact the Knowledge Center in the following ways:
Phone: 330-645-3299
Email: knowledgecenter@drb.com
Online: drb.com/support_training/tunnel/contact_the_knowledge_center

In-House Support

In-house support is designed to meet all the daily needs of our customers from answering questions to helping you recover from a lightning strike.

In House Support	Mon-Fri 8:30 a.m. – 9:00 p.m. EST Saturday 7:00 a.m. – 7:00 p.m. EST

Emergency Support

For your peace of mind, our Knowledge Center is staffed for Emergency Support 24/7/365 with highly qualified TSRs who have extensive training and experience in DRB software and hardware technologies. Emergency situations are defined as circumstances that severely impede the running of your business such as not being able to wash cars, service cars or process credit cards.

Call Management Processes

Resolving technical problems and questions requires a partnership between you, the customer and DRB's Knowledge Center staff. This section focuses on actions you can take to expedite your support experience and will guide you through the DRB call management and resolution process by providing helpful hints to optimize your support experience.

Before Placing a Call to Support

- **Define the question/ problem.** Clearly state the question/problem, providing specific information, such as the product involved, problem symptoms, the frequency of occurrence and business impact.
- **Identify possible sources of the problem.** Examples: system (hardware, software and network) changes and upgrades; introduction of new applications or processes into the system environment and recent configuration changes. Note any known steps that led to failure and whether the problem can be recreated.
- **Gather environmental and product information.** Identify and provide all product information and relevant environmental information such as operating system, networking components and versions of software when the problem occurred.
- **Gather diagnostic information.** Gather and provide diagnostic information such as error

messages, error logs, beep codes, report discrepancies, specific customer codes and license plate numbers.

- **Provide the above information as requested** when you get on the phone with a Technical Support Representative (TSR).
- **Have your case number handy** if you are following up on an existing case.

Placing a Call - What to Expect from DRB

When you place a support call to the Knowledge Center, the TSR may request any of the following information:

- Your company location code, name or address.
- You or your authorized contact's name and confirmation of phone number and email address.
- Your DRB product identification: SiteWatch, Patheon and/or TunnelWatch.

A support membership check will be conducted:

- A Technical Support Representative will validate that your support membership is current.
- Should your support membership be expired, a DRB team member will discuss your options for renewal.

Important: Organizational contacts not authorized as eligible contacts will be advised to seek the assistance of an authorized technical contact before receiving support assistance.

Once your product, support membership and issue severity are identified, the TSR will create a case in our system. They will provide you with a case number for future reference. We will then connect you with the appropriate Technical Support Representative during our normal business hours:

Mon-Fri 8:30 a.m. – 9:00 p.m. EST
Saturday 7:00 a.m. – 7:00 p.m. EST

Call Flow Process

The Knowledge Center uses an automatic call distributor (ACD) software program to route your call to the Technical Support Representative (TSR) in your assigned region best suited for your issue. To promptly resolve your issue, the Knowledge Center uses a four-level internal method of consistent and thorough troubleshooting techniques.

Call Back Process

There are times in the Knowledge Center when you may have to wait in line before receiving assistance. We offer a callback option that, when selected, will hold your place in line. All you need to do is answer the phone and you will be connected to the next available TSR.

Call Escalation Process

Depending on the type and scope of your issue, the Knowledge Center may determine the need to redirect your issue to the appropriate resources for a prompt resolution. Knowledge Center management will then assign a Technical Support Representative (TSR) with experience in the type of technical support issue you are encountering. The TSR will coordinate with you to arrive at a satisfactory resolution of your issue.

Criteria for Closing Cases

Your case will remain open until one of the following events occurs:
- We have provided you with a solution that you have confirmed resolved the problem.
- You or an authorized technical contact asks us to close a case.
- A TSR has left three or more phone or email messages on three different business days requesting contact and has not received a response.
- The issue is determined to be a desired feature that is currently not in a DRB product. An enhancement request will then be submitted to DRB's Development Department.
- The issue is outside of the scope of DRB's software/hardware, and we have directed you to the appropriate resource.

Mutual Resolution Commitment

If you encounter a serious problem that greatly impedes your business, DRB's objective is to help you to get your system up and running again as quickly as possible to minimize disruption of your business processes.

The Knowledge Center will apply all appropriate resources 24 hours, seven days a week. It is critical that you are willing and able to apply the necessary resources toward mutual resolution.

DRB's Knowledge Center Responsibilities

During the term of your annual support contract, the Knowledge Center will exercise reasonable efforts to track your technical issues using DRB's call-tracking software and correct any problem reported by you or your authorized technical contact.

