



**Motor City Wash Works, Inc.  
Technical Support Policy**

Every issue will be addressed as promptly as possible; however, most will require triaging and will be handled based on priority. The Service Level Agreement table below outlines the process for reporting an issue, expected response and resolution times, communication methods, and update frequency. While MCWW is committed to delivering best-in-class support, immediate resolution cannot be guaranteed. Response and resolution times may vary depending on the complexity and severity of the issue, as well as resource availability. MCWW is not responsible for any delays, indirect damages, or losses resulting from service disruptions or extended resolution times.

**Support Requests:**

All support issues can be submitted via phone or email to the following channels:

MCWW Technical Support Phone: 248-313-0272 ext. 3

MCWW Technical Support Email: [techsupport@mcww.com](mailto:techsupport@mcww.com)

Severity Level	Description	Example	Response Time	Course of Action	Target Resolution
1	Site Down	Unable to Wash Cars	15 min	15 min	1 hour
2	Critically Impaired	Major Component Failure	20 min	30min	1 day
3	Impaired	Minor Component Failure	45 min	60min	2 days
4	Low	Questions, Training & Reporting Issues	60 min	120min	3 days

**Support Standards**

MCWW Customer Support utilizes best in class standards for managing our call centers; a system of best practices for administering technical support that focuses on Root Cause Analysis, Call Escalation, Customer Fulfillment, and Continuous Product Improvement. The best-in-class standards enable MCWW Customer Support to provide our customers with world-class technical support at a reasonable cost.



### Types of Support:

1. SaaS (Software as a Service) Support – included in SaaS contract.
2. Support Contracts

### Call Escalation

MCWW Customer Support is committed to maintaining the highest level of customer satisfaction. Our three-tiered technical support system provides our customers with effective solutions quickly and efficiently:

**Tier 1** - Responsible for initial troubleshooting of software and hardware, assists with system configuration, advises on best practices for common procedures, and offers explanations of standard reports.

**Tier 2** - Provides more complex support for software and hardware. Uses advanced technical training and experience to resolve any issues escalated from Tier 1.

**Tier 3** - Offers technical back up to Tier 1 and Tier 2 via a team of Product Specialists and Development Engineers tasked with solving the most difficult issues. Develops new technical support procedures and training/operating manuals to drive the process of continuous improvement.

### Support Hours:

MCWW and subsidiaries shall use commercially reasonable endeavors to make available to the Customer, standard support services for the following Subscription Solutions during the following times. All times stated are United States (“US”) Eastern Time and exclude US national holidays unless otherwise stated.

Subscription Solution	Monday – Friday	Saturday	Sunday
MCWW Equipment Support	8am-5pm	N/A	N/A
CruzControl Controls	8am-5pm	N/A	N/A
NXT Wash POS	8am-5pm	N/A	N/A
Washlink POS	8am-5pm	N/A	N/A

\*Emergency Support is available outside of normal support hours but is **ONLY defined as Site Down – Unable to Wash Cars** during normal car wash operating hours and not during the first month of opening. MCWW maintains on-call personnel for this reason. Please call support and leave a message mentioning Site Down.