

# PROFESSIONAL DISTRIBUTOR

MAY 2013 VOL. 21, NO. 4

*The Distribution Network Connection*

*He writes his own ticket*

# How did he do it?

Selling what he wants, when he wants, to whom he wants.

**Page 8**

**VEHICLESERVICEPROS**<sup>com</sup>  
OFFICIAL WEBSITE OF PROFESSIONAL DISTRIBUTOR

**EXCLUSIVE!**

**2013 Innovation Award Nominees**

This year, more than 80 products are competing in 25 different categories for top honors.

For details on each product, visit

[www.VehicleServicePros.com/2013IANominees](http://www.VehicleServicePros.com/2013IANominees).



PLEASE SEND TO:  
P.O. BOX 3257  
NORTHBROOK, IL 60065-3257  
CHANGE SERVICE REQUESTED

CYGNUS  
BUSINESS MEDIA

Presorted  
Standard  
U.S. Postage  
PAID  
Lebanon, Missouri, KY  
Permit No. 246

# GOING TO EXPO?

You don't want to miss your chance to WIN BIG!  
Get there...  
anyway you can!



[Tooldealerexpo.Blogspot.com](http://Tooldealerexpo.Blogspot.com)

# Tool Dealer expo™



**IR** Ingersoll Rand

# WANTS YOU TO WIN BIG MONEY!



3 DIFFERENT ATTENDEES WILL WALK AWAY WITH A  
**HUGE CASH PRIZE!**

\$5,000, \$10,000  
OR \$20,000\*



\*Visit the IR booth to find out how to qualify to win 1 of 3 cash prizes!

# LEARN.

## JUNE 28 - 29, 2013

Gaylord Palms Resort & Convention Center  
6000 W Osceola Parkway Kissimmee, FL 34746

Enter 15 at "e-inquiry" on [vehicleservicepros.com](http://vehicleservicepros.com)

Courtesy of

**Tool Dealer Expo**

YOU COULD WIN\* A  
2013 CHEVROLET CAMARO



Courtesy of

**Tool Dealer Expo**

YOU COULD WIN\* A  
2013 DODGE CHALLENGER



Courtesy of

**WILTON**

**JET**



YOU COULD WIN\* A POLARIS RANGER®  
500 EFI SIDE-BY-SIDE UTILITY VEHICLE

YOU COULD WIN\* A  
2013 JEEP WRANGLER



Courtesy of  
**IRWIN**

Courtesy of

**REDLINE**  
DETECTION.COM

YOU COULD WIN\* A 2013 HARLEY-  
DAVIDSON® SPORTSTER IRON 883



\*Minimum qualifying order of \$50 to earn Entry Ticket into Prize Drawing unless otherwise noted. No purchase necessary, one FREE Entry Ticket into a Specified Prize Drawing to every qualifying jobber account attendee. Must be present to win. Vehicles pictured are stock photos and may differ from prize vehicles.



**JIMMY RIFFLE of the  
GATORBOYS**  
is Coming to Tool Dealer Expo!  
See exciting "Gatorboy"  
exhibitions brought to you by:

**Milwaukee**

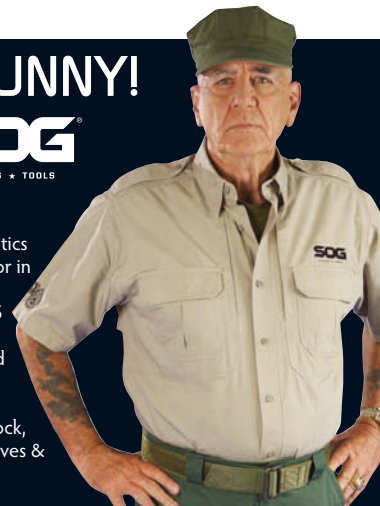
**MEET GUNNY!**

Courtesy of

**SOG**

KNIVES \* TOOLS

**R. Lee Ermey**  
Golden Globe Best Supporting Actor  
nominee, and Boston Society of Film Critics  
Award Winner for Best Supporting Actor in  
director, Stanley Kubrick's "Full Metal  
Jacket", R. Lee Ermey, after more than 25  
years in the business, is one of the most  
successful and talented actors in film and  
television today, having starred or  
appeared in over sixty feature films.  
He is currently the spokesperson for Glock,  
Victory Motorcycles, SOG Specialty Knives &  
Tools, and Tru Spec Apparel.



**PROFIT... ENERGIZE**

REGISTER FOR EXPO NOW:

Visit [tooldealerexpo.blogspot.com](http://tooldealerexpo.blogspot.com)

or call 888-296-8665 x1697

 Tools Across America

**ISN**

Integrated Supply

Network, LLC.

Published by  
**Cygnus Business Media**  
P.O. Box 803, 1233 Janesville Ave.  
Fort Atkinson, WI 53538-0803  
920-563-6388 • 800-547-7377  
Fax: 920-563-1699

**PUBLISHER** Sarah Shelstrom  
Sarah.Shelstrom@Cygnus.com

**EDITOR** Elliot Maras  
800-547-7377 x1693 Fax: 920-563-1699  
Elliot.Maras@Cygnus.com

**MANAGING EDITOR** Erica Schulz  
800-547-7377 x1630 Fax: 920-563-1699  
Erica.Schulz@Cygnus.com

**ASSISTANT EDITOR** Craig Truglia  
800-547-7377 x6154 Fax: 920-563-1699  
Craig.Truglia@Cygnus.com

**PRODUCTION SERVICES REP** Wes Gray  
800-547-7377 x1337 Wes.Gray@Cygnus.com

**ART DIRECTOR** Meredith Burger

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

**AUDIENCE DEVELOPMENT MANAGER** Terri Pettit

**CYGNUS BUSINESS MEDIA**

John French – Chief Executive Officer  
Paul Bonaiuto – Chief Financial Officer  
Gloria Cosby – Executive Vice President  
Julie Nachtigal – Vice President, Audience Development  
Eric Kammerzelt – Vice President, Technology  
Curt Pordes – Vice President, Production Operations  
Ed Wood – Vice President, Human Resources  
Larry M. Greenberger – Group Publisher

**FOUNDER** Rudy Wolf

**Cygnus Reprint Services**

For reprints and licensing please contact  
Nick Iademarco at Wright's Media 877-652-5295 ext. 102  
or niademarco@wrightsmedia.com

Professional Distributor (ISSN 1553-6211) (online 2150-2080) is published nine times a year in Feb., March, April, May, June, Aug., Sept., Oct. and Dec. by Cygnus Business Media, 1233 Janesville Avenue, Fort Atkinson, WI 53538. Postage paid at Fort Atkinson, WI and additional mailing offices. Subscription rates, in U.S. currency only, are: one year \$35; two years \$65; Can/Mex \$50 one year; \$95 two years; international, \$75 one year; \$145 two years. Back issues are \$10 per copy. Send check to: Cygnus Business Media, P.O. Box 3257, Northbrook, IL 60065-3257. POSTMASTER: Please send change of address to Professional Distributor, P.O. Box 3257, Northbrook, IL 60065-3257. Canada Post PM40063731. Return Undeliverable Canadian Addresses to: Professional Distributor, Station A, P.O. Box 54, Windsor, ON, N9A 6J5. For change of address or subscription information: Toll-free (877) 382-9187 or (847) 559-7598 Email: circ.profdistmag@omeda.com

Printed in the U.S. Volume 21, Number 4; May 2013



Professional Distributor® magazine is a Registered Trademark of Cygnus Business Media Inc.



