

Professional Distributor

The Mobile Distribution Network Connection

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WHAT'S YOUR POWER TOOL SALES APPROACH?

Techs have a tool arsenal of both cordless and pneumatic products, for different applications. Find out why and how you can make the most out of selling this tool category.

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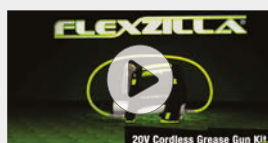
Product In Focus

Get details on how to stock and sell the Autel TS608 MaxiTPMS Tablet. To read, visit:

VehicleServicePros.com/20856526



Featured Video



Check out a video demonstration of the Flexzilla 20V Cordless Grease Gun Kit, available from Legacy Manufacturing.

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BY ERICA SCHUELLER
EDITOR

920-563-1630

Erica@VehicleServicePros.com

The impact of changing power tool technology

The shift in cordless tool adoption has led to advancements in other tools and equipment.

When completing my interviews for this month's cover story, one thing was evident among the distributors I talked with: tool technology continues to evolve, and is affecting other seemingly unrelated tool categories.

In the last five years, you've certainly noticed the shift in cordless tool adoption. Arguably, there's still some catchup in this tool category compared to their traditional pneumatic counterparts, but the power and convenience of cordless tools is taking over, and technicians have taken notice.

Atlanta-based Cornwell Tools dealer Bob Shaftel made a pointed remark during our interview: the increased adoption of cordless tool technology has also spurred the development of other tools and equipment innovations in the shop.

Similar to having the convenience of an air hose right in the bay, technicians need an easily accessible means to recharge cordless tools.

Tool storage solutions have evolved to include power at the storage source to charge anything from cordless tools to personal devices. (Of course, you still need accessible power to plug in the tool cart itself.)

"Our roll carts now have USBs and 110V plug-ins because of the shift in the industry, where you can plug in your cordless tools in your roll cart,



to have it charged up," Shaftel says.

This is only the beginning. We've already seen it with some battery testing devices and electrical diagnostics, but cordless tool manufacturers are also looking at smartphone integration with the tools, for features like pre-set torque and tool tracking.

Milwaukee Tools already launched its One-Key tracking device last year; the updates to that feature now allow a tool to be shut off remotely if the tool is in the wrong hands.

Along with smartphone integration, cordless power tools will continue to see advancements in battery technology, overall performance and new features to help technicians work safely and more efficiently.

Manufacturers will continue to think of new and innovative ways to improve the use of their tools. It's an exciting time in our industry, to be sure. **PD**



In memoriam: Remembering Bob Fyler

It is with regret that I share the news that friend and industry colleague Bob Fyler passed away in May 2017, after a 16-month battle with brain cancer (glioblastoma). He was a kind and friendly face in this industry, and made waves establishing his independent group, American Krome. He is survived by his wife, Karen, two daughters and three granddaughters. I had the pleasure of writing a story about Bob's business back in 2015. You can read the May 2015 Cover Story by visiting VehicleServicePros.com/12063528.

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GROUP PUBLISHER Larry M. Greenberger
LGreenberger@SouthComm.com

PUBLISHER Kylie Hirko
262-473-9497 KHirko@SouthComm.com

EDITOR Erica Schueller
800-547-7377 x1630 ESchueller@SouthComm.com

MANAGING EDITOR Sara Scullin
800-547-7377 x1394 SSculin@SouthComm.com

ASSISTANT EDITOR Vesna Brajkovic
800-547-7377 x1645 VBrajkovic@SouthComm.com

ASSISTANT EDITOR Stefanie Von Rueden
800-547-7377 x1602 SVonrueden@SouthComm.com

MULTIMEDIA ACCOUNT EXECUTIVE Cortni Jones
800-547-7377 x1391 CLJones@SouthComm.com

MULTIMEDIA ACCOUNT EXECUTIVE Diane Braden
800-547-7377 x1364 DBraden@SouthComm.com

MULTIMEDIA ACCOUNT EXECUTIVE Mattie Gorman
800-547-7377 x1636 MGorman@SouthComm.com

INSIDE SALES Kaylee Kidd
800-547-7377 x1362 KKidd@SouthComm.com

PRODUCTION MANAGER Wes Gray
800-547-7377 x1337 WGray@SouthComm.com

ART DIRECTOR Eric Van Egeren

LIST RENTAL REP Elizabeth Jackson
847-492-1350 x18 ejackson@meritdirect.com

AUDIENCE DEVELOPMENT MANAGER Debbie Dumke

SOUTHCOMM, INC
CEO – Chris Ferrell
CFO – Bob Mahoney
COO – Blair Johnson
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Subscription Customer Service
877-382-9187; 847-559-7598
Circ.ProfDistmag@omeda.com
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Cornwell Tools dealer Bob Shaftel (left) talks with a customer about a pneumatic power tool in the shop.

What's your POWER TOOL sales approach?

Techs have a tool arsenal of both cordless and pneumatic products, for different applications. Find out why and how you can make the most out of selling this tool category.

By Erica Schueller, Editor

Every customer a mobile tool distributor encounters on the route will surely have a variety of power tools in his or her toolbox. There is a continued need for power tools in the shop – whether that be air-powered or battery-powered products.

Whether it's replacing an existing tool, or looking to purchase a product he or she has not used in the past, customers consider many factors when it comes to what and how they purchase power tools. Because of this, it's important to educate yourself on the different applications for power tools, understanding some key differences in cordless and

pneumatic tools, as well as the up-and-coming trends in this tool category.

Beth Bjorlo, Global Portfolio Leader, Vehicle Service Power Tools, Ingersoll Rand, says there are three key items technicians consider when purchasing a power tool: application, how the tool will be powered, and safety.

“(Technicians) want to look at ➔



Panel of Experts



Name: Chris Carlson
Location: Midland County, TX
Flag: Mac Tools
Brands carried:
Pneumatic – Mac Tools
Cordless – Mac Tools, DeWalt
Most popular tools:
Pneumatic – 3/8”, 1/2” and 3/4”

impact guns. Cordless – 3/8” and 1/2” impacts, cordless drills, cordless grinders



Name: Paul Depies
Location: Tampa, FL
Flag: Independent (USA Tools)
Brands carried:
Pneumatic – AIRCAT, Astro Pneumatic, Chicago Pneumatic, Ingersoll Rand
Cordless – ACDelco, Milwaukee Tool
Most popular tools:
Cordless – 3/8” and 1/2” impacts



Name: Scott Harms
Location: Salt Lake City, UT
Flag: Cornwell Tools
Brands carried:
Pneumatic – Cornwell bluePOWER, Ingersoll Rand
Cordless – Makita, Milwaukee Tool
Most popular tools:
Pneumatic – air hammers, die

grinders, 1/2” standard and 1/2” compact impacts
Cordless – 1/4” and 3/8” ratchets, 3/8” impact guns



Name: Robert (Bob) Shaftel
Location: Atlanta, GA
Flag: Cornwell Tools
Brands carried:
Pneumatic – Cornwell, Ingersoll Rand, Chicago Pneumatic
Cordless – Milwaukee Tool
Most popular tools:

Milwaukee 18V 1/4” ratchet,
Milwaukee 18V 3/8” and 1/2” impact gun combo kit



Name: Shawn Stahle
Location: Oklahoma City, OK
Flag: Mac Tools
Brands carried:
Pneumatic – Mac Tools
Cordless – Mac Tools, DeWalt
Most popular tools:
Pneumatic – 3/8” and 1/2” impact guns

Cordless – 3/8” and 1/2” impacts, cordless drills, cordless ratchets

the cost of the overall purchase, and durability and reliability of the tool," Bjorlo says. "If they're making an investment, they want the tool to last a long time."

All about application

When technicians decide what tool to purchase, they first consider how the tool will be used.

The most common power tool purchase for an automotive repair shop technician – regardless of power source – is the 3/8" drive impact gun. This tool is typically used for quick removal and installation of bolts and fasteners anywhere on the vehicle. The second most common tools include the 1/4" and 3/8" drive ratchets, which are used to access fasteners located in tighter areas – such as under the dash.

However, it is also important to understand the different job requirements of your customers. As an example, Texas-based Mac Tools distributor Chris Carlson has a varied mobile customer base. Many of his customers are field techs that work in the oil industry.

With a route in Midland County, Carlson's customer base is made up of heavy equipment shops who service oil fields in west-central Texas. He has noticed a major increase in cordless tool adoption, due to the nature of his customers' work – specifically with the purchase of 3/8" and 1/2" impact guns and cordless drills.

"It's really convenient for field guys because they don't have to be right at their service trucks with the air hose and air compressor hooked up," Carlson says. "And typically the air compressors on these trucks aren't as strong as a shop. So they don't lose power on an air tool versus a cordless tool. It's a pretty easy sale for me because I sell on the convenience of not lugging around air tools."

While field technicians certainly see the value in cordless technology, Mac Tools distributor Shawn Stahle, with a route in Yukon, Oklahoma, confirms he

has seen a shift in cordless tool use in traditional repair shops as well.

"When you walk into a dealership, you don't hear near the air guns you used to because it's all cordless technology now," he says.

While there has been a noticeable shift in the adoption of cordless power tool technology, there is still a need for air tools in the shop.

Pneumatic tools will be used more often for long-term work like polishing and grinding applications, as well as transmission and engine work.

"There are limited effective alternative power source tools for certain product categories such as high-torque impact wrenches, high-horsepower grinders, sanders, cutting tools and air hammers," says Tony La Neveu, Vice President, Florida Pneumatic.

Comparing pneumatic and cordless options

There are a number of aspects to consider when reviewing both the cordless and pneumatic power tool categories.

Price point

Along with lifetime cost, the upfront cost of pneumatic tools is generally less expensive than their cordless counterparts.

Some distributors confirm younger techs may be more inclined to purchase air tools, due to this relatively lower price point. "I also sell a lot of pneumatic tools to new techs just starting out," says Salt Lake City, Utah-based Cornwell dealer Scott Harms.

Tool maintenance

Air tools and compressors both need to be oiled regularly for the most efficient operation.

Conversely, the mechanism in cordless tools is self-oiling and does not require additional user maintenance.

Another consideration is the regular intervals necessary to charge cordless tool batteries, in order to operate the tool.

Power used

What power source will be used to operate the tool?

"With a pneumatic you have to have a compressor and an air hose. Besides buying the air tool, you have to have a way for (the air tool) to operate. Where with a cordless tool all you have to do is plug the battery in and go," says Atlanta-based Cornwell Tools dealer Bob Shaftel.

Many repair shops already have a dedicated air compressor for technicians to use, requiring a compressor hose in a strategic location. For cordless tools, they must have the means to recharge the batteries on those tools.

For pneumatic tools, it's important to know the details of the air supply and compressor output, which can affect how the tool will operate.

"(Distributors) really do need to check the air supply available to the technician, because the compressor size and pipe delivery system does matter on the type of tools the techs can use successfully to their full power," say experts at SP Air.

Mighty-Seven reps add it's important to confirm what size air hose is being used and what psi the compressor is set at.

Cordless tools, on the other hand, have two common battery voltage levels available: a lower voltage and higher voltage. The lower voltage range is anywhere from 8V to 14.4V, and the higher voltage range is typically between 18V to 20V, depending on the manufacturer.

"The (repair shop) technicians will buy the 18V and the body shop guys will buy the 12V, because they're not needing a bunch of power to take panels off," Shaftel says. "It's going to be application. I'll ask 'How much power do you need?'"

Consider also how long it will take to charge the batteries before they're operable again. Recharge time can range anywhere from a 30-minute "quick" charging system to standard chargers which may take hours to fully charge. Most professional cordless tools can



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In addition, the power source affects the weight of the tool.

Because a pneumatic tool is connected to an air hose for power, the tool itself is typically more lightweight than cordless counterparts.

"The battery, being attached to the tool on the cordless side, does add a little bit of weight," Ingersoll Rand's Bjorlo confirms. "Whereas the pneumatic side is going to have the hose attached to the compressor, so the power source is not really attached to the tool."

Power provided

Whether its breakaway and operating torque for impacts and ratchets, or horsepower for grinders, sanders and polishers, users are concerned with the amount of power a power tool actually provides.

"[With] pneumatic tools, the biggest strength is torque and maximum power output. They're very strong and capable of handling tough applications like taking off tires," Bjorlo says.

The continually improving "power-to-weight" ratio is oftentimes touted with power tools, because the composite materials used to build the external housing assist with reducing the weight, "while retaining strength and reliability" of the tool, according to Florida Pneumatic's La Neveu.

While this lightweighting continues, it's done without sacrificing power.

"You still need pneumatic tools; there is still a use for them in the shop," Cornwell Tools' Harms adds. "You can't use cordless all the time because they're not quite as strong as a pneumatic tool. New techs need to have pneumatics – they can have both, but pneumatic is probably their first choice."

One way to gauge the category type a customer may need is with this simple rule of thumb: "If they're wanting that consistency of torque for hours upon hours, you're going to go to the air tool line," Mac Tools' Stahle says, regarding selling power tools to customers. "If you're just wanting to zip something off – in and out – and have a quick job, then you'll go to the cordless line."

It's also important to consider the long-term power needed for some applications, as mentioned above.

These applications include grinding and polishing, pulling transmissions, or substantial engine work. Quick torque use includes applications such as lug nut removal and installation, and removal of bolts and fasteners in under hood, under dash and under vehicle work.

Mobility and accessibility

A key benefit often touted for cordless tools is the lack of an air hose, which may limit access or reach of the tool.

"A lot of times these vehicles are getting so much more compact, the air hose is always taking over the vehicle or

is in the mechanic's way, so they have to weigh that factor, too," Mac Tools' Stahle says.

Mobility and access with cordless tools allows technicians to access tighter spaces in the vehicle as well as for field repairs.

"The benefit of cordless versus pneumatic is, you're mobile, and as long as you've got a power source to charge your battery then you're good to go," Cornwell Tools' Shaftel says.

As the platform for cordless tools expands, this provides technicians the opportunity to use the same power source for multiple tools.

Conversely, purchasing an air tool does not commit a technician to one particular brand.