The Knowledge Center has no obligation to provide technical support for the following:
- Absence of a current support membership on file
- Support of any software or hardware not purchased through DRB. This includes PCs and printers.
- Assistance with problems caused by customer negligence, abuse or misapplication; use of DRB products other than as is specified in the product documentation or other causes beyond the control of DRB; any other problem that is excluded under DRB standard maintenance terms or problems caused by any hardware and/or software not supported by DRB.

Service Level Objectives

The Knowledge Center's goal is to exceed our customers' expectations for service, quality and value. We constantly strive to earn our customers' long-term loyalty by working to deliver more than promised, being honest and fair and "going the extra mile" to provide exceptional personalized service that creates a pleasing business experience.

Customer Satisfaction

The Knowledge Center is committed to providing support that:
- Meets a reasonable initial response time and resolves issues in a timely manner as set by DRB's leadership
- Is professional, knowledgeable and friendly
- Meets terms and conditions of active support group memberships
- Has a defined process for call handling and the escalation of customer issues
- Delivers a high level of customer satisfaction, which is evaluated by customer feedback

Important: You may be required to provide appropriate authorization to access your SiteWatch and/or TunnelWatch system. Any delay in authorizing access may impact DRB's attempt to provide help.
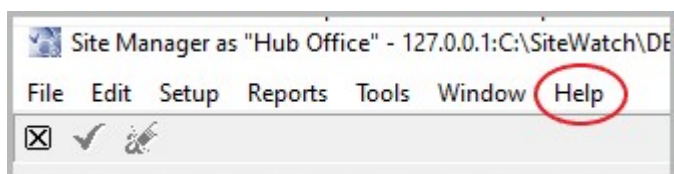
Steps to Optimize Your DRB Customer Support Experience

Implement DRB's Best Practices Guidelines

Every site, regardless of product, software version or workflow, can benefit from following our Best Practices Guidelines (please see page 10). These are common tips and suggestions to minimize potential emergencies and keep your business up and running.

Utilize Product Help

The fastest way to answer a question or resolve a problem is to access Product Help, which is available to you through your installed SiteWatch® and TunnelWatch® systems. We strongly encourage you to make use of these on-demand resources and provide feedback on areas where we can expand and improve.

Regularly Visit www.DRB.com

Our company website is updated frequently and is a helpful source of information, including support documents, product information, customer testimonials and the latest news in the car washing industry.

Support Group Membership Benefits

The Knowledge Center is here for you, not just when you experience a problem. We can help you configure your site's workflow to increase volume, improve your revenue per car or lower operating costs. The Knowledge Center exists to help our customers become successful and profitable.

Hardware Maintenance

DRB understands that equipment in good working order is mission critical for any car wash business. Our swap and warranty policies are designed with uptime in mind. If you experience an equipment failure that cannot be resolved by Technical Support, you have the option to swap for refurbished equipment under our RMA program, or you can purchase new equipment.

RMA Swap Equipment

For added peace of mind, all customers with a Rapid Response Support Group Membership are eligible to receive refurbished equipment when available. If a customer is not a Rapid Response Support Group Member, faulty equipment is not eligible for swap of refurbished products. As the customer, you are responsible for the freight for the faulty equipment and the refurbishment costs when the unit is no longer under warranty.

Warranties

Every piece of equipment sold by DRB is fully guaranteed and comes with a warranty.

- All new equipment has a one-year warranty from the date the equipment is shipped to the customer.
- All refurbished equipment has a 90-day warranty from the date the equipment is shipped to the customer.
- All supplies (power supplies, cables, connectors, etc.) have a 90-day warranty from the date the supply is shipped to the customer.

When equipment is under warranty, we will ship the replacement equipment to you at the cost of DRB with a UPS preprinted label so you can send back the faulty equipment. Warranty repair only covers the failure of the equipment. Any damages due to abuse, lightning storms, power surges, etc., are not covered under warranty. Warranty status is determined by the Service Department once the equipment is evaluated. Call tags will be sent to a customer-provided email.

Free warranty replacement is contingent on the return of the faulty equipment. If the faulty equipment is not returned to DRB within 30 days, you will receive an invoice for the cost of the replacement equipment.

Added Value Services

As with your own business, the Knowledge Center understands that strategic advantage is win or lose in service delivery. Through our Added Value Services, we will assist you by closing gaps and achieving improvements that deliver demonstrable, reportable returns.

Training Services

DRB offers a variety of training options, from classroom training events to individualized and tailored training sessions. These sessions are intended to help address your business needs. Please contact the Knowledge Center for more information and pricing for any of your training needs.

Web-Based Training
During web-based training sessions, we will teach your team various aspects of SiteWatch/TunnelWatch using your own database. The trainer will also demonstrate key features and options available in SiteWatch/TunnelWatch while discussing their use and value to you as an operator.