**COVER STORY/DISTRIBUTOR PROFILE**



*John Seybold downsized to be able to cherry pick his customers.*

**He writes his own ticket**

Independent distributor sells what he wants, when he wants to whom he wants in Chicopee, Mass.

**Page 8**



26

**FEATURES**

**26 Driving Sales**

Product information on power tools and air tools.

**33 In Focus Products**

Product details for tools you can stock:

- Extreme Tools 70" Pit Box
- SP Air Super Fast Mini Impact Ratchets



33

**DEPARTMENTS**

**6 Editor's Note**

The 'energy boom' lifts the U.S. economy; Are you prepared?

**20 Most Wanted**

The top requested products from technicians according to our sister publication, *Professional Tool & Equipment News*.

**22 Sales Q&A**

Significant others: Are you a power couple?

**38 Tales from the Road**

Mobile distributor in the Indianapolis area uses social media as a collections tool.



20



**EXCLUSIVE!** 2013 Innovation Award Nominees  
This year, more than 80 products are competing in 25 different categories for top honors.  
For details on each product, visit [www.VehicleServicePros.com/2013IANominees](http://www.VehicleServicePros.com/2013IANominees).



# DYNAMIC DUO.

COMPLETE TPMS ACTIVATION, PROGRAMMING & RELEARNING  
FOR ALL MAKES AND MODELS



UNRIVALED  
DIAGNOSTIC  
POWER.

MaxiDAS DS708



UNPARALLELED  
TPMS DIAGNOSTIC  
CAPABILITIES.

MaxiTPMS TS401

**FREE\***  
(\$329 value)

\*Now through the month of May 2013, purchase the unrivaled MaxiDAS DS708 and receive the MaxiTPMS TS401 for FREE (MSRP \$329). The MaxiTPMS TS401 from Autel is a next generation TPMS diagnostic and service tool which features unparalleled sensor coverage. For more information please contact your participating dealer. Please note some restrictions may apply.

**TOMORROW'S TECHNOLOGY, FOR TODAY'S TECHNICIAN**



© 2013 AUTEL.US. All Rights Reserved. All trademarks belong to their respective owners.

Enter 16 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

www.**AUTEL**.us  
1-855-288-3587

# As the 'energy boom' lifts the U.S. economy, are you prepared?



**BY ELLIOT MARAS**

Editor

216-360-0050

Elliot@VehicleServicePros.com

1233 Janesville Ave.

Fort Atkinson, WI 53538

**Who would have predicted the U.S. would ever become an oil exporter? The International Energy Agency predicts the U.S. could become the world's biggest oil producer by 2020.**

Hardly a day goes by without a report on the "energy boom." Oil and natural gas drilling is expanding in the Bakken formation in North Dakota, the Barnett Shale (Texas), the Haynesville/Bossier Shale (Louisiana and Texas), the Antrim Shale (Michigan), the Fayetteville Shale (Arkansas), the Marcellus Shale (New York, Ohio, Pennsylvania and West Virginia) and the New Albany Shale (Indiana and Kentucky).

The activity impacts the U.S. economy. And the tool industry, including mobile distributors, is among the more immediate beneficiaries. Particularly in the oil and natural gas drilling regions.

I witnessed this first-hand riding with tool distributors in Texas earlier this year. One Texas distributor said companies involved in extracting, refining and delivering oil and natural gas comprise his largest customer base and account for 40 percent of his business. During the distributor shows in February and March, distributors from other regions confirmed that they are also cashing in.

It would be premature to say the "energy boom" has rescued the nation from its economic woes. We are still at the beginning of a significant period of growth in energy production.

Because many of the companies involved in the extraction, refinement and transport of oil and gas use a lot of

equipment, it behooves the tool industry to understand the opportunity at hand. Wells need to be drilled. Oil and gas rigs need to be installed. Rigs need to be kept running 24 hours a day. Techs need all types of tools to keep the rigs operating at full capacity.

### Drilling revives communities

Michael Gruber, a Mac Tools distributor in Williamsport, Pa., was a discouraged man three years ago as the recession ravaged his area. Then, drillers began moving in to extract natural gas from the Marcellus Shale. Companies began hiring as the drilling activity grew. Automotive shops revived. "It's had a huge impact on this area," Gruber says. "This area's definitely different than it used to be."

Shops that service the tankers have become some of Gruber's best customers. "It brought me back," he says.

The effects of the Marcellus Shale extend as far south as Mechanicsburg, Pa., noted Jay Hoover, another Mac Tools distributor. While Mechanicsburg is nearly an hour and half from the hub of the fracking activity, some of Hoover's repair shops service trucks that carry supplies to fracking operations.

Bobby Herndon saw it coming while working as a diagnostic tech for an oil and gas service company in Searcy, Ark. When the company decided to relocate its main operations to another part of the state, Herndon knew he had plenty of options being a tool expert in a region where energy development activity was booming. Not wanting to relocate, Herndon became a Matco Tools distributor. Four months later, he couldn't be happier.

When the Arkansas company relocated its main operations, they decided to turn their former building into an equipment refurbishing center, rebuilding engines, transmissions and other machines. That center has become one of Herndon's biggest tool customers. "They use a lot of tools," he observes.

And it's not the only energy-related stop now Herndon visits as a Matco distributor. Techs working at the oil and gas concerns are among the highest paid people he sells to. Weekly collections of \$50 and more aren't unusual with some of these customers. In many cases, the techs get tool spending allocations from their employers.

### Energy firms pose challenges

Energy companies aren't always easy customers. One Texas tool distributor I rode with lost his biggest customer, an oil services contractor, when it decided to supply the service techs their tools. The company was using another source for its tools.

Veterans of the oil industry are quick to note that it's highly volatile. A lot of oil and gas wells have been capped for various reasons. Drillers stay in an area for undetermined periods of time, depending on leases and their productivity.

Energy development remains a small customer segment that the mobile distribution industry. But it is growing.

Mobile distributors that take the time to learn about new industries will be in a better position to meet new customer needs. They can do this by keeping up-to-date on the economy and by networking with business organizations. ■

## Super Q2 End-User Promotions

Call your WD to get these great promos to your customers

### CP7759Q 1/2" Ergonomic Carbon Fiber Impact Wrench



**2 YEAR**  
LIMITED WARRANTY

#### Advanced Ergonomic Design

- Max torque 780 ft-lbs.
- Patented Side to Side fwd/rev
- Lightweight carbon fiber design

...with a **FREE CP875 Die Grinder**



**\$97<sup>00</sup>**  
Value

### CP7729 3/8" Powerhouse Impact



#### Heavy Duty Compact Design

- Max torque 415 ft-lbs.
- Patented Side to Side fwd/rev
- Full power in reverse
- Twin hammer clutch

...with a **FREE CP Magnetic Fender Cover**

**\$50<sup>00</sup>**  
Value



### FREE 2 Pc. Flip Socket Set with any one of these extended 2" anvil 1/2" Impact Wrenches



**\$11<sup>50</sup>**  
Value



- CP7733-2**
- Max torque 550 ft-lbs.
  - SpringHammer clutch
  - Progressive trigger



- CP7748-2**
- Max torque 922 ft-lbs.
  - Breakaway torque 1200 ft-lbs.
  - Full teasing trigger



- CP7759Q-2**
- Max torque 780 ft-lbs.
  - Patented Side to Side fwd/rev
  - Lightweight carbon fiber design