"Compressed air is universal, allowing technicians to mix brands to their choice, rather than being tied to a single battery platform for one brand," says Florida Pneumatic's La Neveu.

The market landscape for cordless and air tools is a bit different, too.

"If (customers) want to go cordless, there are a few options out there. If you're going to go pneumatic, there are several options out there, because of the industry having pneumatics for so many years," Shaftel says.

Ergonomics and other improvements

Technicians will also consider ergonomics when making a purchasing decision.

"Is the trigger in the right size for their fingers? Is the grip there? There are continuing advancements from an ergonomic standpoint," says Bjorlo of Ingersoll Rand.

La Neveu says there are a number of improvements for air tools, including "advanced designs for internal mufflers to reduce noise levels, (the) use of increased precision parts and bearings to reduce vibration levels, and increased horsepower motors to produce increased power is smaller package size."

For cordless tools, advancements

Don't forget the accessories

Consider these tool accessories as add-ons for power tool purchases, or items to sell as follow-up sales.

Air-powered specific accessories

- High-flow air fittings
- Air line filter/regulators
- Air hose, couplers and studs
- Air tool oil

Battery-powered specific accessories

- Extra batteries
- Battery chargers

Impact wrenches

- Impact sockets, extension bars and universal joints.
- Protective rubber boots

Air ratchets

- Impact sockets, extension bar, universal joints, screw driver bits.

Sanders, polishers, grinders, drills

- Backing pads, sanding discs, polishing bonnets, mounted stones, carbide burrs
- Drill chucks and drill bits

Air hammers and cutting tools

- Chisels, saw blades, nibbler punches

Power tool displays. Whether you're showing off pneumatic or cordless tools, be sure to have them stocked on the truck and out of the box for customers to test the tools out.

COVER STORY

CORDLESS TOOLS

Take advantage of space. Air tools in particular display well hanging from couplers attached to the ceiling of a tool truck. Take advantage of all the space available.



AIR TOOLS

Take advantage of foot traffic. These cordless tools are easily visible at the entrance to this tool truck.

Lighting goes a long way. Be sure to have power tools highly visible on the truck by providing ample lighting.

such as brushless motor technology and continually improving battery performance have aided in the ongoing adoption of this tool type.

How to sell the product category

While knowing about the different features of power tools is helpful for selling, it's only part of the equation when it comes to ensuring a customer purchase. There are some key items mobile tool distributor can do to up the likelihood of a sale.

Display and demonstrate

First, distributors must have the tool available in order to sell it to customers.

While having the tool in stock is key, it's also important to have products out of the box and on display.

Paul Depies, owner of USA Tools in Tampa, Florida, manages 20 tool trucks. He says every truck has both a dedicated cordless tool and air tool display.

"We always highlight the cordless tools on the first part of the truck when you come in; we always have a nice display," Depies says. "Customers see that right away, and it definitely helps with sales."

"You've got to have them displayed," adds Carlson. "You definitely want an area that's designated specifically ... for cordless tools and for air tools."

"If it's out of sight, out of mind, they're not going to purchase. If you put [the tools] in front of them, they'll buy it. That's the biggest thing, is you've got to get that product in front of them," Stahle says.

Along with having the products in stock, be sure to show customers the tool by allowing them to use it. For cordless tools, have the fully charged tools on the truck for customers to grab and use while browsing, and bring the tools into customer shops. For pneumatic tools, consider having a dedicated compressor to hook up tools right on the truck. Or, bring the tools into the shop and allow customers to try them out.

"Get the product in their hand," Mac Tools' Carlson says. "Tell (customers) about the features and that's about it. They'll sell themselves."

And keep the conversation focused on the sale. "You have to talk about product. I do a lot of selling. I focus my conversations more toward that than what they did on the weekend, or that type of thing," adds Carlson. Carlson says he will also take advantage of promotions available in his flag's monthly flyer.

Because pneumatic tools have been around for some time, technicians have a better understanding of the power and application of these tools. Cornwell Tools' Harms says he doesn't spend as much time with toting and promoting pneumatic tools, since his customers are already familiar with the category.

Cordless tools, on the other hand, have been more challenging in some instances to convince a customer to purchase. This is where demonstrations can really aid in the sale.

"With the cordless tool you've got to walk in and prove it to them," Harms says. "A lot of guys are skeptical. Cordless tools you have to walk into the shop. You have to demonstrate them."

"The older techs seem like they are kind of hard to switch, because they're so used to pneumatic, that they don't think the cordless is as good, so they won't buy it," he adds.

As an example of customer convincing, Harms says he brought in 1/4" and 3/8" ratchets into a shop. He said many customers were skeptical of the tool size, and power output.

"Then I would sell one to one guy in the shop, and pretty soon every guy in the shop has one," Harms says. "It takes them a while to catch on."

Consider selling combo kits


As many mobile tool distributors are aware, some of these air tools and cordless tools are for sale at online retailers and hardware stores. To compete, there are a few approaches distributors can take.

The most obvious is explaining the financing aspect. Truck balances allow customers to purchase high-end professional products by paying down the balance with little or no interest on their truck accounts.

Warranty is another factor. Though some tool manufacturers will cover the warranty directly, a distributor can also handle this after-sale service as a benefit to the customer.

Another consideration, particularly popular with cordless tools, is the option of selling combination kits. Either provided by a warehouse distributor, a flag, or organized by the distributor, create a package deal combining multiple tools – say a 1/4" ratchet and die grinder – a tool with an extra battery pack, or a tool with additional accessories; this can be an added incentive to purchase.

The sale can pair a tool the customer is already looking to buy, along with an additional tool they may be interested in, or find use for. Other items that can be paired with a tool include applicable accessories (see sidebar) or gear such as branded apparel.

"They'll get a deal and extend their portfolio," says Ingersoll Rand's Bjorlo. "With combination kits, there's jobber-friendly packaging. For mobile trucks, we'll highlight the tool setting, control features, visual pictures of the tool. It talks about the value proposition, so there are many ways we'll continue to market to make sure everyone has all the information they need to make great purchasing decisions." 



For a list of power tool manufacturers, and a breakdown of popular brands, access the Power Tool Manufacturer Company Resource Guide online at: VehicleServicePros.com/PowerToolCompanies



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OFFICIAL POWER TOOLS OF



The evolution of CORDLESS TOOL TECHNOLOGY

A number of features have aided in the advancement and increased adoption of battery-powered tool technology.

By Erica Schueller, Editor

Advancements in battery technology have allowed manufacturers to provide more power in the same size, or smaller, battery pack; longer operating time on one charge; and faster charging capabilities.

"The batteries are just lasting a lot longer [and] the warranty is better on the batteries," says Oklahoma City-based Mac Tools distributor Shawn Stahle. "They're lighter, more compact. There are just so many good things with the new technology and the batteries where (customers) just really like the cordless lines."

Better batteries

Within the last five years or so in particular, the industry has seen increased advancements with battery technology.

"The battery technology – lithium ion – is getting to be just as powerful as pneumatic tools," says Milton Fang, Director of Sales and Marketing, Durofix, Inc.

"Most of the time, (cordless tools are) used in short bursts measured in seconds, and then repeatedly used," Fang adds. "For usage time, you can pretty much use the same tool without changing the battery for the whole day, for the same jobs you'd use pneumatic with anyway."

But, regardless of how long the battery will last it will have to be recharged.

Many manufacturers offer fast charging systems, to allow for a battery charge in as little as 30 minutes.

New tool features

Last year, DeWalt launched its Flex-Volt line of tools. This battery is constructed to provide either 20V or 60V output. Depending on the tool attached, the output will automatically adjust. A popular tool with field technicians, the battery associated with the DeWalt 60V 4" grinder can then be used with any other DeWalt 20V tool platform.

Also related to compatible batteries, Milwaukee Tool has been on the same 12V platform (M12) and 18V platform (M18) for nearly a decade. This allows users with new batteries to use them on older Milwaukee tools, or to use new tools with older Milwaukee batteries.

Better warranties

When a customer purchases a product off the tool truck, he or she will likely ask about the warranty.

Manufacturer warranties for cordless tools range anywhere from one to five years. The battery is usually a separate warranty from the tool.

Brushless motors

Many cordless tools have shifted to

implementing brushless motor technology into their tools, for added efficiency and performance over brushed motors.

"What this technology gives us is a much more reliable motor, extended usage time on one charge and more power in general," says Fang of Durofix.

In addition to better tool performance, brushless motors are touted as safer to use. "With the brushed motor, you could potentially get sparks, and that's not good in a dusty and flammable environment," Fang says.

Multiple torque settings


When it comes to torque, there are a number of tool manufacturers offering advanced features.

Last year, Ingersoll Rand introduced the W5132 3/8" Impact featuring the company's IQv Power Control System. This system features four modes, adjustable by a simple dial on the back of the tool head, to select a specified range of torque. The four modes include: full power, mid power, wrench tight and hand tight.

Similarly, companies like ACDelco and Milwaukee Tool offer specified pre-set torque options.

ACDelco offers its Electronic Torque Control (ETC) technology on some tools, allowing the tech to enter in a numerical torque value. Once the tool is in use and applies the specified amount of torque, the tool will stop automatically.

In addition to helping track and manage inventory, and report the locations of tools, the Milwaukee Tool One-Key will also allow users to set specific torque settings on the tool.

"One-Key allows users to have more control over the output of the tool," says Eric Rusch, Senior Product Manager, Milwaukee Tool. "If they want to be very precise with fasteners, without worrying about torquing out or snapping the head off, it allows the users to control the output of the tool so they can have the confidence in knowing they're not going to over-torque those fasteners." 



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02

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03

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04

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05

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06

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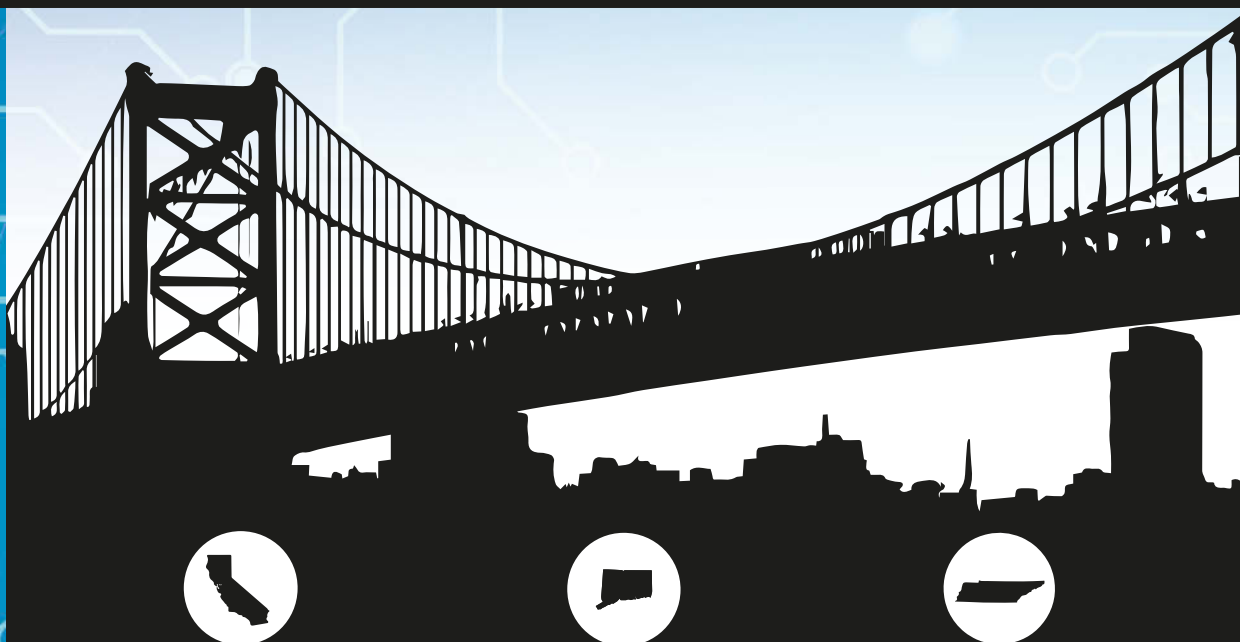


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THE SHOW GETS RAVE REVIEWS



"The MEDCO Show is definitely worth the trip to Philadelphia. The cash back and deals are terrific, and the location, hotel and staff are all fantastic. MEDCO has been a great business partner and really helped my business grow. I can't wait to attend the Show again this fall."

– Independent mobile distributor, California



"My wife and I really enjoy the MEDCO Tool Show. The size of the show floor and number of vendors in attendance really allow us to get to know the companies we partner with."

– Independent mobile distributor, Connecticut



"I always look forward to the MEDCO Show. In addition to some really terrific deals, there is a great mix of training courses, plenty of new products, new vendors that can help me to grow my business, and Philadelphia has lots of historic sites for the whole family to enjoy."

– Independent mobile distributor, Tennessee



"Last year my wife and I had the pleasure of being invited to the MEDCO Tool Show in Philadelphia. The Show and the vendor training was awesome. There were many new products to see, and plenty of time on the Show floor and during the weekend to speak with vendors about existing products and opportunities. The location could not be any better, and with the hotel connected to the Convention Center, it was easy to navigate. Plus, I got to eat cheesesteaks. We had a great time and are looking forward to going again this year."

– Independent mobile distributor, North Carolina

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SHOW ME YOUR TRUCK

After a six-year hiatus from the mobile tool selling business, Cornwell Tools dealer Jay Andrews celebrated his one-year anniversary with the company in July 2017.

Just like new

After a six-year break from the mobile tool industry, Cornwell Tools dealer Jay Andrews brings his previously owned truck, and his business, back to life.

By Erica Schueller, Editor

When Cornwell dealer Jay Andrews got back into the mobile tool selling business, he aimed to have a lower truck payment in order to have more cash on-hand for purchasing inventory and other business expenses.

With a route based in south-east Idaho, Andrews opted to renovate a used truck when he got back into the business. He purchased his 2004 GMC C5500 with 220,000 miles for \$15,000, and with a lot of "sweat equity," the help of his sons and an additional \$2,000 investment, Andrews' truck looks just like new.

