



Exclusive Car Wash Service for Residents of HPR

Frequently Asked Questions (FAQ)

Q: How does the car wash work?

A: We use [Optimum No Rinse Wash & Shine](#), a premium car wash formula that requires no rinsing at all, we simply wipe down after application and it will leave a slick and glossy finish. We also ensure each car gets a dedicated set of 5 cleaning cloths (wheels, glass, top/front/rear, sides), personalised with the car plate number to avoid mixing. The whole process only requires up to a single bucket of water to wash an entire car, a fraction compared to that of a conventional car wash. Saving water has never been easier!

Q: Will the chemicals left behind by the car shampoo damage my car paintworks?

A: Optimum No Rinse Wash & Shine is developed by the manufacturer in collaboration with car and paint manufacturers. The polymer technology helps to protect your precious paintwork while the “waste water” left behind is safe enough to be used to water plants.

Q: Are we allowed to wash cars in HPR carpark?

A: Yes, we are allowed. However, we are not allowed to use the fire hose reel to wash cars. It is also not advisable to cause big water spots where it will make the floor slippery and become potential mosquito breeding sites. Therefore, we aim to deliver our car wash service without causing such inconveniences to the residents and management.

Q: What happens if there are complaints about the wet floors caused by your service?

A: We will ensure that the area is cleared of wet spots after every car wash and will send the car owner a photo of the completed car wash and the condition of the surrounding area.

Q: Where does the water used in your service come from?

A: Currently we are using water from our own unit (#10-24). We are in the process of discussing with MA and future MCST to work out a water/electricity supply for our business at the basement carpark.

Q: What price plans are available and how do I sign up?

A: Sign up for our One Time Wash service if you wish to try us out. There are also subscription plans available if you wish to commit to us long term and enjoy great savings. Visit thebettercarwashhpr.setmore.com to sign up today!

Q: How do I book time slots to arrange for car wash after payment?

A: Visit thebettercarwashhpr.setmore.com to sign up and select your preferred time slot(s). Time slots are open up to 1 month advance for booking. If you have a discount code for subscription packages, you can key in under your profile.

Q: What happens next? How is my car being washed?

A: After selecting your preferred time slot, you will be reminded of your booking 1 day before via email and 2 hours before via Telegram message. Simply park your car, let us know your car park lot number and go about with your own activities! Our crew will locate your car and carry out the wash service. Once completed, they will take a photo and notify you of the job completion.

Q: What do I do if I find your service unsatisfactory?

A: Please feel free to contact us to provide feedback on our service standards. We will assist to provide rectification on site if possible. (Feedback Form <https://tinyurl.com/y59e494n>) You can also leave feedback on any areas where we can improve on. We love to hear from you!

Q: Is there a chance of my booking being cancelled?

A: If a car is covered heavily in mud, it is not advisable for us to carry out our No-Rinse car wash service as there is a greater risk of causing scratches. As such, we will inform

the owner of the cancellation and advise to bring the vehicle to a rinsing service instead. You could also arrange for a special service with us to clean your heavily soiled car at attractive rates.

Q: Does the MA benefit from your company's operations and give preferential treatment (i.e. prevents competitors from providing similar services)?

A: No, this service is purely a residents' initiative to provide a solution to the limitations of HPR car park design and the lack of a car wash bay. In short, this service is provided BY residents, FOR residents.

Q: Can non-resident cars come in for the service and compete for parking lots with the residents?

A: No. This service is only exclusive for HPR residents who are subscribers to our service.

Q: Can you wash my visitors' cars when they come over?

A: No. Cars must be owned by residents of HPR, bearing the HPR car park decal. We are unable to extend this service to visitors.

Q: Do you provide other car related services (e.g. vacuum, polishing, fumigation)?

A: Not at the moment, but we are exploring those options for future development of our range of services.