**2 YEAR**  
LIMITED WARRANTY

### FREE 8 pcs. Socket Set with either the CP7769 or CP7779 Super Duty Impact Wrench



**\$140<sup>00</sup>**  
Value



**\$168<sup>00</sup>**  
Value

#### CP7769 3/4" Drive CP7779 1" Drive

- Maximum torque 1440 ft-lbs.
- Patented Side to Side fwd/rev
- Lightweight with magnesium clutch housing and composite handle

### FREE CP Magnetic Parts Tray with any of these ratchets



**\$20<sup>00</sup>**  
Value

#### CP886H 1/2" Drive Standard Duty Ratchet

- Maximum torque 50 ft-lbs.
- Compact head design
- Hardened gears



#### CP9426 1/4" Drive Heavy Duty Mini Ratchet

- High Power 27 ft-lbs.
- Most powerful of its class
- One of the smallest ratchets at only 5" long



#### CP9427 3/8" Drive Heavy Duty Mini Ratchet

- High Power 27 ft-lbs.
- Most powerful of its class
- One of the smallest ratchets at only 5" long



### CP2755 Reversible Screwdriver



...with a **FREE Stud Cleaner**

#### Direct Drive

- High speed 2200 rpm
- Reverse control at trigger
- Progressive throttle

**\$49<sup>00</sup>**  
Value



### CP9121CR 5" Angle Grinder

#### Heavy Duty

- Powerful 0.8 hp motor
- 12000 rpm free speed
- Spiral bevel gears
- Adjustable protective guard
- Aluminum alloy housing



...with a **FREE CP Tool Bag**

**\$40<sup>00</sup>**  
Value



### CP873K Tire Buffer Kit at the Tool Price



**\$21<sup>00</sup>**  
Value

#### Low Speed Tire Buffer

- Free speed 2800 rpm
- Quick change slip chuck
- Adjustable speed control
- Rear exhaust

Kit includes CP873 Buffer, whip hose and exhaust hose

### CP717K Hammer Zip Gun Kit



#### Super Duty Hammer Kit

- Standard .498 round shank
- High power great control
- 1800 Blows per minute



**\$265<sup>00</sup>**  
Value

...with a **FREE CP7125 Needle Scaler**

Promotions valid through June 30th, 2013



*John Seybold makes ample use of his truck for branding.*

## He writes his own ticket. How did he do it?

Independent sells what he wants when and to whom he wants.

BY CRAIG TRUGLIA, ASSISTANT EDITOR

**A** frigid New England morning seemingly sets the stage for a long and dreary day of going to dark and damp shops, hoping to make the sales needed to pay the bills. But this is not John Seybold's story.

He has every reason to be upbeat, because he has the right attitude and his customer base is his dependable meal ticket.

After years of operating a profitable franchise with five different trucks and four employees, he had a large pool of customers.

When it came to the time of his life when he wanted to tone things down, he kept all his "A" customers and operated independently out of one of his trucks in Chicopee, Mass.

This is the most compelling thing



*Used vehicles mark Seybold's past, when he ran several trucks with multiple employees before becoming an independent.*

about Seybold: he has found a way to consistently turn a profit and genuinely love every second of it.

### **From franchisee to independent**

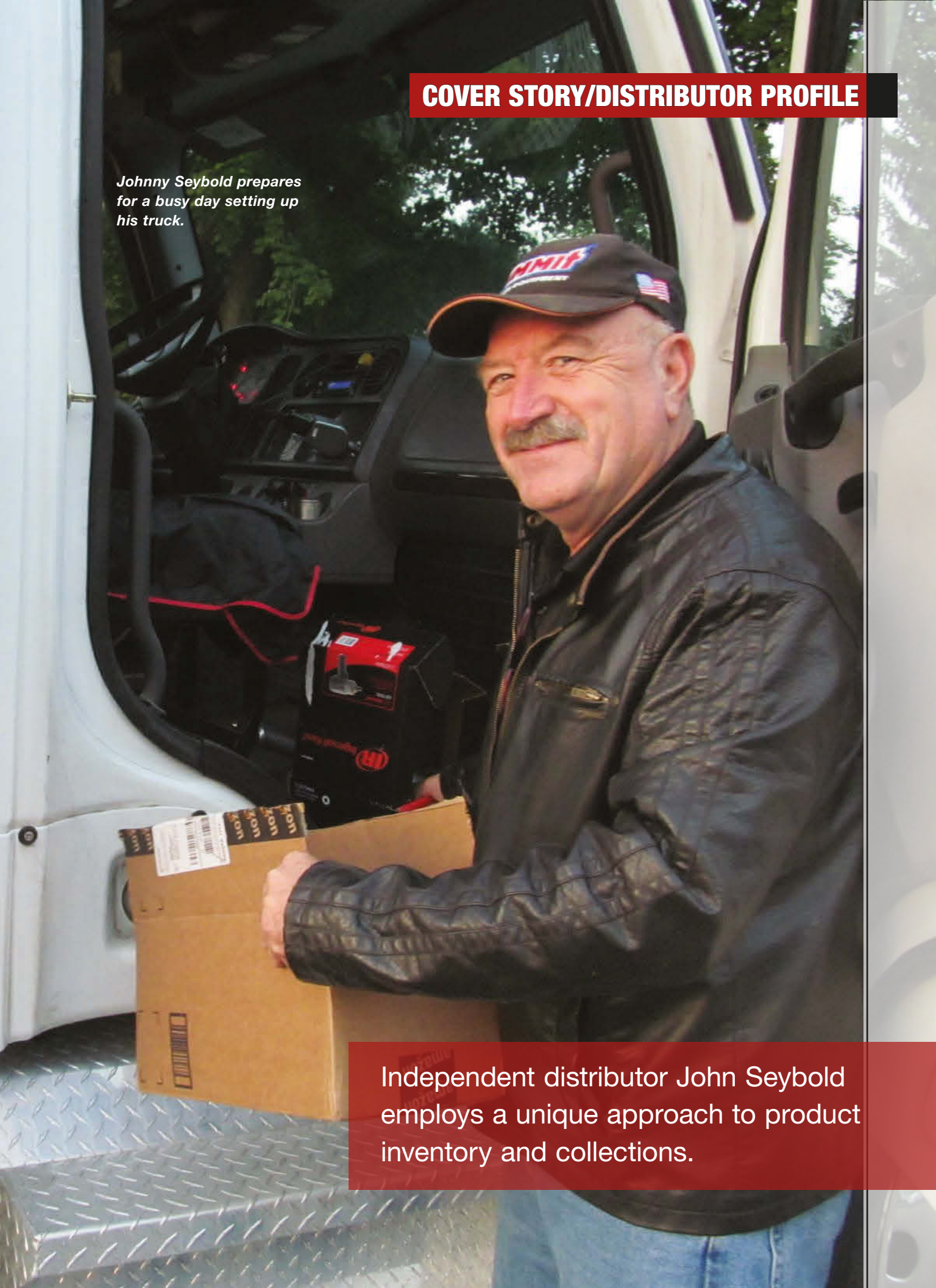
Seybold began selling tools in 1980 after an eventful conversation with

a tool distributor. "The conversation began when he told me he just bought a bigger house," Seybold explains. "I told him that he just bought a house, and then he corrected me that now he has an even bigger and better one. If he

*(Continued Page 10)*

## COVER STORY/DISTRIBUTOR PROFILE

*Johnny Seybold prepares for a busy day setting up his truck.*



Independent distributor John Seybold employs a unique approach to product inventory and collections.