Some areas Andrews focused on include cleaning all of the vehicle's upholstery, sanding and adding three coats of polyurethane

to update the existing flooring; removing, repainting and replacing the ceiling panels and lacing; removing the truck's old decals; buffing, painting and installing new decals; renovating the desk section to a corner of the truck; and updating the wiring and LED lighting. .

Andrews had previously worked in the mobile tool business from 2005 through 2010 with a different flag.

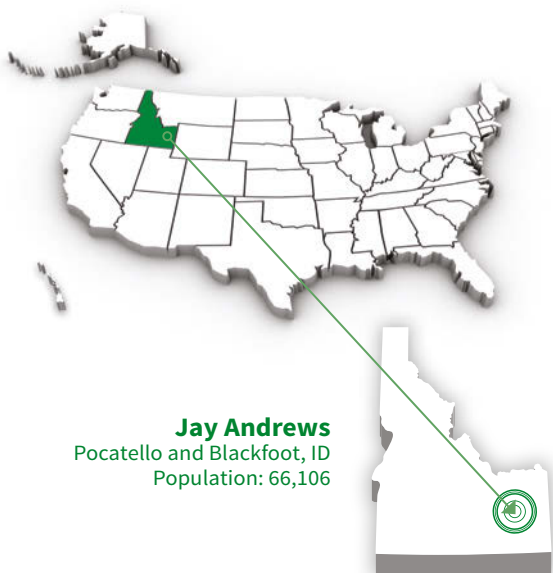
"The economy was so violent

in 2010," Andrews says. "I was paid off, but I liquidated."

After six years of miscellaneous jobs, he wanted to start selling tools again.

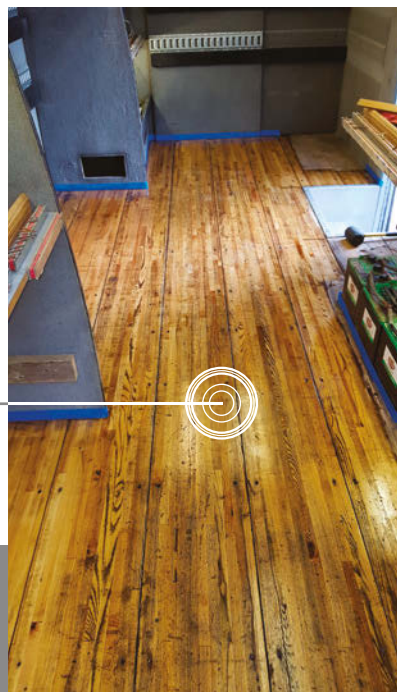
"I needed a job I could put my passion, drive and desire into," Andrew says of getting back into the mobile tool business. He adds, "I also need to feed three teenage sons at home."

"My dream was the tool industry," Andrews says. "Every morning when I open the door to this truck, it's just a blessing. I've got to repo stuff and people leave state with my money. There can be some negative, but from where I've been and where I'm going, it's just so exciting." **PD**



Jay Andrews
Pocatello and Blackfoot, ID
Population: 66,106

Sprucing up the floor. "The floor is original," Andrews explains. "It just needed to be refinished." To do this, he sanded the existing flooring and added three coats of polyurethane. Pictured here is the finished floor as it looks now.



To view more photos of Andrews' truck, go to: VehicleServicePros.com/20865981

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Updating the truck body. Andrews removed and replaced the existing decals, which were cracked and faded. With the help of his sons he buffed and painted the truck body, and had new decals installed.

SHOW ME YOUR TRUCK



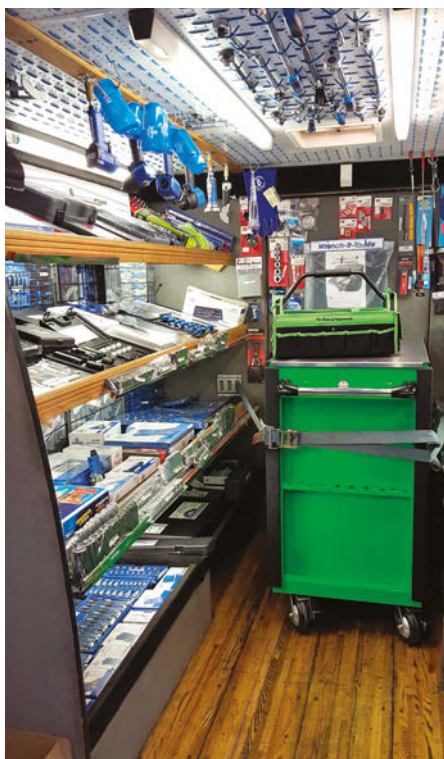
Parade participation. Andrews participates in community events with the truck, like the local Eastern Idaho State Fair parade. "The parade is in my hometown. It starts just a few blocks from my house," says Andrews. "I lowered the liftgate so my son and his friend could help throw candy off the back."



Corner office. The truck's previous layout had the desk in the middle of the truck. Andrews created a new desk section by moving the existing drawers to a corner location. "I installed an inverter under the desk to provide 110V AC," Andrews says. "This required installing 12V power cables from the battery boxes inside the truck, going under the floor to the desk. Now, I have my corner office."



During mid-renovation of the 2004 GMC C5500. Andrews replaced the ceiling panels with bungees for hardlines storage on the truck.



Additional updates. Some areas Andrews focused on include cleaning all of the vehicle's upholstery; sanding and adding three coats of polyurethane to update the flooring; removing, repainting and replacing the ceiling panels and lacing; removing the truck's old decals and installing new decals; renovating the desk section to a corner location of the truck; and updating the wiring and LED lighting.



All about family. "My family has been a huge support," Andrews emphasizes. Andrews' two youngest sons, Brock and Austin, helped with the truck renovations in exchange for payment to support their summer scout camp costs. "The biggest thanks goes to my wife of 25 years. She knows this is my passion. This is what I want to be when I grow up," he says. "Every morning when I turn the key to my business, literally, I am so grateful." Here Andrews and his wife stand with their four children (from left to right): son Brock Andrews, son Austin Andrews, Cornwell dealer Jay Andrews, daughter Miraya Andrews, wife Andrea Andrews and son Karson Andrews.

Show us your truck

Recently upgraded your truck? Have a product display or demonstration area for customers? Share it with us!

Contact Editor Erica Schueller by email at Erica@VehicleServicePros.com for more information.

MOST WANTED

A SMD Clamp Work Light

The **Ullman Devices SMD Clamp Work Light** features a durable dual injection grip clamp with a soft grip, 3" clamping jaw. The light features 0.5W SMD LEDs and offers 375 lm output, color anodized aluminum housing construction and a continuous three-hour run-time. Three AA alkaline batteries are included with the worklight.

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A

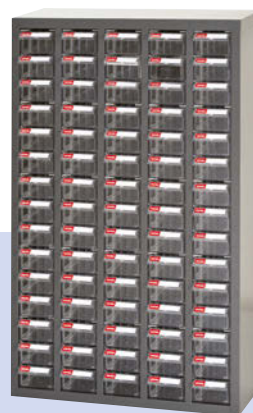


B

B Line of scrapers

The **E-Z Red line of scrapers** offer a scraper head made of solid aluminum for added durability. The scrapers are available in various sizes, including 4", 6", 8" and 13". There is also a kit that includes the 4", 8" and 13" scrapers in a molded box.

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C



D

E Maximizer Line of Absorbents

SpillTech's Maximizer Line of Absorbents is specifically designed for large spills and high-volume leaks. SpillTech's SmartSorb Technology creates a mat that absorbs evenly throughout for better liquid retention. Maximizer absorbents take in up to 14 times their own weight in liquids, according to the company, and will absorb oils, coolants, solvents and water. The product is available in perforated pads and rolls.

Circle 25 on card, or enter at "e-inquiry" on VehicleServicePros.com

F XL Clip Lifter Kit

The **Mueller Kueps XL Clip Lifter Kit**, No. 277 023, features durable spring steel, a rubberized grip and a polished mirror finish. The kit is designed to help users remove plastic fasteners and clips from door panels, upholstery, dashboards and more. The edge design is thinned and U-shaped to make it easier to grasp clips in hard-to-reach places.

Circle 26 on card, or enter at "e-inquiry" on VehicleServicePros.com

G Stripped Hex Screw Sets

Stripped Hex Screw Sets by **Cal-Van Tools** are available in metric (No. 439) and SAE (No. 440) sizes. These 9-pc sets are designed for removing rounded or stripped fasteners with internal drive heads, though they can be used on new screws as well. The sets feature a reverse twist in the hex key that bites into the stripped out hex for easy removal, according to the company. The sets come in a full range that removes most common sizes.

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Do YOU stock it?

The following products are among the most requested tools and equipment from recent issues of *PD's* sister publication, *PTEN*. Perhaps you've already received requests about some of these items. Take a closer look at stocking them.

C 75-Bin Parts Cabinet

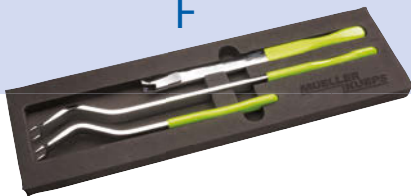
The **LDS Industries 75-Bin Parts Cabinet**, No. 1010013, features heavy duty steel frame construction with clear bins made out of high-strength polymer. Easy grip handles allow for bins to be opened and closed conveniently. Clear cover bins provide visibility to view stored parts, and bin labeling stickers help to organize parts efficiently.

Circle 28 on card, or enter at "e-inquiry" on VehicleServicePros.com



E

F



G



H



H KwikStart Industrial Jump Starters

The **Associated Equipment KwikStart Industrial Jump Starter**, No. KS401, includes light diagnostics displaying voltage output of the vehicle battery, voltage output of the vehicle alternator and 7' long DC cables. The heavy duty portable power unit can be set on the ground and reaches the battery in most 4x4 pickups, sport utility and other high-profile vehicles. An ergonomic, impact-resistant case with rubberized base protects the unit. The 12V 22Ah sealed AGM battery delivers 1,700 peak amps and 360 CCA of cold crank power. The KS401 features a digital LED display with internal battery state of charge readings, as well as a 12V power port and USB power port.

Circle 30 on card, or enter at "e-inquiry" on VehicleServicePros.com

I 1/2" Drive Ratchet with Extendable Shaft

The **Beta Tools 1/2" Drive Ratchet with Extendable Shaft**, No. 920/55L, offers a twist-n-lock mechanism that allows the shaft to stay in place without movement. The shaft length features seven locking positions, and is extendable from 11" to 16.5" long. Extending the ratchet to its maximum length gives users 70 percent more reach, leverage and torque, according to the company. Beta Tools uses the same sliding forward/reverse switch as the company's other signature ratchets.

Circle 31 on card, or enter at "e-inquiry" on VehicleServicePros.com

D Power Probe 3S

The **Power Probe 3S**, an update of the company's Power Probe III, was designed to make circuit testing simpler. The PP3S has compact, ergonomic housing for secure grip and improved circuit access. It also has a menu-driven screen that makes accessing all the different test modes easier, the company says. The tool features a 50-percent larger screen and high-resolution display, as well as a flip screen feature to allow for display screen readings while holding the tool upside down.

Circle 29 on card, or enter at "e-inquiry" on VehicleServicePros.com

I



J



J WD-40 Specialist Superior Performance True Multi-Purpose Grease

WD-40 Specialist Superior Performance True Multi-Purpose Grease is designed to be the ultimate high-performance, all-in-one grease. Formulated with calcium sulfonate technology, the product provides lubrication and long-lasting corrosion protection in different conditions. It performs under extreme pressure, severe marine conditions and high heat with reliability at temperatures up to 650 degrees F. It also provides surface protection on extreme pressure conditions – ideal for applications that require zerk fittings, and its base is compatible with other WD-40 Specialist Lithium Complex greases. True Multi-Purpose Grease is an excellent choice for maintaining farm and construction equipment, as well as lubricating machinery in damp conditions.

Circle 32 on card, or enter at "e-inquiry" on VehicleServicePros.com

2017 INNOVATION AWARDS WINNERS

Every year, the *PTEN* Innovation Awards feature the newest and most innovative products introduced to the automotive aftermarket. For 2017, *PTEN* received 154 submitted products spanning 28 different categories (A record year!). Throughout the next several pages, you'll find product details for the winner in each of those 28 categories. For more information on the complete list of 2017 nominees, with full product details, visit: VehicleServicePros.com/2017IANominees.

To view a full list of winners online, visit: VehicleServicePros.com/2017IAWinners.



Induction Innovations

Inductor Lite

The Induction Innovations Inductor

Lite is a compact 2,400W induction heater with a digital interface for manual heat control. It uses high-

frequency magnetic fields to remove parts bonded to metal, including adhesives, logos, side moldings and dents. Users are able to release seized hardware from corrosion or threadlock components without an open flame. The Inductor Lite reduces labor by as much as 75 percent, according to the company, and allows users to save, reuse and salvage parts that would usually be discarded. The tool's power supply offers flexible voltage from 85V to 265V.

CATEGORY: Body Shop

Circle 33 on card, or enter at "e-inquiry" on VehicleServicePros.com



Flo-Dynamics

AirVac Handheld Shop Vac

The **Flo-Dynamics AirVac Handheld Shop Vac** helps shops clean up spills. Weighing 8 lbs, the shop vac was designed to be easy to handle. The patented venturi system creates enough vacuum to pick up all kinds of fluids, from coolant to heavy duty gear oil, and comes complete with a bucket for draining. The

bucket also has casters to make it easy to move around the shop. To use, connect the unit to shop air, clean up the fluid and drain the unit into the included waste container. The AirVac requires no additional pellets, rags or pads to clean up spills, and is made in the U.S.A.

CATEGORY: Shop Equipment

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SP Tools

Pitman Arm Remover, No. 11880

The **SP Tools Pitman Arm Remover**, No. 11880, helps technicians safely and efficiently remove large Pitman Arms on 3/4- to 1-ton pickup trucks. Constructed of large, forged components and quality material to resist corrosion, this tool design remains secured and locked in place when in use.

This forged design requires less torque and space compared to current tools and methods, according to the company, often eliminating the need to remove the steering box. With less force required, an impact gun is not needed for the procedure. This tool is for use on Ford F250/350, Dodge 2500/3500 and Chevrolet/GMC 2500/3500 vehicles. This tool is also available in a low-profile version, No. 68800, which works on most GM trucks and SUVs model years 1988 to 2000 and later and most C and K chassis with a steering gear box/pitman arm.