In-House Training
The Knowledge Center offers in-depth training sessions at our corporate headquarters. Our trainer will walk you through hands-on training and software setup exercises using the same setup that is actively running at your facility. By completing your training at our corporate headquarters, it will give you one-on-one instruction from our knowledgeable trainer and allow you to focus your attention on training without interruption from the daily requirements at your location.

On-Site Training
The Knowledge Center will send a qualified trainer to your location for on-site training. The trainer will become familiar with your software configuration before arriving and be able to walk you through in-depth hands-on training right at your own facility. The trainer will also be able to help you with areas such as workflow management, report changes, software setup, promotions, security and much more.

DRB University
DRB University offers an instructor-led, collaborative environment, utilizing hands-on labs to enhance learning. DRB University is hosted in our Akron Headquarters and cities across the US to make it convenient and affordable to attend this in-person training. To register for a class or request additional information, please visit our website at
https://drb.com/support_training/tunnel/drb_tunnel_customer_training_library/drb_university

Authorized Contacts

As a Support Group member, you have the option to authorize certain contacts within your organization to interface with the Knowledge Center. When utilized, only authorized technical contacts may open a call with a Technical Support Representative. Authorized technical contacts should have a basic understanding of the tasks related to administering and troubleshooting your DRB products.

Software Assurance

Software updates are developed to resolve specific issues, increase security and offer enhanced functionality. By staying current with the latest versions of SiteWatch and TunnelWatch, your systems will remain up to date, providing protection for the investment you have made in your business. By paying a nominal annual fee, you will be enrolled in DRB's Software Assurance Program and have access to the most current software versions. This is done passively and does not require you to do anything to receive the update.

Scheduled Services

Through Scheduled Services, we provide a dedicated technician to help you complete more in-depth projects. Visit https://live.vcita.com/site/DRBSystems to schedule your consultation. Please refer to the chart below for Scheduled Services that are included in your Rapid Response Support Membership.

*Please note that the date scheduled is for the consultation only, not the completion of any potential project and that some services require additional fees.

Rapid Response Scheduled Services	
Type of Service	**Description**
Changes to the General Sale Report (GSR)	Customizing the GSR by adding or removing sections
XPT® Media and Workflow Changes	Changing the media (screens, video files, audio files) and/or workflows on XPTs
Additional Prepaid Plan, ARM and Loyalty Configuration.	Adding additional prepaid plans, loyalty programs and unlimited wash plans to an existing setup
Data Deletion	Deleting historical sales or time clock information for a range of dates in a SiteWatch database when an owner sells a site

Website Connect™ Services

Website Connect allows you to link your SiteWatch POS to your business website so you can sell prepaid cards, ticket books and unlimited monthly passes online. It also allows your customers to

quickly and easily manage their Automatic Recharge Module® (ARM®) wash plans online, automatically syncing changes to SiteWatch.

Mobile Connect™ Services

Mobile Connect was created as an extension of Website Connect to allow customers to interact with your business using native Android and iOS apps. Customers can purchase and manage ARM plans, access a personal wallet, send digital prepaid cards to friends and family, update their contact information and receive turn-by-turn directions to your wash locations. All sales information is automatically entered into SiteWatch.

Best Practices Guidelines

Every site, regardless of product, software version or workflow can benefit from following the best practices guidelines below.

Perform Regular Backups. Your database IS your site! If your equipment is destroyed due to theft, natural disaster or other causes, a good backup strategy will ensure that your information is well-protected. SiteWatch performs nightly backups and weekly archives of your database when so configured. These backups are typically also saved to another computer in the office. Contact the Knowledge Center to verify where backups are being stored and the best way to access them. Additionally, it's extremely important to keep an offsite backup on a flash drive or disk.

Develop a disaster recovery plan. To minimize downtime and lost profits, work with an experienced Technical Support Representative to develop contingency plans in case of emergencies.

Invest in spare equipment. Consider purchasing spare pieces of essential equipment so when something vital breaks, you don't have to wait for it to be shipped to you.

Set up TunnelWatch to run independently of SiteWatch. If you encounter a problem with your SiteWatch server, you can set up a keypad to interface directly with the TunnelWatch server. The interruption in business will be nominal, and your customers will still receive the same quality of service they always receive. You can also run washes by manually turning on tunnel devices at the TCS.

Label all components. Label computers so employees will know which one is the SiteWatch server, TunnelWatch server, etc. Label network devices like the router, the network switch, network cables, etc.

Take steps to prevent equipment failure. Keep PCs and all related hardware up to date and current.

Ensure that all equipment is on surge protection. Surge protectors fail with age, so replace them regularly!

Clean your equipment and make sure all wire connections are secure. You can purchase card

reader cleaning kits for all terminals, including XPT terminals, from DRB.