*Seybold built his business by maintaining excellent customer relations. Here, he takes in a warranty.*



could be making all that money in the seventies just selling tools, I wanted in.”

So Seybold interviewed with a tool franchise and bought a territory. Years of hard work resulted in an increasing amount of reliable clientele.

As Seybold perfected his craft, business boomed. In the mid-nineties he was offered the opportunity to become a franchise owner. He accepted and eventually purchased a second franchise, growing his business to five trucks with four employees.

But by the 2000s, business was changing. Demand shifted in favor of specialty tools easily obtainable through outside sources at a lower cost. Worse yet, his employees did not have the “sixth sense” to sniff out skips.

Furthermore, Seybold’s life situation was also much different. His children were grown and he did not need to hustle like he once had. But he still enjoyed selling tools.

So, in 2007 Seybold became an independent. Instead of overstocking

## Seybold’s Top 5 Tools

- 1) Impact wrenches (Ingersoll Rand for pneumatic, Milwaukee for electric)
- 2) Induction Innovations Mini-Ductor
- 3) Sunex sockets
- 4) Autel scan tools
- 5) Irwin drill bits

the essentials that everyone already has, he focused on specialty tools that are not for everyday use. This meant less warranties and less frustration. In lieu of paying several employees, stocking several trucks and dealing with too many skips and marginal customers, Seybold kept his most reliable customers, making his job profitable and enjoyable.

### Business summed up in a payment card

Here’s how a common day goes for Seybold: He arrives at a shop and usually does not park the truck too close. His truck does not figure into sales. Then Seybold walks into the shop, nonchalantly opens up his customer’s toolbox and removes the payment card within. He simply collects the cash or he marks off the payment he will take off the customer’s debit card. His customers welcome the ease of the process.

Seybold might have fewer customers now, but he still has a sizeable number of his best ones. He has a manageable 437 on the books in a route that covers 200 miles a week. Seybold will sell to anyone as long as they do not mind paying him a “fair” price (around a 35 percent mark-up) for what he is selling them.

Simply put, that service is warranties, availability and, in particular, financing.

*(Continued Page 12)*



# IT'S ALL ABOUT SERVICE



**OVER  
8,000  
ITEMS**

- ✓ **3 NORTH AMERICAN WAREHOUSES**
- ✓ **95% FILL RATE**
- ✓ **OPEN STOCK**
- ✓ **EXCEPTIONAL VALUE**
- ✓ **LIFE TIME WARRANTY**
- ✓ **OVER 40 YEARS IN THE TOOL BUSINESS**

Official Tool of NHRA Top Fuel Driver, Terry McMillen



Enter 18 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

**Contact us. | 909-230-9588 | [www.geniustoolsusa.com](http://www.geniustoolsusa.com)**

## COVER STORY/DISTRIBUTOR PROFILE



*Even though customers often don't enter Seybold's truck, they're not necessarily off limits. Here, displays on the truck help make a sale.*

Seybold's services not only include selling tools, but also cashing paychecks for a modest cut. He purposely wants his customers to maintain balances with him, even modest ones as low as \$6, but not so he can charge exorbitant interest. Seybold charges no interest for 90 days, and 1 percent interest beyond that point. (A fair and equitable term in Seybold's view would be 10 weeks.)

The reason for this is that it maintains an ongoing relationship with his clients. The more they see Seybold for whatever reason, the more likely they will buy a tool from him when they need it.

Being in the finance business, Seybold has a pulse on his customers' finances. "Sadly, most of the population lives paycheck to paycheck," he notes.

The majority of his customers use debit cards, which he keeps on file and charges using QuickBooks.



*Much of Seybold's work is finding a payment card in a toolbox's top drawer, opening it, collecting the money and making note of payment.*

He runs payments when the payroll at certain shops goes through, usually right on his truck via wireless Internet. He will charge some customers on a

*(Continued Page 14)*

## Finally, an SRS, ABS and Transmission code scanner that has FULL European coverage along with Asian & Domestic.

CRP123 MSRP: \$299.99



Datastream	
LF Outlet Valve Solenoid	Inactive
LF Wheel Speed	22.93 mph
LR Inlet Valve Solenoid	Inactive
LR Outlet Valve Solenoid	Inactive
9~12/26  =Exit	

Diagnose Process
Engine Control System
Transmission Control System
Brake Control System
SRS System
1/4

Auto Vehicle ID, Auto Module Search & Ultra-Fast Protocol ID  
 Enhanced Live Data For ABS, SRS, Transmission & Engine • Record, Replay Data & Graph OBDII Generic • Includes All Functions Of The Popular Creader VI For OBDII Generic • Intuitive Interface, Button Operation & Sleek, Rugged Design  
 OBDII Generic Code Settings Parameter Help • Internet Updateable  
 Multilingual - English, Spanish & French • Print Via PC • 3.5" TFT Color Display

# LAUNCH

The Global Leader In Diagnostics

1-877-LAUNCH9 (528-6249)

[www.launchtechusa.com](http://www.launchtechusa.com)

Enter 19 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

# Assisting Mobile Dealers

## myMoney

Business Management Solution

- Inventory management
- Point of sales
- Customers and route management
- Sales reporting



- Business and Personal technical support
- No Contracts - Mo. subscription service
- 15hrs | Mon- Fri | CST
- U.S. based

[myMoneySuite.com](http://myMoneySuite.com)  
[CallHatala.com](http://CallHatala.com)

For over 30 years we've been providing software and support to franchised and independent Tool Dealers world wide. No other Software and technical support company understands the needs of Mobile Tool Dealers like Hatala Systems Group.

**myMoney Suite** is designed to work with mobile tool dealers, jobbers, and store-front business environments.



**Hatala Support Services** was created to expand on our technical support services.

- Small Office Home Office Assistance
- MS Office support
- Computer setups
- Data Recovery Consultation and more.

Our schedules meet your working life, we work for you from 7am to 10pm CST. We've got your back.

Call today and take advantage of our *new customers special*.

For only \$50 a month you get myMoney Suite and Hatala Support Services, a **\$175 dollars savings**. Call now: [1.800.609.0666](tel:18006090666) We are a 100% U.S. based software company, located in the heart of Arlington, Texas.



**H A T A L A**

# Learn **how to make your business** more efficient and profitable

**REGISTER NOW  
TO UNLOCK  
EXCLUSIVE  
CONTENT!**



*PROFESSIONAL DISTRIBUTOR* magazine has designed a special section of the VehicleServicePros.com website just for you — the mobile distributor! Articles exclusive to your industry are housed in a special section of the website to keep private from the public, and are only tailored to mobile distributors with a unique login.

Once you register for your unique login, discover how other distributors are running their businesses, view photo galleries of different truck layouts, receive useful sales

strategies; learn new technical information and much more!

It only takes a few minutes to register and verify your credentials. Register only once and simply use your login information when you return.



**REGISTER TODAY  
TO UNLOCK THE CONTENT!**

Go to: [VehicleServicePros.com/distributors](http://VehicleServicePros.com/distributors)

**PROFESSIONAL DISTRIBUTOR**

**VEHICLESERVICEPROS.com**

## COVER STORY/DISTRIBUTOR PROFILE

Thursday afternoon, the majority on Friday morning, and other customers as late as Monday.