CATEGORY: Specialty Tools

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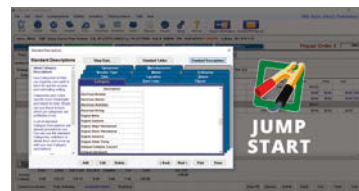
Bolt On Technology Jump Start

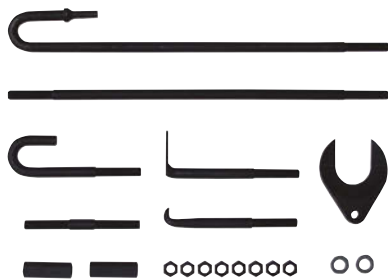
Bolt On Technology's Jump Start

offers a management system to improve accuracy and efficiency, the company says. Jump Start includes more than 100 of the most used service categories, plus more than 300 pre-built jobs, service descriptions and labor notes. This software system also includes reporting, appointment scheduling and estimates. Jump Start is available for Mitchell 1's Manager SE or Snap-on's ShopKey SE software users.

CATEGORY: Computers & Software

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Lock Technology
Texas Twister, No. LT855
The **Lock Technology**
Texas Twister, No. LT855,

allows technicians to convert their air hammer into a pneumatic slide hammer. Its curved air bit snaps into the collet of the air hammer. Then technicians can reverse the air hammer handle in their hands and use their thumb to push the trigger, generating pulling power from the air hammer. The patent-pending tool offers one-handed operation, and allows controlled parts removal. The axle crow foot and pry bar sealer puller can be used to remove stubborn axles and inner axle seals, while the flat blade puller can be used for removing frozen distributors, pulley wheels and speed sensors without damaging them. The J-shaped hammer bit allows users to hammer from the back side, and the double-ended female 1/2-20 connector bar joins the Texas Twister to pullers. The LT855 comes with a 20" extender bar, 10 jam nuts for setup, and a heavy duty storage bag.

CATEGORY: Tool Accessories

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KNIPEX Tools
Series of Ear
Clamp Pliers

The **KNIPEX Tools series of Ear Clamp Pliers** are designed for simple clamping of one- and two-ear clamps.

Available in front-jaw and dual-front- and side-jaw options, the pliers do not damage the press points on ear clamps, according to the company. The Ear Clamp Pliers are ideal for work on CV boots, coolant and fuel lines, air pressure systems and compressors. Available in single- and double-jaw options, the pliers are 8-3/4" long and weigh 1 lb.

The dual-jaw option is ideal when operating in confined spaces as the slim head allows for accessibility, and the jaw design is useful as the front and side jaws allow for clamping perpendicular or parallel to the clamp.

CATEGORY: Hand Tools

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Lisle Corporation

13-Piece Turbo Air System Test Kit, No. 69700

The **Lisle Corporation 13-Piece Turbo Air System Test Kit**, No. 69700, helps locate air leaks in turbo system components by plugging the output side of the turbo and the intake inlet. Air is applied through one adapter to show the presence of leaks within the system. The kit features a pressure gauge, shut-off valve and pressure regulator, and includes six pairs of stepped adapters to fit most turbo systems on cars and light trucks.

This test kit can also be used on some cooling system hoses.

CATEGORY: Leak Detection

Circle 41 on card, or enter at "e-inquiry" on VehicleServicePros.com



Rotary Lift

Low-Profile Double-Section
Scissor Lift, No. RLP77

The **Rotary Lift Low-Profile Double-Section**

Scissor Lift, No. RLP77, offers extra-wide twin platforms that feature hinged ramps that lock in place to extend the vehicle pick-up point surface. The ramps can fold 65 degrees down and away, to give technicians more access to perform wheel and brake service. The lift has more than 78" of clearance when installed above ground. The RLP77 has a lifting capacity of 7,700 lbs and a minimum clearance of 4-5/8". A built-in patent-pending, fully mechanical synchro drive hydraulic equalization system does the lifting work equally for both platforms, and includes blocked platform protection to prevent out-of-level lowering.

CATEGORY: Lifts, Jacks & Stands

Circle 38 on card, or enter at "e-inquiry" on VehicleServicePros.com



E-Z Red

Hood Hawk Under Hood
Clamp Light System

The **E-Z Red Hood Hawk Under Hood Clamp**

Light System, No. XLUHLS, can be used as hands-free illumination under hoods, wheel wells and undercarriage. The COB LED provides 1,000 lm on high and 550 lm on low. It is micro-USB rechargeable — both a cord and A/C adapter are included — and provides a three-hour run-time on high, and six hours on low. Padded bumpers protect the clamped surface from damage and provide a secure grip. The light adjusts through two axes, allowing versatility when directing the light onto a work area. It also includes an interchangeable hand grip for handheld use.

CATEGORY: Lighting

Circle 40 on card, or enter at "e-inquiry" on VehicleServicePros.com

Drew Technologies

Remote Assisted Programming (RAP) Kit

The **Drew Technologies Remote Assisted Programming (RAP)**

Kit provides shop technicians the ability to complete J2534 ECU reprogramming updates and electronically-controlled parts replacements, with no start-up or equipment costs, and no specialized technician training required. This hardware kit consists of a J2534 device, PC, internet connection, battery maintainer, flash software for each supported automaker, and a remote interface to Drew Tech's experts. Flash success is guaranteed, says the company. The RAP kit is available as a rental unit and is a pay-per-use service. As part of the agreement, shops must use the kit at least two times per month, or a small rental fee will be charged. The self-contained kit provides everything needed to program an ECU, including the remote expert.

CATEGORY: Diagnostic Test Equipment

Circle 42 on card, or enter at "e-inquiry" on VehicleServicePros.com





Grow Your Business with Jump Start



Spoiler Alert! Your shop management system has hidden advantages that you'll never get to use to grow your business.

Time and time again, **shops across the country fall short** when trying to grow their business with the tools they already have. Your shop management system is a good example of this. It is the foundation of all your daily and future operations, but proper setup and use is usually overlooked, leading to a bogged down service process.

Introducing JUMP START: The most advanced assembly of service categories, pre-built jobs, recommendations, service descriptions, and notes—all in one simple package—ready for use the moment it's added to your shop management system.

Gain more speed and better results with:

- Over 100 of the most used service categories
- Hundreds of pre-built jobs, service descriptions, & labor notes
- The most accurate reporting possible
- More effective appointment scheduling
- More accurate estimates

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All at no cost whatsoever!

With Jump Start, the time and confusion of learning how to effectively set up your management system are eliminated. Within minutes, increased productivity, accuracy, and business growth becomes the new constant at your shop. ■

***Works for Mitchell 1 Manager SE and Snap-on ShopKey SE shop management systems.**

Get More Information:

Visit the14.me/jsd

Call 610-400-1019 (#2)

JUDGES COMMENTS

"Looks like a great addition if you're already using Shopkey or Mitchell 1."

"This product not only improves efficiency in the shop, but accuracy, and can reduce lost sales."

"This is a cool program."



JUMP START

Get It for FREE!

Jump Start is a simple adjustment to your management system that produces a more impactful and productive workflow.



Get Jump Start Now



the14.me/jsd



610-400-1019 (#2)

Get Everything that Your Manager SE and ShopKey SE
Shop Management System Offers



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2017 INNOVATION AWARDS WINNERS



Bartec USA
Tech200Pro

Proper tire inspection includes measuring remaining tread, the wear pattern and tire pressure. To limit liability, the TPMS sensor can also be tested. **Bartec's Tech200Pro** collects important safety information and sends it wirelessly to a tablet, PC or workstation. The Tech200Pro communicates with Bartec's TPMS Desktop or can be configured to work with existing P.O.S. systems.

CATEGORY: Tire, Wheel Service

Circle 45 on card, or enter at "e-inquiry" on VehicleServicePros.com



CAS of New England
G-Scan 2

In addition to OE coverage for Kia and Hyundai makes, the **G-Scan 2 scan tool**, available from **CAS of New England**, also offers in-depth domestic and European coverage, for coverage on a total of more than 50 vehicle manufacturers. Features on this tool

include the integration of an optional five-channel digital scope plus J2534 programming, a 7" 'sun-readable' LCD screen, screen capture, memo function and fast graphing. The G-Scan 2 has a truly 'integrated' four-trace scope that allows techs to view databus CAN signals directly off the DLC connector cable feeding into the scan tool without the need for a secondary scope or break-out box. The tool also allows for direct measurement of the CAN lines resistance through the DLC cable. Also included are a multimeter and resistance functionality to tie back into troubleshooting of CAN bus network issues for all car lines. The GScan 2 is also fully compliant for reprogramming Hyundai/Kia vehicles via integrated J2534.

CATEGORY: Scan Tools

Circle 47 on card, or enter at "e-inquiry" on VehicleServicePros.com

Creepex
Fastback

The **Creepex Fastback** allows technicians to maneuver over floor grates, air hoses, and even unpaved driveways. This patent-pending creeper offers handling control for an ideal working position without the user having to pull themselves up by grabbing the vehicle being worked on. Two 7" wheels in a "positive camber" configuration provide the capability to spin on a dime, and wheel repositioning can be done at "waist level." The wheels have a dual tread profile for both smooth surfaces or rugged surfaces. The Fastback

has a two-position ground clearance.

Thanks to the extremely low center of gravity, a rollover is physically impossible, the company says. The FastBack features a heavy duty blow molding HDPE shell, and a comfortable ergonomic shape including a polyurethane headrest.

CATEGORY: Creepers & Seats

Circle 49 on card, or enter at "e-inquiry" on VehicleServicePros.com



Allstart

Boost Max, No. 560

The **Allstart Boost Max**, No.

560, provides 400 sustained cranking amps and 900 peak amps, with the ability to jump start up to 7.3L diesel engines, and the ability to also charge personal electronic devices. The Boost Max offers a high-capacity nano lithium battery for fast charging with low self-discharge cycles (up to 1,500 charging cycles). For safety, the Boost Max has UL94 fireproof material and internal heat sensors, along with a full complement of safety features in the clamps including anti-spark protection, reverse polarity protection, short circuit protection, undercurrent and over current protection. The clamps include some battery diagnostic capabilities, and feature 100-percent copper insets and dual connectivity to disperse heat. The Boost Max also features a IP65 water resistance rating, and weighs 1.59 lbs.

CATEGORY: Battery Service Equipment

Circle 46 on card, or enter at "e-inquiry" on VehicleServicePros.com



Lisle Corporation

LED Quick Change Terminal Tool Set, No. 71750

The **Lisle LED Quick Change Terminal**

Tool Set, No. 71750, lights the work

area and removes wires from terminals without damage. The lighted handle illuminates electrical connectors. The set includes 24 quick-connect terminal disconnect tools, a sheathing ripper and a terminal pin repair tool. The compact handle uses three LR626 batteries, which come included. A application cross-reference is printed on the lid of the blow molded case.

CATEGORY: Electrical Systems

Circle 48 on card, or enter at "e-inquiry" on VehicleServicePros.com



Tech-Life

BeatBlock Twins
Wireless Bluetooth
Speakers

The **Tech-Life BeatBlock Twins Wireless Bluetooth Speakers** offer a compact

size and can be paired together for a true stereo sound, or used separately for added portability. The speakers have a resilient rubberized coating and weatherproof design. They also offer up to 10 hours of battery life, an active subwoofer in each speaker, 30' Bluetooth range and a built-in mounting system for any digital camera mount or tripod.

CATEGORY: Personal Gear

Circle 50 on card, or enter at "e-inquiry" on VehicleServicePros.com



Bartec Tech200Pro

Bartec USA, part of the global Bartec Group of Companies, has a reputation for delivering market first innovation to the automotive service industry. Bartec USA has served the North American market since 2004, and manages Automotive Assembly Plants, OE Dealers and the entire Aftermarket. In 2017 our product line continues to grow, we remain committed to delivering the highest in quality products and technical support!

Another Market First Solution

The Tech200Pro is the industry's very first tire inspection tool that combines the most needed service jobs into a single tool! The Tech200Pro measures TREAD DEPTH and TIRE PRESSURE, and tests TPMS SENSORS. The Tech200Pro assists the technician in collecting all of this important safety information and then easily, and accurately, transmits the data to a Point of Sale program or the Bartec TPMS Desktop.

Consumer Safety

At the center of everything Bartec does is a commitment to the safety of the automotive consumer. The Tech200Pro is a tool that will help the technician provide a more complete understanding of



the customer's tire condition as well as the status of the TPMS sensors, which are the key component to the system. Better information helps to keep your customer's vehicles running properly and them safer!

Sell More Tires

So what do we do with the all the of this safety data?

1. Educate your customer on the safety benefits of properly inflated tires!
2. Use the comprehensive Tire Audit Report which makes clear what the remaining tread is, the tire pressure and the state of the TPMS sensor. Everything you need to know to make a safe decision is now easily available.
3. Customers are safer and you're selling more tires! ■

JUDGES COMMENTS

"Tread depth gauge is a nice feature."
"Combines lots of stuff in one tool."

Circle 51 on card, or enter at "e-inquiry" on VehicleServicePros.com

More Thorough Inspections - Safer Customers - Sell More Tires!

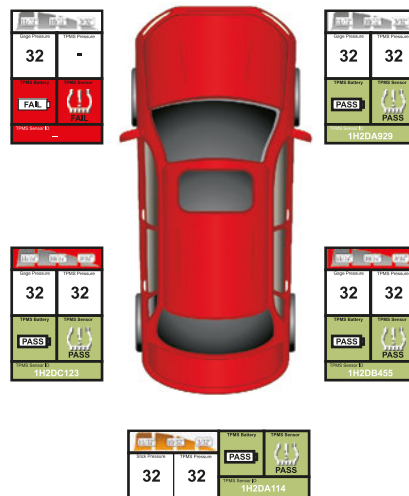
TECH 200 Pro

For the **FIRST TIME EVER**, a Tire Inspection Tool that combines TPMS, Tread Depth and Tire Pressure Measurement into a single, easy to use tool!

