



Back Up Internet

Your wash is only as good as the internet running it

Tommy Car Wash System has developed the latest advancements in car washing technology. This equipment is tested repeatedly and proven to be worthy of installing into your car wash. While we do everything we can to prove our equipment, the only variable we can't test is your internet on site.

While you're not likely to have issues with your Internet Service Provider, (ISP) when you do it's great to be equipped with a backup internet connection.

What?

A backup internet connection is a service that can often be provided to you by your regular ISP. If opted into, your ISP will likely send you a small device to connect to your existing internet equipment. Depending on your networking equipment, this device can automatically kick in with a backup internet connection if your standard connection becomes disconnected. Older networking equipment may require a few simple cable swaps to be connected a backup connection. Depending on your equipment and ISP, backup internet connection may not be instant and can require up to 10 minutes to connect.





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How?

A backup internet service connects through local cell towers and satellites around the globe. This creates an internet connection for your equipment to continue using if you lose service from your standard connection.

To get set up with backup internet, contact your ISP for backup internet options. In many cases your ISP will present you with multiple speeds at different rates. Similar to your standard internet connection, this is not the place to cut costs and select a slower speed. A backup cellular internet connection capable of operating your equipment must be rated a **4G LTE** speeds or faster. **Speeds slower than 4G LTE will likely not be capable of running your wash equipment.**

Examples of back up internet connection speeds are shown below. To ensure your back up internet is capable of operating your equipment, look for services that offer speeds listed in the "Better" category at a minimum. (200 Mbps download and 50 Mbps upload). If faster more capable service is available, consider those options as well. Consider your ISP's options carefully. If needed contact Tommy Car Wash Systems Support for advice.



Single Carrier, LTE-A Pro
Download: Up to 120 Mbps
Upload: Up to 20 Mbps



Single Carrier, LTE-A Pro & 5G
Download: Up to 200 Mbps
Upload: Up to 50 Mbps



Single Carrier, LTE Pro +5G
Download up to 400 Mbps
options
Upload: Up to 120 Mbps options



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Why?

In many cases, losing internet can force a wash down situation. Without internet, your LPR equipment and POS may be unable to operate. This can contribute to lost revenue as you're unable to wash cars, as well as guest dissatisfaction.

The Tommy's Express Support Team also collects data of all wash down events. This year, this year in internet related wash downs they have recorded:

11 instances of sites down 1-5 operational hours

Estimating a conservative \$300 per hour of lost revenue the sites did not received while they were closed, each site lost **\$300 - \$1,500.**

10 instances of sites down 6-8 operational hours

Estimating a conservative \$300 per hour of lost revenue the sites did not received while they were closed, each site lost **\$1,800- \$2,400.**

When?

Ideally a backup internet service would be set up before you open your wash. If your wash is currently open and you do not have a backup service at the ready, contact your ISP today!