Seybold's collection tactics have one thing in common: they prevent the possibility of him ever having to directly ask for money.

The logic behind this is that it keeps Seybold as the "good guy" with his customers. Unless he is the first to draw payments from his customers' checking accounts, he can be stuck harassing his customers to add money to their accounts or double up their payments the next week.

Some customers always avoid returning to the vendor to whom they owe money. So, by making sure he is paid first, Seybold is never the bad guy.

This leads to customers increasingly using their discretionary tool spending with him as opposed to



**Seybold uses QuickBooks to run customer payments, which he often does at designated times after payroll is run at his customers' shops.**

other tool vendors.

Wise collections practices, including keeping tabs on customer paychecks and

the use of payment cards, keeps business relations cordial and consistent. This sort

*(Continued Page 16)*

**Your Customers Know Quality When They See It**

- Carry the Trusted Name
- Highest Quality Tools
- 100% Made in the U.S.A.
- Superior Value
- Limited Lifetime Warranty
- Over 98% Fill Rate

Generations of loyal technicians have grown to rely on S•K Professional Tools because they deliver the finest in American craftsmanship, reliability, and quality. Unlike other tool companies S•K manufactures 100% of its tool line in the U.S.A. That's why we can back every tool we make with a limited lifetime warranty. It's also why our shipping performance exceeds 98%. Your customers know quality and rely on you for the very best in precision tools. Build loyalty by demonstrating yours. Proudly sell the tools made, finished, and package right here in America. We proudly stamp U.S.A. on every tool we make...*because we can.*

**S•K—America's Professional Tool Line.**

**S•K**  
PROFESSIONAL TOOLS

Made in U.S.A.

To learn more go to [SKhandtool.com](http://SKhandtool.com) or call 1-800-822-5575

Enter 20 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

# Homak



## Industrial SERVICE CARTS for the **PROFESSIONAL**

**Durable. Dependable. Professional.**  
Homak's Service Carts are there when you need mobile storage that's as demanding as you are. We offer a variety of options to suit all your Industrial needs. Whether you choose the highly mobile (and vast storage capacity of the) 10 Drawer Maintenance Cart or opt for the convenience of our 2 Drawer Unit with Top Locking Slide Panels, you'll be investing in a professional grade product from a company that knows nothing else.

**Homak**  
SINCE 1947.

[www.Homak.com](http://www.Homak.com)  
1.800.874.6625

27" PROFESSIONAL TOOL CART  
32" PROFESSIONAL - 1 DRAWER  
34" PROFESSIONAL - 3 DRAWERS  
35" PROFESSIONAL - 4 DRAWERS  
44" MAINTENANCE CART - 10 DRAWERS

Enter 21 at "e-inquiry" on VehicleServicePros.com

ESSENTIAL TOOLS YOUR CUSTOMERS MUST HAVE!

# Reason #5

## Reduce time and costs with less down time

### ESOC Series 900

#### CHANGING THE WAY FLEETS CHANGE FLUIDS

The oil change process is virtually automatic, which allows your technicians to perform other tasks while the Series 900 changes the oil. With these cost savings, the Series 900 will quickly pay for itself. The manager of an average 100-truck fleet can expect to recover the costs in well under a year, and see the benefits for years to come.



#### BENEFITS OF ESOC SERIES 900:

- » Spill free oil change in under 10 minutes using patented spill free fittings
- » Reduce time and labor costs
- » Less down time
- » More time for your trucks to be on the road
- » Quick connect "No-Spill" fittings
- » Less mess, "ZERO" spill
- » Minimal technician involvement
- » Eliminates operator contact with oil
- » Automatic oil sample
- » Pre-lubed engine
- » Instant oil pressure
- » Eliminates bearing burn to improve engine life
- » Touch screen electronic controller with user friendly prompts
- » Oil usage totals, running and resettable



#### Move at the speed of ESOC

Call your ESOC Commercial  
Truck Representative today at  
866.909.3762 ext 229 or visit  
[www.esocinc.com](http://www.esocinc.com)

## COVER STORY/DISTRIBUTOR PROFILE

of training of his customer base has made the recession less of an issue to Seybold than it would otherwise be.

### Being a 'good guy' but still making the sale

Seybold is friends with many of his customers. He goes on their Facebook accounts, attends family functions like baptisms, goes on trips with his motorcycle or to a race, and swaps stories. This is genuine Seybold doing what he loves with his customers. In fact, Seybold is not overtly a salesman. His technique might be what some consider "passive aggressive."

Seybold is not pushy. He might walk in holding two or three "specials," such as an axle popper for removing axles without using a "fork" that might rip the boots. If his customers are not interested, he simply asks if there is anything specific they are looking for.

Seybold's truck also does not play a big role in his selling strategy. Customers rarely step foot in it. It lacks bright colors and the organization that some trucks have. The truck is purposely not a dramatic sales tool.

This sort of nonchalant attitude gives the sense to Seybold's customers that he simply looks out for them, and in turn, the customers look out for him and police each other. That way, when

*(Continued Page 18)*

## A role for imported tools

Oftentimes, quality is the key selling point for a tool distributor, but what actually makes the customer interested? The perceived quality of the tool, or the convenience that it offers? Most likely, it is convenience. A technician wants the tool on the spot, with financing, liberal rules in regards to tool warranties and enough quality so the tool does not inconvenience him on the job. Hence, customers might not be opposed to buying imported or economy tools as long as the tools are reliable and have a warranty.

John Seybold almost exclusively uses M. Eagle Tools. He says the company makes returns easy for him so he can pass that convenience to his customers. The customers actually prefer a lot of the imported brands that this company sells because of the price savings. If Seybold's customers can save money and get the same convenience from a tool, then he can keep his customers happy.

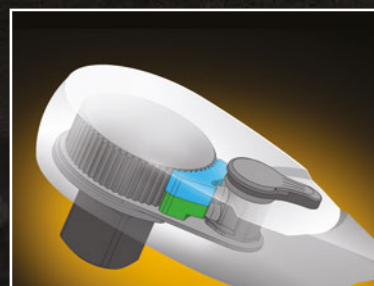
M. Eagle Tools allows Seybold to provide the convenience of a flag to his customers while remaining an independent. They do this by allowing Seybold to return tools so that he can warranty them, supplying quick shipments and providing Seybold with catalogs, complete with list prices for the tools.

M. Eagle Tools gives a fair difference between cost and list price of tools, so that when the tool is sold at catalog price, a fair profit is made, says Seybold. He uses the catalog all the time as a price reference for tools.

Enter 22 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

# GRAB PRODUCTIVITY BY THE PAWLS

WITH THE **120XP** RATCHET, NOW AVAILABLE IN FLEX-HEAD



PATENT PENDING DOUBLE-STACKED PAWL™ TECHNOLOGY

120XP ratchets deliver speed, access, and 180% of ASME torque performance.\*

The Double-Stacked Pawl™ technology of GearWrench **120XP** ratchets gives you 120 positions in every full turn and a super-tight 3° swing arc to turn bolts where others can't. With legendary GearWrench® speed and strength, they're seriously productive tools.

From the leader in hand tool innovation, our best ratchets yet.

 **GEARWRENCH**®

GET IT DONE.™

Enter 23 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

\*Results based on manufacturer test of 3/8" drive 120XP ratchet.