The perfect addition to your tire sales process!

- ✓ Stand Alone Functionality
- ✓ Measures Tread in **THREE** places
- ✓ Sends a complete Data file to TPMS Desktop
- ✓ Works with Point of Sale
- ✓ Rechargeable Battery
- ✓ Wall Mounted Charging Cradle Included

Sample of comprehensive tire audit report!



Receive a free
TPG100 with an onsite
demonstration of the
Tech200Pro!
Call your Bartec Dealer
for details!



BARTEC
USA

bartecusa.com
[855]877-9732

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2017 INNOVATION AWARDS WINNERS



Snap-on Tools

Twin Torch Synergic Pulse MIG Welder, No. MIG225i

The **Snap-on Twin Torch Synergic**

Pulse MIG Welder, No. MIG225i, features pulse

wave technology for precise heat control, reduced warpage and minimized post-weld cleanup times. The

MIG225i includes separate torches for steel and aluminum, with the aluminum torch featuring a feed motor allowing extended cable length for increased accessibility. The MIG225i features 225A of output power to handle welding a variety of thicknesses found on today's vehicles. Setup time, using a LCD display and a one-touch selection button, is reduced with a full library of synergic curves that pre-program optimal heat and wire speed settings based on material types and individual welding thicknesses.

CATEGORY: Welding



Monster

Extended Reversible Cut-Off Tool, No. MST707

The **Monster Extended Reversible**

Cut-Off Tool, No. MST707, features a reversible motor which

allows the change of rotation direction of the cutting wheel to direct sparks away from the user. The comfort grip and low noise rating makes this tool very comfortable to use. The MST707 is designed with an extended neck (up to 14.5") and low-profile head to allow for grinding in tough-to-reach and tight areas. It is equipped with a 4" cutting wheel and a 3/4 hp motor giving maximum power to cut heavier materials.

CATEGORY: Air Tools

Circle 54 on card, or enter at "e-inquiry" on VehicleServicePros.com

Purus Fuel Technologies

IC-2 GDI Service Equipment

The **Purus Fuel Technologies' IC-2 GDI Service Equipment**

is designed to improve the effectiveness and safety of completing induction services for GDI engine deposits.

This equipment features multiple cleaner operation,

including a surfactant cleaner and a solvent cleaner, which are used to provide the most effective cleaning combination. The unit is programmed to alternate between the two cleaners through multiple

cycles to optimize the effectiveness. With the

ThermoCyclic Cleaning feature, a spray of cleaner is

stopped to create dozens of thermal shock events,

and the HydroSafe function uses a vacuum switch

to shut the flow off of the cleaner into the engine if it

stalls. Variable, pulsed cleaner delivery is used to prevent

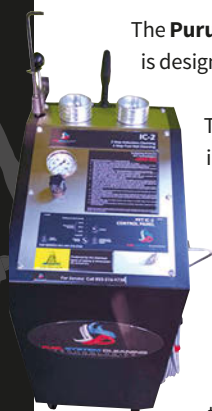
pooling of cleaner in the air intake. Programmed service gives

the vehicle a 60-second pause during the service to clear the intake

and re-establish a strong idle.

CATEGORY: Fluid Exchange

Circle 56 on card, or enter at "e-inquiry" on VehicleServicePros.com



AirSept

EVC-1 Variable Displacement Compressor Tester

The **AirSept EVC-1 Variable Displacement**

Compressor Tester offers a quick, simple diagnostic

process to help rule out an electronically-controlled compressor as a cause of air conditioning

system performance problems. It is designed to

activate the compressor's electronic control valve to test compressor

operating efficiency. It works on all clutchless, direct drive, electronically-controlled air conditioning compressors. The EVC-1 connects to

the compressor and to its electronic control solenoid valve wiring

harness. It bypasses the vehicle A/C system controls, and activates

the valve directly to increase or decrease the mechanical load on

the compressor in increments. The EVC-1 shows the A/C system

high and low side temperature changes in response to the varying

load command from the electronic control solenoid valve. The

unit sends commands to the compressor's electronic control solenoid

valve without having to connect to the vehicle's electrical system.

Thus, it does not disrupt any A/C system circuits, and will not set

an error code in the vehicle's on-board diagnostic system.

CATEGORY: Air Conditioning Service

Circle 53 on card, or enter at "e-inquiry" on VehicleServicePros.com



Legacy Manufacturing

Flexzilla 20V Cordless Grease Gun, No. L1388LFZ

The **Legacy Manufacturing Flexzilla 20V**

Cordless Grease Gun, No. L1388LFZ, features a

42" grease hose with extreme flexibility

in subzero conditions. Rapid

Reload technology allows for fast

cartridge loading that includes a threadless grease barrel. The kit also

includes two 20V rechargeable batteries, a one-hour quick charger and

an automatic air bleeder valve for increased work efficiency.

CATEGORY: Oil & Lube

Circle 55 on card, or enter at "e-inquiry" on VehicleServicePros.com



NEXIQ Technologies

Blue-Link Mini

The **NEXIQ Blue-Link Mini** enables users to employ either iOS or

Android smartphone or tablet devices to communicate with commercial

motor vehicles for quick access to vehicle information. It plugs into

the vehicle's diagnostic connector, and provides wireless Bluetooth

communication with on-board electronic control units. Paired

with an application, the device can be used as a low-cost

telematics solution, enabling users to read parameters,

command special tests, and calibrate controllers without

having to take the vehicle to the shop. Software

development kits (SDKs) for both iOS and Android are

available on the NEXIQ website to assist developers

with application development.

CATEGORY: Heavy Duty Diagnostics

Circle 57 on card, or enter at "e-inquiry" on VehicleServicePros.com



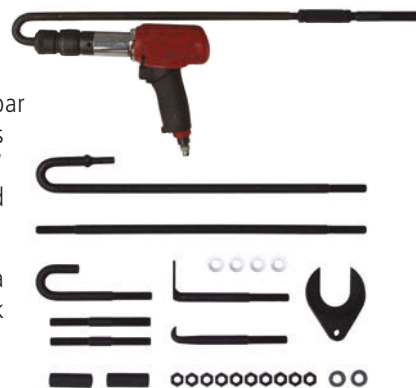
LT855 Texas Twister Air Hammer Pulling Kit

The Texas Twister Air Hammer Pulling Kit was developed to further utilize the air power of the air hammer. One of the mechanics best tools was only used, since its inception one hundred years ago, as a pneumatic hammer. Now with the Texas Twister LT855 Kit, the air hammer is a double duty hammer and a pneumatic slide hammer. A one tool-hammer or puller—your choice. Connect it to any 5/8-18" slide hammer and let the Texas Twister do the pulling for you.

Simply snap the Texas Twister curved air bit into the collet of your hammer with one of the bits attached and reverse the air hammer handle in your hand. Now using your thumb to push the hammer trigger, feel the 3000 air hammer blows per minute tuning into new pulling power.

- One hand operation allows you to hold parts with your other hand. Safe controlled part removal without parts and fluids crashing to the floor
- Extend the reach of the tool by using the 20" extension

- **NEW PART ADDED**
- Use the double ended male 1/2-20 to 5/8"-18 connector bar to connect the Texas Twister to your 5/8" slide hammer bits and 5/8" pullers
- Comes packaged in a custom ballistic black nylon case
- Patent #7,036,211



JUDGES COMMENTS

"The air hammer is already such a versatile tool, this will only add to it."

"With the wide variety of adapters, this tool has a number of uses."

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GOT A FROZEN/DAMAGED LUG NUT?

LT1350 LUG RIPPER II

- Don't torch frozen/damaged lug nuts off just drill out the lug nut/stud threads only in 11 minutes or less
- 16mm Tungsten steel drill bit with 4 carbide cutters allow for speed and durability
- Patent Pending
- Includes 4 drill guides - 17mm - 11/16" 19mm - 3/4" 21mm - 13/16" 23mm - 7/8"

Tungsten drill bit w/4 carbide cutters up-close



Drills out female/male threads on lug nut/stud only!



LT1350-8 WATER BLADDER

- Conveniently portable coolant source
- A must for keeping your Lug Ripper II cool
- Hang it on the vehicle, no matter where you are, using the two included s-hooks
- Keep coolant flowing when no water source is available
- Allows for one man operation
- 6' hose with water control valve



IN USE



NO KEY - NO PROBLEM

LT2650 TRANSMISSION POPPER

- Shift transmissions into neutral from under hood with no key
- Use pry bar fork end to separate transmission shift cable from transmission selector gear
- Slide hole on end of pry bar over shift cable retaining pin on transmission selector gear to move selector gear into NEUTRAL position
- Two tools in one - use fork end of tool to pop out body panel grommets
- Great for moving or towing vehicles with no key
- Must have tool for auto recovery
- 24" long with angled tip for easy operation
- Patent Pending



IN USE



IN USE



We Make Good Ideas

LOCK TECHNOLOGY, INC.
Toll Free 800-421-7241
www.lttools.com
lttools@lttools.com

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2017 INNOVATION AWARDS WINNERS



Matco Tools

Parking Brake Cable Coupler Removal Tool, No. PBP1050

The **Matco Tools Parking Brake Cable Coupler Removal Tool**, No. PBP1050, is a versatile set of 14" pliers designed to assist with disconnecting and reconnecting brake cables, without the risk of injury. They are designed for use on light duty trucks, SUVs, vans and passenger vehicles with either drum or disc brakes, which are usually rear-wheel drive. The one-handed operation safely and quickly disassembles the mid-cable coupler from the cable end. Sliding the handles to different settings reverses the operation for reassembly of the coupler and cable. These pliers are heat-treated for durability and work on vehicles from the 1980s to current year production.

CATEGORY: Brake Service

Circle 60 on card, or enter at "e-inquiry" on VehicleServicePros.com

Boss Products

RapidFix UV Fiber Patch

The **Boss Products RapidFix UV Fiber Patch** is an ultraviolet (UV)

light/sunlight activated self-adhesive repair patch. This one-step, no-mess application allows users the ability to cut the patch to the required size, peel of adhesive layer and apply to repair. The

patch is moldable to follow the contour of repair, with no shrinkage or expansion during application. The patch is made of fiberglass-reinforced polyester, bonds to most surfaces (does not bond to polypropylene) and cures in approximately five to 10 minutes with UV light or full sunlight. The patch can be filed, drilled, sanded and painted and is designed to be easy to apply.

CATEGORY: Chemicals

Circle 62 on card, or enter at "e-inquiry" on VehicleServicePros.com

Snap-on Tools

Advanced Wireless Video Scope

With wireless capability, dual view imager head and a large 5" LCD viewing screen, the **Snap-on Advanced Wireless Video Scope**, No. BK8500, is a critical problem-solving tool, ideal for inspecting cylinders, transmissions, electrical routing, and locating leaks.

Following download and setup, sync the BK8500 to choice of mobile platforms (iOS, Android and Windows compatible) to provide a way to capture diagnostic media and send visual information directly to customers. Onboard mode selection keys automatically configure the screen saturation and color for best results in common applications: valve inspections, cylinder wall inspections, leak detection, wire tracing and general purpose.

CATEGORY: Inspection Tools, Lab Scopes



Durofix, Inc.

ACDelco Cordless Li-Ion 18V Rivet Tool, No. ARV20104

The **ACDelco Cordless Li-Ion 18V Rivet Tool**, No. ARV20104, is fully automatic and the 18V battery platform is designed to make hundreds of rivets on a single charge. The patented Electronic Torque Control (ETC) system makes sure all the rivets conform to the same tension and create a uniform flange. The spent mandrel ejection mechanism releases mandrels automatically after the rivet is made. The ARV20104 features an ergonomic design and compact, durable housing. This cordless automatic riveting tool makes for easy and quick rivets without having to manually use a pop rivet gun or deal with air hoses, according to the company.

CATEGORY: Power Tools

Circle 61 on card, or enter at "e-inquiry" on VehicleServicePros.com



ProMAXX

Rocky II ProKit

The **ProMAXX Rocky II ProKit** is designed to make the removal and replacement of broken exhaust manifold mounting studs/bolts faster and easier. The new design incorporates interchangeable tooling that allows for extractor-less repairs. The Rocky II can repair both gas and diesel engines. This device cuts repair time from two hours per stud, to less than 15 minutes per stud, according to the company.

The Rocky II includes a limited lifetime warranty and unlimited technical support. The kit is made in the U.S.A.

CATEGORY: Engine Service & Repair

Circle 63 on card, or enter at "e-inquiry" on VehicleServicePros.com



Ernst Manufacturing

Bit Boss Universal Bit Organizer, No. 5710

The **Ernst Manufacturing Bit Boss Universal Bit Organizer**, No. 5710, is designed to keep all bits organized and accessible. The universal tray provides massive storage in a compact space and features Taper Lock holes to hold a wide range of bits. Small bits can be held upright on one side and the organizer holds mid-to-long bits sideways on the other side. The Bit Boss fits up to 90 bits, holds three 3/8" chucks, accommodates a wide variety of bit tools and features both a portable tray with a secure fit and a push-button release to remove individual rails.

CATEGORY: Tool Storage

Circle 64 on card, or enter at "e-inquiry" on VehicleServicePros.com



GDI Tune Up System

To meet the increased CAFE standards in 2016 car companies had to convert their engine designs to gasoline direct injection (GDI). GDI engines are very sensitive to air intake amounts and the “shape” of the air charge.

GDI engines do not have injector spray of fuel and its detergent package onto the intake valves to keep them clean. As a result, there is a large growth opportunity to provide an air intake “tune up” every 24 months to maintain air flow. The PFT IC-2 fuel service machine was designed over a three year period to provide an effective cleaning service that removes the risk of hydro-lock, and that is quick and productive for technicians to perform. Hydro-lock occurs when excess fluid is introduced into a cylinder, and the non-compressible fluid creates contact between the piston and the head. The IC-2 has a number of features to prevent this. The IC-2 is a two cleaner system that uses CleanerScripting (a programmed pattern of alternating the cleaner delivery) and ThermoCyclic Cleaning (timed pulses to allow the intake temperature to re-establish itself between sprays), and the PFT induction adapter design to most effectively clean. The PFT induction tune up is an effective, safe, productive and profitable service for you. ■



Patent-Pending



Circle 65 on card, or
enter at “e-inquiry” on
VehicleServicePros.com

JUDGES COMMENTS

“A unique approach to top end cleaning. Alternating the solutions, pulsing the delivery of them and safety features to minimize the possibility of damage are great features.”

