

## ***Wiper Blade and Light Bulb Do's and Don'ts***

### **Wiper Blade**

| CATEGORY   | STEP   |   |
|--|--|---|
| Tools & Equipment  | Tools <ul style="list-style-type: none"> <li>• NA</li> </ul>   | Equipment <ul style="list-style-type: none"> <li>• NA</li> </ul> <p><b>①</b> Some tools and equipment may vary by Franchise system.</p>   |
| <b>Required PPE:</b> <input checked="" type="checkbox"/> Safety glasses <input checked="" type="checkbox"/> Safety gloves <input type="checkbox"/> Burn gloves <input type="checkbox"/> Bump cap <input type="checkbox"/> None |  |   |
| <b>①</b> PPE noted is required for company locations. Franchise locations should consult their franchisee for requirements.  |  |   |
| How to Check Wiper Blades  | 1  | Lift the wiper blade by the arm and check to see if: <ul style="list-style-type: none"> <li>○ Rubber is torn, badly worn, brittle, cracked or missing.</li> <li>○ The frame is bent or damaged.</li> <li>○ Rubber is greasy, soft, or lying flat on the windshield.</li> </ul>  |
|  | 2  | Ask the guest if the blades are: <ul style="list-style-type: none"> <li>○ Streaking, squeaking, chattering, or marking the windshield.</li> </ul>   |
| Do's & Don'ts  | <b>DO's</b> <ul style="list-style-type: none"> <li>✓ Use a towel to protect the windshield.</li> <li>✓ Test new wiper refills or blades by asking the guest to press the wash button during zoom.</li> <li>✓ After removing the blade from the wiper arm, gently lay the wiper arm on a clean folded towel to prevent the arm from scratching the windshield.</li> <li>✓ Locate the correct wiper blade product size on the POS.</li> </ul> <p><b>⚠</b> Parts are fragile — handle with caution.</p> | <b>DON'TS</b> <ul style="list-style-type: none"> <li>✗ Touch the rubber portion of blade.</li> <li>✗ Allow the wiper arm to stand up away from the windshield.</li> <li>✗ Pry the wiper blades off.</li> <li>✗ Test new wiper refills or blades by running the wipers across the dry windshield.</li> <li>✗ Place the wiper blades or the wiper packaging on the paint of the guest's vehicle.</li> <li>⚠ Use excessive force.</li> </ul> |

Light Bulb

| CATEGORY   | STEP   |  |
|--|--|--|
| Tools & Equipment  | <b>Tools</b> <ul style="list-style-type: none"> <li>Bulb Puller</li> </ul>   | <b>Equipment</b> <ul style="list-style-type: none"> <li>NA</li> </ul> <p><b>①</b> Some tools and equipment may vary by Franchise system.</p>   |
| <b>Required PPE:</b> <input checked="" type="checkbox"/> Safety glasses <input checked="" type="checkbox"/> Safety gloves <input type="checkbox"/> Burn gloves <input type="checkbox"/> Bump cap <input type="checkbox"/> None |  |  |
| <b>①</b> PPE noted is required for company locations. Franchise locations should consult their franchisee for requirements.  |  |  |
| <b>Do's and Don'ts</b>   | <b>DO's</b> <ul style="list-style-type: none"> <li>Always use the rubber bulb puller when needed. It's required when the actual glass itself must be pushed/pulled to install/release the bulb from the housing/socket.</li> <li>Locate the correct bulb product number on the POS.</li> <li>Test the new bulbs after installation.</li> </ul> <p><b>⚠</b> Be cautious with oily gloves when working on the guest's vehicle.</p>   | <b>DON'TS</b> <ul style="list-style-type: none"> <li>Touch headlight/fog light bulb glass during installation.</li> <li>Guess what bulb should be installed.</li> <li>Forcing the bulb in or out with tools can result in the bulb breaking off inside the housing or into your hand.</li> </ul> |
| <b>Light Bulb Decision Graphic</b>   | <pre> graph TD     A[Do we have the ability to change the bulb?<br/>• Is there major disassembly involved?] -- NO --&gt; B[Talk with the Guest.<br/>• Explain that they have a bulb that needs replaced, but we are unable to replace it for them.]     A -- YES --&gt; C[Do we have the bulb in stock?]     C -- NO --&gt; D[Talk with the Guest.<br/>• Explain that we do not have the bulb in stock. Tell the guest when you expect the bulb to come in and tell them they can return at any time without an appointment.]     C -- YES --&gt; E[Present the bulb to the guest.]   </pre> |  |