©2013 Apex Tool Group, LLC  
[www.gearwrench.com](http://www.gearwrench.com)

Find us on  
Facebook

[www.facebook.com/gearwrench](http://www.facebook.com/gearwrench)

**YOU  
WERE  
RIGHT.**

**THERE  
IS A  
BETTER  
WAY.**

**15-MINUTE  
ON-VEHICLE  
A/C TUBE &  
HOSE REPAIR.**

You can now make fast and permanent A/C line and hose repairs **right on the vehicle** at a fraction of the time and cost of replacement. **That means more satisfied customers.**

**SWEDGE-LOK™**



2013 MACS  
Most Innovative  
New Product



See the video!  
1-800-253-0403  
agscompany.com

Enter 24 at "e-inquiry" on  
VehicleServicePros.com

## COVER STORY/DISTRIBUTOR PROFILE



*Seybold enjoys a good rapport with most of his customers.*

a customer has a legitimate need, they trust that "Johnny" is looking out for them and is being fair. Most of his sales are made by technicians approaching him. He claims he sold two A/C machines in one week last summer not because he was pushing them, but because his customers needed them and wanted to give him the sale.

### SEYBOLD FOCUSES ON STOCKING SPECIALTY TOOLS THAT AREN'T FOR EVERYDAY USE, SUCH AS VEHICLE-SPECIFIC FRONT-END TOOLS.

That is not to say that Seybold does not have a few tricks up his sleeves. If he hears that a customer is interested in a tool, he will often just buy it and present it to the customer. The customer's response typically sounds like, "I don't remember ordering that." Then Seybold responds: "But you have expressed interest in it!" Most of the time, this results in a purchase.

Seybold's customers also have been trained to take advantage of specials.

"Oftentimes, they will not want to buy something on clearance, so I say, 'Fine, don't buy it.' Then, they need it a few days later. Now the next time I say 'Fine, don't buy it,' they are quicker to buy the tool, because they are afraid of that happening again," says Seybold.

### Some parting wisdom

Everything Seybold does is predicated upon doing right by the customer. "I see these people every week," he points out. "They are not customers, they're like family."

This is why Seybold plays by his own rules: Always tell the truth, don't upsell something the customer does not need, and genuinely care for the customer's needs. If he does this, he can ask for a fair profit and do so without a hassle. His customers know this and they do not mind.

So it is truer now than ever that Seybold loves what he does. He deals with who he wants and he does it his way.

"What if today is your last day?" says Seybold. "Enjoy it. Smile. Laugh." That's easy to do when you can make an honest day's pay by playing by your own rules. ■

**MIGHTY SMALL...  
MIGHTY POWERFUL...**

**MIGHTY  
AFFORDABLE...  
MIGHTY QUIET...  
MIGHTY INNOVATIVE...  
MIGHTY RELIABLE...  
MIGHTY-SEVEN!**



CALL OR EMAIL FOR A COMPLETE CATALOG [WWW.KINGTONYAMERICA.COM](http://WWW.KINGTONYAMERICA.COM) [SALES@KINGTONYAMERICA.COM](mailto:SALES@KINGTONYAMERICA.COM) 877.708.6657

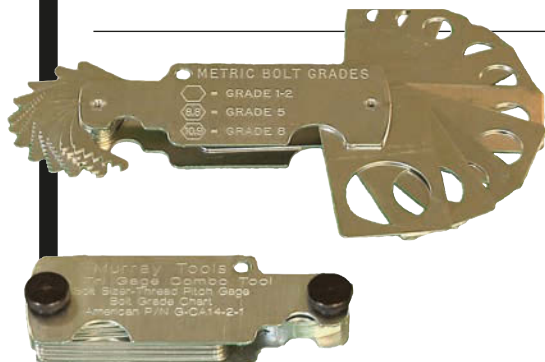
Enter 25 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

# MOST WANTED

## Do YOU stock it?

The following products are among the most requested tools and equipment from recent issues of *PD's* sister publication, *Professional Tool & Equipment News*.

Perhaps you've already received requests about some of these items. They are definitely products you should take a closer look at stocking for your customers. ■



### Size replacement bolts right

Murray Tools' TriGage Combo Tool measures bolt diameter, thread pitch and bolt grade to ensure that when users are replacing bolts or studs, they select the correct size. It also helps to select the correct size split thread repair die when repairing exterior threads.

Enter 26 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

### Jack vehicles quickly and easily

PowerStation's NOS 3 Ton High Performance Aluminum Racing Jack features all-aluminum construction and weighs less than 60 lbs. Traditional steel jacks can weigh almost twice that. In addition to being light and easy to maneuver, this jack has nylon wheels that prevent marring of shop floors. The dual piston power unit gets the jack up to the load in record time. The padded side handles make the jack easy to carry and the padded lift handle prevents injury to the vehicle during lifting. With a high height of 19.5" and a low height of 3.75", this jack can work on everything from low clearance sports cars to full size trucks. PowerStation offers jack stands and service jacks in capacities from 1.5 tons to 3 tons.

Enter 27 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



### Fix cracked plastic parts

E-Z Red's Cordless Hot Stapler Plastic Repair Kit, No. HC001, allows the user to fix all different kinds of broken plastic components. This kit features an adjustable head for multiple angles, LED, LED charging and low battery indicator lights, an included 120V charger, three heat settings for different plastics and three different staple types. The finished repair is strong and flexible. This tool can be used to repair broken locator pins, door panel clips and tabs.

Enter 28 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



### Multi-functional ratchet fits in pocket

The Witte Ratchdrive multi-functional ratchet, distributed by Knipex Tools, features a powerful ratchet mechanism integrated into a compact bit box. Small enough to fit inside a technician's pocket, this bit holder with keyless chuck and six high-quality bits in various assortments offers the right tool for multiple applications. Users have easy access and removal of bits from the bit holder when sliding open the Ratchdrive. This tool fits in tight spots and allows users to customize the type of bits stored in the bit box for jobs necessary to the user. An assortment of bits are available including Phillips, slotted, square, torx and more.

Enter 29 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



### Seat tire beads without the noise

Ken-Tool's T131 Utility Tire Pneumatic Bead Expander, No. 31431, makes it easier for 10" to 22" diameter utility tires to seat on the rim. The tool weighs only 2 lbs and uses an internal heavy duty neoprene rubber tube featuring an internal over-pressure relief valve that protects the expander from accidental over inflation. It also features an external pressure, quick-release valve and is covered by a tough, abrasion-resistant nylon sock. It is resistant to oil, grease, solvents, acids and many other chemicals found in tire and tractor shops and is designed for air pressures up to 150 psi.