“This tool looks like a great innovation to address a very real problem of valve deposits on direct injection vehicles.”

DO YOU OFFER **THE** GDI TUNE UP?

(This will be one of the key growth areas for the next decade)

What does it mean to be “in tune”?

- Air • Fuel • Spark
- At the Right Time

Gasoline direct injection engines lose tune from intake deposits that affect the air flow into the engine. Once every two years a GDI engine needs a PFT Tune Up Service.

The PFT IC-2 system allows you to do an induction cleaning of a vehicle more effectively, more safely for the engine and more productively for the technician.

Ask for information
through PTEN to receive a
\$400 Discount or
Special Financing.



Patent-Pending

We need distributors!

Priorities:

- Detroit
- St. Louis
- Columbus
- Indianapolis
- Dallas
- OKC

(Contact us even
if you live elsewhere)



FUEL SYSTEM CLEANING
TECHNOLOGIES
—FIELD DRIVEN SOLUTIONS—

Built in Holland, Michigan, USofA
by Liberty Automotive Technologies, LLC

www.libertyautotech.net

Circle 66 on card, or enter at “e-inquiry” on VehicleServicePros.com

Welcome to Sneak Peek!

This section features recently introduced automotive tool and equipment products. See new tools even before automotive technicians read about them in *PTEN* magazine.

SNEAK PEEK



SIGHT GLASS ALLOWS FOR EASY MONITORING

Mastercool's 6 CFM Single Stage Vacuum Pump, No. 90066-B, features a high-volume fan that provides cool air to the motor and pump, cooling fins to keep the temperature down during extended motor operation and an easily removable vapor discharge/oil fill port to prevent escape of liquid oil. The oil drain valve is also accessible and the sight glass with a max/min oil indicator allows for monitoring. This vacuum pump is also available in a spark-free pump (No. 90066-B-SF).

Circle 67 on card, or enter at "e-inquiry" on VehicleServicePros.com



A NEW GRAPHIC FOR THE CLASSIC SERIES HELMETS

The **Miller Electric Rise Helmet Graphic** is a new graphic for the Classic Series helmets, which feature independent arc sensors for arc detection, impact protection and a clear view for grinding. The helmet is lightweight and equipped with auto-on/off power control. This helmet meets ANSI Z87+ and CSA standards and comes with a two-year warranty.

Circle 70 on card, or enter at "e-inquiry" on VehicleServicePros.com



NON-MARRING AND NON-SPARKING

Mayhew's 12-pc Brass Punch & Scraper Set, No. 67012, is non-marring and non-sparking. The scrapers are great for removing gaskets and seals, and the set features new knurling for a better grip. The set includes 1/2" and 3/8" scrapers; 1/4", 3/8" and 1/2" drift punches; and 1/8", 5/32", 3/16", 7/32", 1/4", 5/16" and 3/8" pin punches. The set is made in the U.S.A.

Circle 68 on card, or enter at "e-inquiry" on VehicleServicePros.com

INCLUDES FREE LIFETIME UPDATES

The **Autel Pro Code Reader**, No. AL609, offers all the same functions as the AL529, and also can read and erase DTCs for ABS and SRS. The code reader supports all 10 test modes of the latest J1979 OBD-II and features enhanced Mode \$06 diagnostics. The AL609 Pro has an LED color display and includes a one-year warranty with free lifetime updates.

Circle 85 on card, or enter at "e-inquiry" on VehicleServicePros.com



MAGNETS ALLOW FOR HANDS-FREE USE

The **Saber 500 lm COB LED Tube Light**, No. ATD-80475, features removable swivel hooks with magnets that allow for hands-free use. The light offers 500 lm on high and 250 lm on low, with a run-time of up to five hours. The tube light has a rubberized handle for a non-slip grip, tough impact-resistant ergonomic housing and is IP54 dust- and water-resistant.

Circle 69 on card, or enter at "e-inquiry" on VehicleServicePros.com



FEATURES A SPRING-LOADED FRICTION BALL RETAINER

The **Grey Pneumatic 3.8" Drive 4-pc Impact Extension Set**, No. 1104E, contains four extensions in 1-3/4", 3", 6" and 12" lengths. These extensions feature a spring-loaded friction ball retainer for positive socket retention, according to the company. The set is packaged in a compact, low-profile blow molded case.

Circle 72 on card, or enter at "e-inquiry" on VehicleServicePros.com

UP TO EIGHT TIMES MORE ABRASION PROTECTION

Ansell's HyFlex 11-727R Medium Duty Glove is an all-purpose utility glove that offers up to eight times more abrasion protection than leather gloves, according to the company. These gloves are designed for doing body work, brake service or general maintenance and repair. The gloves feature Intercept Cut Resistance Technology, a palm coating for improved grip and a thin ergonomic liner that is soft and cool on the hands.

Circle 73 on card, or enter at "e-inquiry" on VehicleServicePros.com



We do it for them

The new Robinair 34988NI is fully automatic, allowing techs and shops to fix more vehicles. It recovers, recycles, evacuates, leak tests, injects oil and recharges without being monitored.



Robinair offers a full line of mobile A/C machines and accessories. See more at Robinair.com.

Vacuum pumps

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SNEAK PEEK



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SNEAK PEEK

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The **Bosch HDS 200 Heavy Duty Scan Tool** is a ruggedized and durable tool with a color display to read and clear DTCs, for work on class 4 through 8 vehicles. The tool displays and graphs live data from SAE standard MIDS/PIDS, along with on-screen definitions of DTCs and is HD-OBID compatible. Users have the option of recording data to playback information. The tool offers Global OBD II Quick Test for gasoline and diesel engines. For seamless integration into the shop, a demo mode allows the opportunity for technician training. The Bosch HDS 200 Heavy Duty Scan Tool kit includes a 9-pin Deutsch cable, 6-pin Deutsch cable, 16-pin HD/OBID-II cable, USB cable, quick start guide and carrying case.

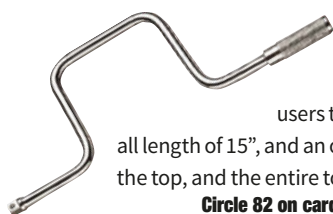
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The **Beta Tools 1/2" Drive Speed Brace**, No. 920/46, allows users to remove or install longer fasteners. The tool offers an overall length of 15", and an off-set depth of 6.25". There is a fully knurled spin handle at the top, and the entire tool features a chrome finish.

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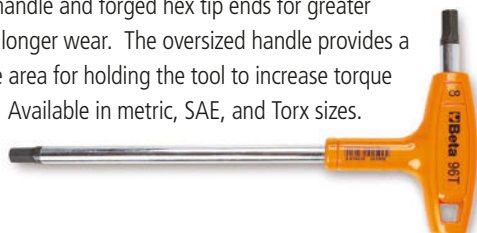
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The **Power Station**, No. 92661, from **Steelman Pro**, comes with a detachable 500 lm worklight that docks inside the station's rotating handle. The power station features eight outlets with a 15A circuit breaker, a built-in charging indicator for the rechargeable worklight handle, anti-skid rubber feet and built-in USB ports with 3A total output of USB power. Other specs include a two-hour runtime when detached, 6' cord length and high impact ABS body and grip.

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Wolverine's Jetstream features a lightweight Wolverine CarbonMax safety toe, a breathable upper and slip resistant outsole. The Jetstream weighs 10.7 oz for the men's style and 10.5 oz for the women's style. The toe caps are lighter to reduce strain on legs and feet, made with thinner walls to provide a better fit and have a strong structure, according to the company. The Jetstream offers a cushioned memory foam footbed, flexible construction and a moisture-wicking mesh lining.

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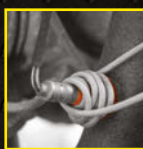
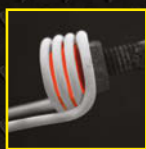
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The **Digitool Solutions** line of torque meters assists to make any square drive hand tool into a torque wrench. The compact torque meter box covers all torque measuring requirements in in-lbs, ft-lbs and Nm scales in one tool. The TM and TA series feature +/- 2 percent of reading precision, in both CW and CCW directions between 10 and 100 percent of full scale. These tools eliminate handheld position error on the handle and cover the most common torque ranges used in the industry, according to the company. The Pro Series SPM and SPA Series tools have all the features above but offer a higher level of precision with +/- 1 percent accuracy of reading 10 to 100 percent of scale. The SPA and TA Series offer the added patented technology to simultaneously measure torque and angle readings, and feature the DTS Instant Gyro-Sync technology as soon as the tool is turned on.

No need to set the tool down to allow the gyro reference point to set up eliminating false readings on angle measurements. Angle measuring accuracy is 1 percent at 90 degrees and the measureable scale is from 5 to 180 degrees of rotation.

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The **Autel MaxiTPMS TS408 Tool** is a colorscreen TPMS tool that is a direct replacement for Autel's TS401, which will be discontinued later this year. The TS408 features updates to the tool software and power, free lifetime updates, new TPMS sensor relearns and MX-Sensor programming options.

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BY ERICA SCHUELLER
EDITOR

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Become a resource for reflashing

While the tool list may be short for this particular service, it can benefit your business to become an expert on key aspects of reprogramming.

Beginning with model year 2018, automakers will be required to provide all OBD-II information necessary for diagnosis and repair of vehicles. This also includes the necessary OEM software information needed to complete vehicle reflashing.

Reflashing, sometimes referred to as reprogramming, is the process of updating a vehicle's ECU calibration software with an updated version.

"Reflashing is simply updating the vehicle electronic software network with the latest OEM version," says John McNelis, manager, Sales and Marketing, DG Technologies.

McNelis explains manufacturers issue these software updates as a "solution to drivability problems, system updates or new safety regulations."

Reprogramming is software based, so it can be a more challenging sell to the customer. There are still steps distributors can take to be the resource for customers, and to assist with answering questions that come about when technicians or shop owners are discussing this product category.

Right to Repair and the history of J2534

Before having access to the necessary information to complete reflashing, independent repair shops would send customers back to the dealership to have this service completed, or they might call a mobile diagnostic technician complete the service.

This is because there was previously no standard among automakers for this software update information to communicate with a vehicle's ECU. Many OEMs would use their own unique software language. "This made diagnostics and reprogramming different for every manufacturer, even individual car platforms within the same manufacturer," says McNelis of DG Technologies. "Tool and software developers had to communicate with all of these different formats [prior to the J2534 standard]."

This is not to be confused with the OBD-II global standard.

Since 1996, vehicles have been outfitted with a standard access point with the implementation of some diagnostic data – for emissions-related issues – with the OBD-II standard. Since then, additional

standards, such as the J2534 standard, have been adopted to complete additional diagnosis, repairs and updates on today's vehicles.

In 2004, SAE International J2534 Standard was introduced to "provide the framework to allow reprogramming software applications from all vehicle manufacturers the flexibility to work with multiple vehicle data link interface tools from multiple tool suppliers," according to the SAE International website.

Essentially, this allows the automotive aftermarket access to any emissions-related programming OEM information in a standardized format.

The J2534 standard was solidified with the implementation and adoption of the Right to Repair Memorandum of Understanding (MOU).

The MOU states automakers must be voluntarily compliant to provide access to OE level data to everyone. This include access to diagnostic and repair information, at the dealer level, for 2002 and newer vehicles; as well as pass-thru support beginning with 2018 model year vehicles.

"Right to Repair has opened up the capabilities of SAE J2534 devices to the same levels the dealerships have for programming and diagnostics," says Glen Eaton, product manager, J2534 Products, Drew Technologies. "Imagine being able to own one tool and have the same functions as multiple automotive dealership makes. SAE J2534 also provides the information so that all automotive manufacturers' software will work through a single J2534-compliant pass-thru device."

Tools needed for reflashing

There is a relatively short list of equipment necessary to complete reflashing on a vehicle:

- A reliable internet connection
- A dedicated laptop for reflashing service, which connects to the pass-thru device
- Access to OEM software subscription, available through NASTF.org or accessible through the pass-thru device
- A J2534 pass-thru device / interface adapter, which connects to the vehicle



Upcoming topic:

Look for information on stocking and selling the following category:
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- A battery maintainer

The battery maintainer is crucial because it provides a steady voltage while the programming event is being completed. Separate from a traditional battery charger, battery maintainers for J2534 reflashing provide "clean" power with no voltage spikes or variances, which could otherwise damage a module.

"Some programming events can take a while and put a significant drain on the battery," Eaton of Drew Technologies explains. "If the battery voltage dips below the required values (about 14V), you're in for a treat of error codes that may or may not mean different things or, in the worst case scenario, a failed programming event."

So what's the actual process for completing vehicle reflashing? There is some setup involved. Users must first have the necessary equipment on hand – a Windows platform computer connected to a J2534-compliant pass-thru device, which is then connected to the vehicle through the OBD-II port – and obtain access to the OE software to aid in the reflashing.

After setup, users start the reflashing process and follow the computer prompts to complete it.

The OEM subscription information will be the variable for every reflashing event, because it's dependent on how much the OEM charges for this information.

"The user must pay to subscribe to the OEM service website to access the latest vehicle software calibration files," says DG Technologies' McNelis.

And that price tag varies substantially, depending on the vehicle manufacturer.

"Many start at \$24.95 per day, but some require an annual subscription ranging from \$750 to \$1,300 per year," explains McNelis.

What distributors can do

While the actual tooling for reflashing seems minimal, it's important to be aware of this service. As vehicles become more technologically

advanced and run on more software programs, and have more sensors, independent repair shops will start to more readily offer this service to compete.

To be an educational resource for customers, and to stay up on current technology, Eaton recommends a number of steps distributors can take:

- Have the J2534 equipment on display in the truck
- Consider watching and showing how-to videos, available from NASTF.org
- Attend training classes and demonstrations at trade shows when available
- Contact a J2534 equipment supplier and request a representative provide a presentation/demonstration on-site

"Support is key to successfully using a J2534 device," says Drew Technologies' Eaton. By working with reputable companies for the J2534 reflashing equipment and battery maintainers, this ensures customers can complete the service effectively, and reach out to the necessary tech support if and when needed.

