

**How MetroTech Fixed the
Car Wash Door Problem
Nobody Else Would Touch**

MetroTech

Client Overview

Dick Norris was a full-service Buick GMC dealership, handling both vehicle sales and service. Like most dealerships, they ran a car wash on site to keep vehicles clean for customers, tucked toward the back of the property, well away from the main building and showroom floor.

The Challenge



The car wash's rollup door had to be closed by hand every evening.



Reaching it meant a long walk or a golf cart ride across the property.



On busy days, the door was sometimes left open overnight.

The Solution

Dick Norris Buick GMC first asked their garage door installer whether the rollup door could be automated for remote control, similar to a home garage door opener. The installer said commercial doors don't work that way, and nothing on the market was built for it.

MetroTech took on the challenge anyway. The team built a custom fix using the SmartThings platform to control a relay wired into the door, turning an ordinary commercial door into one staff could open and close from anywhere. Before triggering the door, staff could check the on-site cameras to confirm that area was clear, then close or open it from an app on their phone.

The Results



Staff could close the door remotely at the end of the day, even after they'd left the property.



A forgotten door stopped being a security risk, since anyone with the app could close it within seconds.



Several staff members could have the app on their phones, so the fix didn't depend on one person remembering.



The on-site cameras let staff confirm the area was clear before they triggered the door.

Beyond the Fix

The solution gave the dealership lasting flexibility long after the immediate problem was solved. It's the kind of practical, custom engineering MetroTech has built its reputation on for more than twenty years, taking on problems other companies won't touch.

Customer Feedback

Jim, the dealership's manager at the time, was thrilled with the outcome.

According to Eric Plummer, MetroTech's founder, Jim's reaction was genuine.

He said thank you and called it awesome, glad he'd never again have to drive back to the dealership after hours just to close a door.



**Got a Problem Someone Else
Called Impossible?
Let's talk.**



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