Enter 30 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)





## Retap hydraulic and A/C lines

**Lock Technology's LT991 Hollow End Line**

**Taps** help re-thread female fittings without line removal in order to make it easier to service A/C and hydraulic line fitting threads that become corroded over time and otherwise break when disconnected. The hollow-end tap slides over the flared end of the line easily, re-threading the female connector. This eight-piece kit covers all popular sizes: 14mm, 16mm, 18mm, 20mm, 22mm, 24mm, 27mm and 1 1/8". It can be used on brake, oil, transmission and heater lines. Enter 31 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

## Quick-adjusting universal pullers

The geometry of the cross-bar and sliding parts of the **Kukko 2-Arm Quick Adjusting Universal Pullers with Slender Arms**, from **Anglo American Tools**, has been optimized to ensure particularly easy movement of the extractor hooks along the cross-bar. It also ensures a rock-solid hold once positioned on the bolts. With quick-adjust technology, a manual adjustment knurl allows rapid loosening and adjusting of the extractor hooks without using a wrench. These pullers feature self-locking technology: By turning the locking screw, the hooks are centered and tensioned and therefore firmly grip the piece to be pulled off. This prevents the hooks moving or slipping off. Made in Germany. Enter 33 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## Polish-free headlight restoration kit

**AirSept's See Brighter Non-Abrasive Headlight Restoration Kit** removes cloudiness from polycarbonate lens covers and increases headlight projection. See Brighter works in five minutes, without labor-intensive sanding and polishing. The simple, two-step process is easy for entry-level technicians and detail shop personnel. Simply wipe the lens cover with the included pre-cleaner, then again with the patent-pending See Brighter Lens Restoration Solution. See Brighter also includes built-in UV protection to help the restoration last up to one year. Enter 34 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## Crimp and release Deutsch terminals

**S & G Tool Aid's Deutsch Terminals Service Kit, No. 18650**, comes as a complete six-piece kit to crimp and release the Deutsch terminals found throughout the industry on trucks, construction equipment, heavy duty vehicles and other vehicles and equipment subject to excessive vibration and that have environmentally sealed connections. This kit includes crimping tools for both open and closed barrel terminals. The tools have stainless steel shafts and knurled aluminum color coded handles for 14-16, 16-18 and 20-22 gauge wire applications. All of its pieces come in a durable, plastic molded storage case with a callout label having application information and instructions. Enter 32 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

## Flexible black rubberized liquid spray paint

**Alvin Products' Rubber In A Can** penetrates into cracks and holes to create a leakproof seal for repairing RVs, trucks, boats and more. This flexible black rubberized liquid spray paint can be sprayed anywhere a watertight, leakproof seal is required, stays flexible, and will not crack, chip or peel. Suitable for use on virtually any rigid surface, this flexible rubber coating flows into openings and is paintable. The product withstands temperatures from -20 degrees F to 300 degrees F and can be applied to wet and dry surfaces. Enter 35 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## Significant Others: Are You A 'Power Couple?'

Couples often make the strongest mobile tool distributors; what about you?

BY PHIL SASSO, CONTRIBUTING EDITOR



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

**Q** I'm considering starting my own business as a tool guy. How important is it to get my wife on board in the business?

**A** I believe behind most successful dealers are supportive spouses.

That doesn't mean your spouse needs to be involved in the day-to-day stuff. Some are, some aren't. But when you own a tool and equipment business, it's really a family business. Although there's a tremendous freedom, there are also issues that will affect your entire family. It's a decision best made together.

At the very least, your wife should be sold on the idea of being in business and all that means. She may even be willing to commit to managing some ongoing tasks.

As with any business, there are big time and financial commitments. Consider creating a list of pros and cons of becoming a dealer and be sure you can live with them. Without your spouse buying in on it, your dealership can become a tremendous source of contention. And it can be hard to focus on selling tools and equipment when your head is not in the game. Most dealers understand this and reach out to their wives.

One dealer told me his wife was so sold on him becoming a dealer that she completed and submitted the application packet before telling him. He had talked about "someday" becoming a dealer. She took the initiative for him. Today, he's a successful mobile distributor.

**Q** My girlfriend wants to get involved in my business. What should I do?

**A** If you're asking for relationship advice, you're out of my league. I'm not "Dear Amy!"

But if you want her involved and you're asking how to plug her in, I can speak to that. You don't want to create unnecessary tension. So, first decide upfront what you'll

**BE SURE YOU  
SERIOUSLY CONSIDER  
ALL THE ANGLES OF A  
NEW TRUCK OR WORKING  
TOGETHER BEFORE YOU  
DIVE IN HEADFIRST.**

do if either of you decides it's not working out. Then decide what she's comfortable doing. Once you've decided on the job, be sure you give her the freedom to do it. It can be easy to micromanage or criticize. I know. I work with my wife, Beth. If I've learned anything over 15 years of marriage, it's that I tend to be a micromanager.

Wives and girlfriends tend to gravitate to bookkeeping, ordering or stocking. But that's not for everyone. Some



*Rick and Krissi Hodges have worked as a team successfully for years as an independent distributor in Watkinsville, GA.*

spouses/girlfriends are also involved in more creative ways. For example, Cornwell dealer Arnie Lindahl, who serves the outskirts of Portland, OR, says his wife Nancy has regularly baked cookies for guys on his route since he launched nearly nine years ago.

The best way to partner up is to pair the personality and skills with the tasks.

**Q** There's a tool dealer retiring in my district. I showed my wife the February *Professional Distributor* story about the woman distributor, and told her she should take over the route. It could double our income. What do you think?

**A** I'm not sure if you're teasing her -- or me. Assuming you're serious, I can see you

CONTINUED PAGE 24

# PRODUCTIVITY UNLEASHED

...WITH THE  
**POWER**  
TO GET THE  
JOB DONE.

## IQ<sup>v20</sup> Series



CORDLESS 1/2"  
IMPACT TOOL



CORDLESS 3/8"  
IMPACT TOOL



CORDLESS  
DRILL



CORDLESS  
TASK LIGHT

## R3130 3/8" 20V RATCHET WRENCH

Whether you're looking for exceptional power, portability, access, or time-saving operation, the R3130 ratchet is the right tool for the job. Get the performance you need, with 54 ft-lbs of torque — the same kind of power you'd expect from an air tool. Get the same durability, too — the proven-engineered ratchet head is the one you'll find on our air-powered ratchet. But with the IQ<sup>v20</sup> battery, you'll get more portability, thanks to a patent-pending inline design for easier access to tight spots and 20 volts of hardworking power to keep going job after job. Learn more at [ingersollrandproducts.com/R3130](http://ingersollrandproducts.com/R3130).

**DO THE JOB. DO IT FAST. DO IT EVERY TIME.**



## SALES Q & A

presenting my column to your wife, encouraging her to get her own route and then getting a nasty letter from her blaming me for a job she hates and a huge financial obligation. So I'll steer clear of that.

Let me start with the obvious: the tool business isn't for everyone. You need a certain personality and skill set to succeed. Your wife might love it and be great at it. Or she may not. You can't force her to become something she isn't. So even if she's willing to try it, it's best to test it out first.

Tony Orts, a Mac Tools dealer in suburban Chicago, once asked his wife, Debi, to take over his route on Fridays so he could have a "play day." She did well, but after a while, Debi grew tired of working while he was off having a good time. So she "quit."

"It was a good run while it lasted," laughs Orts. His wife isn't involved in the day-to-day business any longer, but she will help out occasionally as needed.

So ask your wife to try your route for a few days. Show her the ropes, then send her out on her own. If she thinks she would do well, give a second truck some serious consideration. If she's uncomfortable, at least she'll be able to take over your route for a day or two if you get stuck with jury duty or need a sick day (or play day).

And don't count on a second truck doubling your income. There might be some economies of scale, but it can also be a huge drain on your energy and finances. If she has her own truck, she won't be able to pitch in and help you as often. Maybe you can cover more ground and increase your profits by working the



Shannon Sledge fills in on the truck for her husband, Matt, an independent in Murfreesboro, TN

same truck together. Working together isn't for every couple. Seriously consider all the angles of a new truck or working together before you dive in headfirst. ■

### THEXTON SPRING TROUBLE TAMERS



Part No. 108

#### DEF-CHEK DIESEL EXHAUST FLUID TESTER

Tests urea concentration in Diesel Exhaust Fluid. Floating discs show whether DEF concentration is too rich, too diluted or the proper 32.5% mix.