"One big question distributors can ask to start a conversation is, 'What do you do when you need to program a vehicle?' There are a number of responses they might receive, but if a technician is waiting or sending their customers' vehicle elsewhere, they're potentially missing out on an opportunity," Eaton says.

Similar to vehicle reflashing, consumers are already familiar with regular updates for other technology devices, such as smartphones and computers.

"Every distributor should be able to teach the technicians and shop owners how to tell customers that their car software is out of date, what that means, how they can update it, and how much that will cost compared to other places," says DG Technologies' McNelis.

"(Customers) must be educated on what the update will solve or enhance," McNelis adds. "Repair shops must be able to quickly assess if a car is running old software and truthfully advise what the new software will do for (customers). Distributors should help shop owners find the information on what the latest software updates will do for the car. Shops need to create a reputation of being tech savvy; the distributors need to teach (shops) how to do that." PD

Battery maintainers for reflashing



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One way distributors can be a resource for shops is by providing them with the means to easily access OEM software information. For access to data for all participating automakers, compiled in one place, visit scantoolresource.com.

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BY PHIL SASSO
CONTRIBUTING EDITOR

Phil Sasso is president of Sasso Marketing Inc. (sassomarketing.com), a technical marketing agency specializing in tools and equipment. Subscribe to his free marketing tips at philsasso.com/blog.

Selling heavy duty scan tools: Are you ready ... and willing?

The market seems ready for dealers who are ready to take the leap

In business, there's an advantage to being "first to market." Being a step ahead of the competition positions you as the leader and can earn you a premium price for promoting and selling cutting-edge technology.

But market leadership often means making an investment.

Heavy duty scan tools are not new. But, the need for them is growing. So, chances are you can still be the first mobile tool distributor on your route selling HD scanners.

injector coding, or most importantly, do forced regens (burning off soot in the diesel particulate filter). But no tool can fix a vehicle without a technician knowing at least basic diagnostics, says Bill Peek, a veteran technical trainer and co-creator of Modern Diesel Diagnostics (TechDVD.com). Not all tools perform all functions.

"There isn't a fix-the-vehicle button," says Michael Flink, National Trainer for Autel (www.auteltech.com). "The scan tool isn't going to tell you how to fix the vehicle. The technician needs to know that."

may be a local moving company with a dozen tractor trailers that are all different make and models, Jordahl continues.

"That kind of a fleet is where you need a tool that is well-rounded, such as those available in the aftermarket," he says.

Here are some typical questions to ask the technician or shop manager:

- What scan tools are you using now?
- What would you improve on the tool if you could?
- What is the age range of vehicles in your fleet?
- Do you work on both light duty vehicles and heavy duty trucks?
- Do you also work on farm or construction equipment?

Q. How much does the typical HD scan tool cost?

A. If I've learned anything about HD scan tools it's that nothing is typical.

OEM tools can run \$15,000 or more and are specific to one manufacturer's vehicle models. Aftermarket tool prices range from \$300 to \$400 for an entry-level generic code reader, to as high as \$10,000 to \$12,000 for a bi-directional scan tool with diagnostics data on vehicles from diesel trucks to farm tractors to construction equipment.

Q. So can a code reader fix a truck or does a tech need a scan tool?

A. A code reader just reads codes, where a scan tool reads live data. A bi-directional scan tool can do things like set idle speed, complete

Q. What questions do I ask? Doesn't every shop use the tool the same way?

A. First, you want to match the tool with the vehicles the customer services, says Victor Rivilla, marketing director with CanDo Diagnostics (candointl.com). Different scan tools offer different feature sets and every shop services different vehicles.

Not even how a fleet looks is the same. One fleet may buy 50 2016 Freightliners, says Don Jordahl, product planning manager at Cornwell Tools (cornwelltools.com).

"Oftentimes what happens in that type of a fleet is the manufacturer – Freightliner in this case, makes available, or gives them, the diagnostic package for their PCs to work on these vehicles."

Another fleet, for example,

Q. Isn't the real cost of a scan tool the on-going subscription?

A. You're absolutely right! It's like buying a Roku to stream video to your TV. The Roku box might only cost \$40 at Walmart. It's the on-going subscription to Hulu, Netflix and other services that are the real cost in the long run.

HD scan tool subscriptions provide updates to both the software and the data. They're generally free for the first year or two.

"The renewal price range is fairly wide, from roughly \$600 to \$2,500 depending on the product and level of software," Jordahl

Go online for more

Contributing writer Phil Sasso answers the following questions:

- Should I approach the technician or the shop owner?
- How do I handle a customer that thinks I'm tech support?

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says. “He’s missing an opportunity to make money if he’s not selling them when and where he can.”

More important to you as a dealer is knowing which, if any, manufacturer will pay you for selling data subscriptions. For example, CanDo has this relationship with some flags.

The technology is so new and growing so fast that many scan tool makers update their data and software every week or two. They aren’t just updating data on the newest vehicle, but often updating the software as well.

But, unlike OBD-II scan tools, some subscriptions will stop working after the expiration date, while others will continue to work using the old data and software. It’s important to know which is which so you can inform your customer.

Q. Is there really a scanner port on earthmovers and agricultural equipment?

A. Government regulations say any diesel engine over 75 hp must have clean air technology, meaning some level of on-board diagnostics – and that requires a scan tool, says Modern Diesel Diagnostics’ Peek. A rule of thumb is 14,000 lbs or more (or a class 4 truck), but there are many small vehicles and stationary engines with 75 hp engines.

Q. So, this is about more than just trucks?

A. It’s about far more than just trucks. It’s basically anything with a heavy duty diesel engine, including buses, boats – and even some really big lawn mowers!

That means your potential market now isn’t just independent truck repair shops and fleet garages but any shop repairing farming or construction equipment, large forklifts, electrical generators,



Like all products, consider displaying heavy duty scan tools on the truck to garner interest with customers.

and even marine repair centers. You may call on these shops already, or this may be a great source of new customers for you.

Although new truck dealerships likely have OEM-specific scan tools for the makes and models they sell, many also have used truck lots and need aftermarket scan tools for brands outside of their OEM box, so don’t rule them out, either.

Q. Why is the price range all over the board?

A. Part of it is price differences are cost of the various features. Part of it is the cost of OEM information. Some companies buy data directly from the OEM, which is costly. Others create a database of information by, in essence, reverse-engineering the data.

Unlike generic OBD-II on cars and light trucks, which has been standard on every consumer vehicle since 1996, there’s not a full set of standards for heavy duty on-board diagnostics and there are no Right-to-Repair laws in place yet, says CanDo’s Rivilla.

Because of this, HD scan tools have to do a lot: protocols vary, OEM diagnostic data differs, and even the physical connectors can range from OBD-II 16-pin, to 6-pin and 9-pin connectors, to brand-specific connectors on Isuzu, Mercedes and others.

Even the same two vehicles may not actually be the same.

Q. But isn’t one 2013 Navistar just like another 2013 Navistar?

A. In North America, heavy duty trucks are “spec’d,” that is the buyer can choose the engine they want, and often even the transmission and braking system they prefer.

A 2016 Kenworth can have a Caterpillar, Cummins or Detroit Diesel engine with a wide variation of make and models of transmissions and brakes, says Peek.

Q. I don’t know enough about heavy duty scan tools to do a good demo. Any advice?

A. Don’t do a demo, leave a demo. Live demos take time. And as a salesperson your time is money. Besides, the average customer will only remember a small percentage of what you said once your demo is over.

A better approach may be to lend out your demo unit to a different shop every week.

Once a customer experiences the tool in his or her shop on a day-to-day basis, he or she will more likely see the benefits. They’ll basically sell themselves. Just be sure you provide the manufacturer’s support number to address any questions.

Some tools, like CanDo’s and Launch’s, allow remote login. This means a tech support person can even log in to a customer’s scan tool and do remote diagnostics. **PD**

OTC Tie Rod and Ball Joint Remover

This tool is used on suspension jobs on FWD, RWD or 4x4 vehicles to remove pitman arms, ball joints, tie rod ends, stabilizer bars and more.



Application

This tool is used on suspension jobs on FWD, RWD or 4x4 vehicles to remove pitman arms, ball joints, tie rod ends, stabilizer bars and more, wherever it will fit.



Origin

The tool was created to eliminate much of the physical stress and strain of suspension jobs. It helps technicians beat book time to complete the repair faster and make more money.

Features and benefits

The 7503HD quickly removes tie rods, ball joints, pitman arms and more. It is designed to help technicians make money by saving them time on suspension jobs. A 10-ton pulling capacity means a technician doesn't have to pound away at parts to break them loose, preventing damage that may occur with a mini sledge hammer or air chisel.

Selling points

- Made in the U.S.A.
- Comes with a lifetime warranty
- Quickly removes tie rods, ball joints and pitman arms
- Helps technicians get the job done faster so they can make more money
- 10-ton pulling capacity for corroded, rusted or frozen parts
- Can be used nearly anywhere a two-jaw puller is needed

Manufacturing specs

- Constructed of steel
- 10-ton pulling capacity
- Weighs 4.25 lbs
- Easily positioned on vehicle components with a 3" spread and 4" reach
- Tool features three interchangeable tips for multiple uses including cone, flat and cup



Suggested retail price

\$139.95



For more information

800-533-6127

Circle 97 on card, or enter at "e-inquiry" on VehicleServicePros.com

Storage and display

Shipped in a small box, one item per box with a color label. Display this tool on a shelf or with puller jaws wrapped around shelf support, with the forcing screw tightened to show ease of setup and removal.

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AUTEL

ELECTRONIC SPECIALTIES

54-pc Automotive Test Connector Kit

This kit features a variety of terminal adapter sets and can connect to most digital multimeters and scopes.



Application

The Electronic Specialties 54-pc Automotive Test Connector kit features a variety of terminal adapter sets that are often needed for diagnostic and test readings on fuel pumps, fuel injectors, oxygen sensors, mass airflow sensors and more.



Origin

Electronic Specialties developed this kit based on customer feedback about the need for more testing adapter sets.

Features and benefits

- Helps technicians make non-intrusive connections for electrical measuring and diagnostic purposes
- Using the banana plug test leads, a DMM can be set up in parallel or in a series while the circuit is live.
- Helps avoid the damaging process of wire piercing
- These adapters are designed to make a snug electrical fitting.

Manufacturing specs

These test adapters are compatible with any brand of digital multimeter and most scopes, according to the company. The included test leads feature 4mm banana plugs. In the kit, there are 13 different size adapters and four pieces of each size.

The **Electronic Specialties 54-pc Automotive Test Connector Kit**, No. 146, features a variety of terminal adapter sets, which enable connection to most automotive vehicle connectors, both foreign and domestic. Terminal adapters connect via the included 48" stacking banana plug test leads. Users can connect to most digital multimeters and scopes without issue. The unit is designed to provide wide testing coverage and quicken the test process. The kit includes a deluxe storage case with clear window for easy viewing and selection.

Storage and display

The 54-pc Automotive Test Connector Kit is packaged and shipped individually in a clear storage kit. Electronic Specialties recommends placing this kit in its clear storage case in plain view on the truck so that technicians can easily view the adapters.



Selling points

- Includes a wide variety of terminal adapter sets that are specifically designed for automotive connectors
- Having the correct sized adapter for the job ensures that users get the correct readings.
- Users can connect to most digital multimeters and scopes using the items in this set.
- Kit provides a solution for troubleshooting scenarios that require non-intrusive capturing of live electrical readings and waveforms



Suggested retail price

\$159.95



For more information

Electronic Specialties, Inc.
800-227-1603
info@esitest.com

Circle 99 on card, or enter at
"e-inquiry" on VehicleServicePros.com

LISLE Heater Hose Disconnect for Ford 2.0L

Disconnects the difficult-to-remove heater hose fittings on a variety of Ford Focus and Escape engines.

Selling points

The heater hose fittings on these types of systems are close to the firewall behind the engine, and are difficult to turn with very little to hang onto to rotate. They only get worse over time with each heat cycle and deposit buildup. The tool engages the tabs and provides a better grip on the fitting.



The **Lisle Heater Hose Disconnect for Ford 2.0L**, No. 39200, disconnects the heater hose fittings on 2012 through 2016 Ford Focus 2.0L engines and 2013 through 2016 Ford Escape 2.0L engines with EcoBoost. These fittings tend to be difficult to turn with very little to hang onto. This tool engages the tabs and provides a better grip on the fitting.



Application

This Heater Hose Disconnect Tool disconnects the heater hose fittings on 2012 through 2016 Ford Focus 2.0L, and 2013 through 2016 Ford Escape 2.0L EcoBoost.



Origin

These types of fittings are close to the firewall behind the engine and are difficult to turn with very little to hang onto to rotate. The fittings only get worse over time with each heat cycle and deposit buildup. This tool engages the tabs and provides a better grip on the fitting.

Manufacturing specs

- Made in the U.S.A.
- Made of acetal material that features high stiffness, low friction and great stability that is needed for this type of tool
- Weighs 0.13 lbs

Features and benefits

- The 39200 provides a better grip when it wraps around the fitting and makes it easier to rotate when the tool engages the thin tabs.
- Helpful to use when trying to reach the hard-to-access fitting, since it's close to the firewall behind the engine

Storage and display

The 39200 is featured in a skin pack card to hang in the truck. Six tools come in a case.

\$ Suggested retail price
\$9.85



For more information

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Hand Tools and Specialty Tools

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FORD FUEL INJECTOR REMOVAL

ProMaxx Tools offers the **PowerPull ProKit** line of precision technician tools to facilitate removal of the Ford fuel injector found in the Ford 6.7L Power Stroke Diesel engine. ProMaxx engineered a system that eliminates the current method of bolting the removal tool to the head. Moreover, hard-to-remove injectors often deform tools currently available that have limited strength and reach, according to the company.

