

CASE STUDY

MISTER CAR WASH

EMSCO



BACKGROUND

In 2009, the maintenance technician responsible for Mister Car Wash's Twin Cities locations needed replacement contacts for their car wash equipment's motor starter. While searching for replacements online, the technician discovered EMSCO, a nearby company that had the needed parts. From then on, the technician relied on EMSCO for any replacement parts required to keep the car wash running smoothly. However, it was not until a new connection was established that the relationship between EMSCO and Mister Car Wash truly flourished.

When the technician retired, the new project manager, who was also the Vice President's son, visited EMSCO's facility. Impressed by their extensive inventory and quick service, the project manager enthusiastically established a partnership. This partnership was put to the test when one of Mister Car Wash's locations in Iowa was damaged by a vehicle crash, causing damage to the motor control center. EMSCO promptly provided a refurbished motor control center at a faster and more affordable rate compared to other vendors, enabling the location to reopen promptly.



Currently, EMSCO is one of the three exclusive vendors trusted to supply essential supplies and replacement parts to Mister Car Wash's nationwide locations. They have provided parts to 95 out of the 425 locations across the country. Additionally, when Mister Car Wash acquires new locations, EMSCO helps expedite the opening process by providing replacement parts to maintain the existing equipment rather than purchasing new wash equipment.

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“Constantly under time constraints, EMSCO saves me a TON of time and money. What I typically have to wait for arrives next day and works every time. Top notch staff too!”

JOHN. S
Denver, CO



24-Hour Emergency Line
1-800-328-1842



EMSCO
ELECTRIC MOTOR SUPPLY COMPANY

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Fix.
Fast.



CHALLENGES

Operating without functional wash equipment negatively affects car wash businesses and leads to revenue loss.

Obtaining new replacement components from manufacturers can be a lengthy process, often taking 16-18 weeks.



SOLUTION

EMSCO addresses these challenges by offering a comprehensive inventory of both new and refurbished components that are readily available and delivered promptly and reliably. For Mister Car Wash locations in the Midwest, components can typically be received as soon as the next day.

For nationwide locations, EMSCO ensures efficient delivery within the same week using standard shipping methods. Expedited next-day shipping is also available when needed. If EMSCO does not have a required product in stock, its staff will conduct research to find the items and deliver them to Mister Car Wash technicians faster and at a lower cost than the competition.

This quick turnaround time ensures that Mister Car Wash establishments remain operational and continue to generate revenue. Furthermore, EMSCO consistently supports Mister Car Wash warehouse locations by ensuring the availability of essential parts for timely use.



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