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LESS HAND FORCE REQUIRED FOR CUTTING

The **KNIPLEX Tools XL CoBolt Bolt Cutters** are 10" in length and are available with straight blades or with a notch to cut thicker materials. Features include a high transmission ratio that lowers the hand force needed, requiring 60 percent less effort compared to high-leverage diagonal cutters of the same size, according to the company. Other features include gripping jaws below the joint, for gripping and pulling nails. Forged and oil-hardened from German chrome vanadium heavy-duty steel, the tool has induction-hardened precision blades with a cutting edge hardness of approximately 64 HRC.

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AIDS IN SEALING LINES AND HOSES

Lang Tools' Self Locking Offset Pinch Off Pliers can be used to seal vacuum lines, fuel lines, radiator hoses and any other flexible materials. This product line is designed with a self-locking feature that holds after pressure is applied, and can be released by pulling the handles apart. The offset design allows for access in hard-to-reach areas. The pliers are available in three sizes: small (No. 1460), medium (No. 1470) and large (No. 1480), as well as in a three-piece kit (No.1500). These pliers are patent pending and made in the U.S.A.

Circle 102 on card, or enter at "e-inquiry" on VehicleServicePros.com



PRECISION-GROUND STRIPPING HOLES

The **Heavy-Duty Wire Stripper**, No. K12055, from **Klein Tools** is forged from the company's U.S.-made proprietary steel and is four times stronger than traditional Klein wire strippers. The Heavy-Duty Wire Stripper is designed specifically for stripping, cutting and twisting 10-18 AWG solid and 12-20 AWG stranded wire. The stripping holes are precision-ground, and the cutting knives are induction-hardened for longer life. Another unique feature is the thicker, knurled jaw that can twist up to three wires at a time. The Heavy-Duty Wire Stripper has a hot-riveted joint designed for smooth action and no handle wobble. It also has 6-32 and 8-32 bolt shearing holes and Klein-Curve comfort grip handles.

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SERVICE CABLES WHILE STILL ATTACHED TO VEHICLE

The **SP Tools Battery and Welding Cable Crimper**, No.

15600, is designed to service battery cables while still attached to the vehicle. The compact tool is heat-treated for durability, and it crimps up to 0 AWG cable terminal ends. The crimper allows technicians to access the end of the cable that needs service to repair it right at the vehicle, with no need to strike it with a hammer. The tool uses a common wrench and ratchet to securely crimp a cable end.

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UPDATED NON-SLIP HANDLE DESIGN

The **Mayhew Tools ProGrip Hook and Pick product line** is comprised of over 30 hooks and picks and 11 sets, all featuring Mayhew's non-slip ProGrip handle. The varying lengths, shapes and angle bends are designed for an array of applications. All of the tools in this line are made in the U.S.A. with an alloy steel shank and black oxide finish to deter rust. The ergonomic ProGrip handle, made of polypropylene with an over-molded thermoplastic elastomer soft grip, has two patented ribs around its neck designed for maximum transfer of torque from the hand to the tool, and a slip-free grip when pushing or prying. The rounded end rolls smoothly onto the heel of the palm, reducing friction and hand fatigue, the company says.

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DESIGNED TO USE WHERE EXTRA LEVERAGE IS NEEDED

The **Mueller-Kueps Wrench Extender Type 1** was designed so technicians can grasp a connection without arm and hand acrobatics. With a length of 340mm, users can reach in with a wrench size of up to 24mm. This extender is also for use with Allen keys and torx. The drop-forged steel allows users to put enough pressure on the bolt or other connection to loosen it easily. Meanwhile, a circular two-prong grip keeps a grip on the connection. This tool is designed to save both time and extra unnecessary effort, while reducing workplace hazards.

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STRIPS SEVEN WIRE SIZES

Lisle's **6" Wire Stripper**, No. 68430, features a 3/8" scissor style cutting blade, grips and spring loaded action. The serrated nose jaws strip seven wire sizes, including 10-22 AWG wires. The wire stripper also has a safety lock for protection.

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DESIGNED FOR TIGHT SPACES

Cal-Van's **Mini-Mini Tube Cutter**, No. 159, is designed for tight spaces. Its 2" long body can handle small tubing, and the tool features a spring-loaded pressure point that keeps tension constantly on the tubing, allowing for a one-time tighten and cut function. The Mini-Mini Tube Cutter also comes with a replaceable wheel.

Circle 107 on card, or enter at "e-inquiry" on VehicleServicePros.com

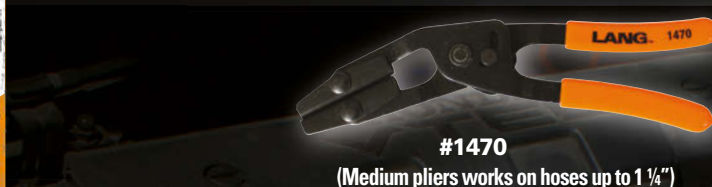


SELF LOCKING PINCH OFF PLIERS

- Pliers come in small, medium and large size for all of your hose pinch off needs.
- Pliers designed with self-locking feature that holds after pressure is applied, simply pull plier handle apart to release pressure.
- Used to seal vacuum, fuel line, and radiator hoses plus other flexible materials.
- Patent pending offset design allows more access in hard to reach areas.



#1480
(Large pliers works on hoses up to 2 1/2")

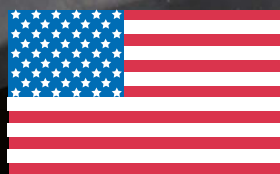


#1470
(Medium pliers works on hoses up to 1 1/4")



#1460
(Small pliers works on hoses up to 3/4")

#1500 (3-Piece Set)



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25-DEGREE OFFSET ALLOWS FOR EASY ACCESS

The **K Tool International Exhaust Hanger Pliers**, No. KT154055, have a 25-degree offset which allows access in tight spaces. These pliers, designed with cushion slip-resistant handles, can be used to remove hardened exhaust hangers by pressing on the steel hanger bracket and pulling the rubber hanger in one motion. The self-locating force pin locks onto the pin while the flat paddle pulls off the rubber hanger from behind.

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SETS COME IN STURDY BLOW MOLDED CASE WITH STEEL-HINGED LID

GearWrench offers two **Mechanics Hand Tool Sets**, including a 168-Piece 1/4", 3/8" Drive Metric Mechanics Hand Tool Set (No. 80943) and a 232-Piece 1/4", 3/8" Drive Metric/SAE Mechanics Hand Tool Set (No. 80944). Both sets are easy to transport in an included sturdy blow molded case with steel-hinged lid, featuring three independently-sliding drawers with rugged locking closure flaps and a reinforced handle. bit set.

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PREVENTS ROUNDING OFF OF FASTENER EDGES

The **Mac Tools Metric Combination Wrench Set**, Nos. SCLM14PT, SCLM5PT and SCLM5XLPT, offers an I-beam design for maximum strength and comfort, according to the company. The non-slip, open-end design prevents the rounding off of fastener edges by keeping the wrench firmly on the fastener. The wrenches have double-offset heads for ease-of-use and a polished finish for superior appearance. The wrenches are available in a 14-pc set that includes 6mm to 19mm, a 5-pc set with 20mm to 24mm and a 5-pc set with 26mm to 28mm, 30mm and 32mm.

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BY VESNA BRAJKOVIC
ASSISTANT EDITOR

920-563-1645

Vesna@VehicleServicePros.com

Maintaining a work-life balance

This tech-savvy dealer knows when to "switch off"

As soon as he pulls up to the curb outside of a shop on his route, Mac Tools distributor Dana Bourne stands up to grab an armful of miscellaneous products on 'special' this week. He puts them into a wheeled bag, slings his tablet-carrying satchel over his shoulder, hooks a Bluetooth-enabled receipt printer to his belt, and is off and on a mission.

The 12-year-old dog that's quietly tucked herself away at the back of the 20' 2015 Ford F-59 finally perks up and heads to the driver's seat as soon as Bourne closes the door. Bourne's dog, Coco, a customer-favorite, has been accompanying him on the route for about two years. She seems to know the drill and eagerly waits on the truck.

Bourne does a lot of his business in customer shops to save time. Thanks to his Windows Surface Pro tablet, portable printer, and bag of tool specials for the customers who can't make it out to the truck, he can be "100-percent mobile."

He says the main benefit of his system is the time-savings of not having to trek to and from the truck and the shop to complete small tasks, like printing a receipt, for example. He says this system has saved him 45 minutes a day.

"I was able to add one or two more shops, or just go home early. That's worth it right there," Bourne says.

Home in time for dinner

Bourne says he makes it a point not to run late, even while



Mac Tools distributor Dana Bourne makes 30 stops a day.

making 30 stops a day in the Lake County, Ind. area.

"I don't work too late anymore," he says. "I've done this so long now, I've figured it out. I'm done about 3:30/4:30 p.m. I get up really early – 4 or 5 in the morning."

Bourne has always wanted to be his own boss for this reason: schedule flexibility and no work "drama." But being a tool dealer has its challenges. His biggest? Chasing people for money.

He says he usually loses about \$10,000 a year on skips. He could also be easily losing hours on it, too. But somewhere along the line he decided that staying out late, sometimes until 8 or 9 p.m., wasn't worth it.

"You've got to figure out home and family life balance," Bourne, 39, says. "That's the key. When I go out on the weekends, I don't think about work. I don't give it another thought until I get back on Monday. Whatever is there can wait."

His wife, a full-time special education teacher, is also a busy

person. Together they have a six-year-old son, so getting home by dinnertime is how he stays connected to his family.

"When I'm done at night, I park the truck, I get off – I don't care what's left," says Bourne.

When he's not a technology-focused mobile tool distributor he's with his wife off-roading, on his boat, or his motorcycle.

"I've got more toys than time," Bourne laughs.

Still one of the guys

On the route, he's back to business and uses his past experience as a technician to his advantage to serve his customers conveniently and understand their needs.

Because Bourne didn't start out as a salesperson he says he doesn't consider himself one, even after three years as a Mac Tools distributor.

Bourne has always been a technician. First at a Chevy dealership, and then at Goodyear Tire. In between that time period he was a "tire guy," and then a store manager, at Firestone Tire.

So when Bourne is on his route, there's an air of ease about it. He says the products sell themselves. Of course, he has his selling tactics, but mostly, he says, he just considers himself a resource to his customers.

"All I do is make points about how it would help them," Bourne says, of the products he sells. "The more information you give them, the more you can justify the cost. Being a mechanic really helps me because I know what they need." **PD**

What's your story?

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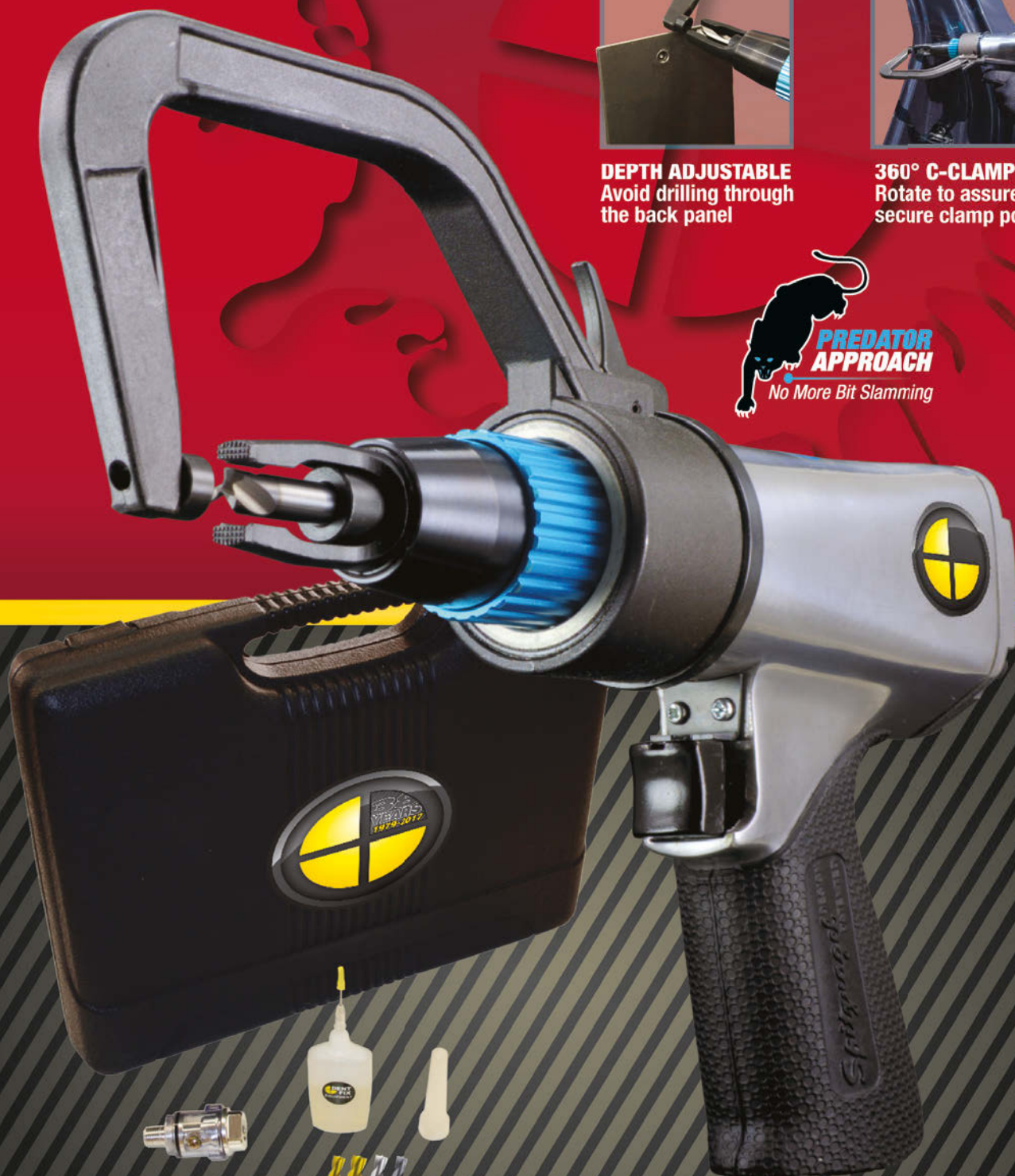
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