Part No. 495

#### TERMINAL RELEASE TOOL KIT

Aids in removing faulty terminals without damaging connectors. Tools have special tips to depress locking tab in various connectors.

See our How-To Tool Videos at [thextontoolsYouTube.com](http://thextontoolsYouTube.com)

## THEXTON

6539 Cecilia Circle Edina, MN 55439  
800-328-6277 [www.thexton.com](http://www.thexton.com)

Enter 37 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

THE POWER OF TECHNOLOGY TAMED

# INVISIBLE HEAT®

Heats nuts **RED HOT** in seconds...  
WITHOUT a flame!

## MINI-DUCTOR® II FLAMELESS HEAT SYSTEM

Great Conversion Rate!  
Product demo  
converts 50% of prospects  
into customers!

Kit includes 3 basic work coils,  
case, and manual  
120v/10amp, one-year warranty  
Patents 6670590, 6563096 others pending

**877-934-9238**  
[www.theInductor.com/jobber](http://www.theInductor.com/jobber)

Enter 38 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

# Are you spending hundreds of dollars every year on expensive fluorescent bulbs and ballast for your truck?

*Then why not go from this...*



*...to this?*



## Why would you want to change from fluorescent to LED?

- Long life, no maintenance, no ballast required
- Saves money by using less energy
- Better quality of light, better color temperature, improved color rendering
- Environmentally friendly, no mercury or harmful gases
- No flicker, noise or RF interference
- Can be dimmed with a dimmer switch installed

### Two 36 LED Light Bars Per Set (NL 102436)

- Easy mounting
- Aluminum housing
- Pigtail mounting for connecting multiple units
- Uses 1/10th the power of conventional bulbs
- Low amp draw for longer battery life
- 12 volt
- Length: 24 inches
- Color: White



Exclusively Distributed by:

AURORA, CO    BROOKLYN HTS, OH    CHARLOTTE, NC    DES MOINES, IA  
GRAND PRAIRIE, TX    LARGO, FL    MEMPHIS, TN    TUKWILA, WA    WOBURN, MA

**1-800-777-5910**

**www.acetoolco.com**

Enter 39 at "e-inquiry" on VehicleServicePros.com

## The power of cordless and pneumatic tools

Advancements in technology have made power tools much more powerful, with longer battery life and quicker recharging. But air tools also play an important role in being a reliable option for many techs. There's a time and place for pneumatic and cordless tools, depending on the job your customer's trying to complete. Throughout the next few pages, find products suitable for both.



### For high-torque applications

**Mac Tools 3/4" drive impact wrench**, No. AWP075, provides muscle, durability and efficiency needed in high-torque applications. The 8.4-lb impact wrench offers the highest power-to-weight ratio in the marketplace thanks to its low weight and 1,560 ft/lbs of breakaway torque, according to the manufacturer. This tool features titanium components in the clutch housing, reverse lever and exhaust deflector, as well as an innovative motor construction that requires fewer parts. A side-fed air motor provides an unobstructed path for airflow, which results in more power during application. A feathered throttle offers maximum operator control over the power output.

Enter 40 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

*"I like it when an air tool feels solid."*



### Reduce strain, with more torque

**Chicago Pneumatic's CP7769 series 3/4" impact wrench** can be used for heavy vehicle mechanical repair and Maintenance Repair Operations (MRO). The CP7769 and the CP7769-6, with 6" extension shank, each provide 1,440 ft/lbs (1950 Nm) of maximum torque. The tool's balance and interaction between motor and clutch mechanism helps it consume less air (7.75 cfm) than many lower power 3/4" wrenches. It has a convenient, S2S single-hand forward/reverse switch for more efficient operation and a fiber-reinforced composite body and magnesium clutch housing to help the tool to be durable yet light weight.

Enter 41 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

*"If you run into some super tight crank pulley bolts that a 1/2" impact wrench can't loosen, you might want to step up to a 3/4" gun for those cars."*

### Tighten bolts

**SP Air offers the 3/8" Composite Mini Impact Wrench**, No. SP-7146S. The tool features a lightweight design with excellent power. It provides a maximum torque of 200 ft/lbs with a twin-hammer clutch and has an easy-access forward and reverse button. Its compact size allows it to efficiently reach tight, space-restricted areas. This tool has an overall length of 5-1/4" with a weight of 2.14 lbs.

Enter 42 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



### With twin hammer clutch

The **Sunex HD 1/2" Super Duty Impact Wrench**, No. SX4348, has all of the durability, features and power that technicians have come to expect. From the powerful seven-vane motor to the composite blades, the user has access to a breakaway torque of 1,300 ft/lbs. With an Easy Touch variable speed trigger, the user can harness this power to complete any job quickly and efficiently. The No. SX4348 also includes a twin-hammer clutch, and comes with a 35-day, no-hassle warranty and a two-year, limited warranty.

Enter 43 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## Heavy duty composite impact wrench

The MTN7245 3/4" Composite Impact Wrench from Toolweb offers a maximum torque of 1,150 ft/lbs in forward and 1,200 ft/lbs in reverse. Constructed of a lightweight, composite body and weighing only 7.65 lbs, this tool features a long-lasting twin-hammer design and double-blow clutch. It comes with a 30-day replacement/one-year repair warranty. This tool features through-handle exhaust and high power with three forward positions and one reverse position.

Enter 44 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## Remove tough lugnuts

NAPA's 1/2" drive air impact wrench, No. 6-1123, includes a twin hammer clutch mechanism and a reverse-bias motor design that maximizes torque at a minimum weight. The tool comes capable of up to 1,200 ft/lbs of break-away torque and working torque up to 480 ft/lbs. This tool features a variable speed trigger for easy speed control, a handle that directs exhaust away from the user, a one-hand forward and reverse switch, narrow nose cone design for entry into tight spaces, special grip that reduces vibration and fatigue, and an optional expanded anvil.

Enter 45 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



*"I break out the 3/4" impact not just on big trucks, but on harmonic balancer bolts. Better than pulling out a breaker bar."*

# LANG TOOLS

Professional Tools For 4 Generations

## COMPREHENSIVE LINE OF RETAINING RING PLIERS

[WWW.LANGTOOLS.COM](http://WWW.LANGTOOLS.COM)

### SNAP RING PLIERS WITH TIP KIT



Internal: Inch 3/8"-2"  
Metric 10mm-51mm

- One tool handles different size rings by changing tips
- Spring return and cushioned grips



External: Inch 1/4"-2"  
Metric 7mm-51mm

### QUICK SWITCH PLIERS WITH TIP KIT

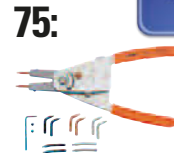


Internal: Inch 1/4"-1" Metric 7mm-26mm  
External: Inch 1/8"-1" Metric 3mm-26mm

- Converts between internal and external with a quick flip of a switch
- Double-dipped custom grip for comfort and durability



Internal: Inch 3/8"-2" Metric 10mm-51mm  
External: Inch 1/4"-2" Metric 7mm-51mm



Internal: Inch 1-13/16"-4" Metric 46mm-102mm  
External: Inch 1-1/2"-4" Metric 32mm-102mm



### HEAVY DUTY SNAP RING PLIERS



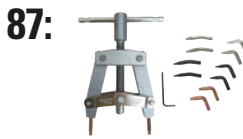
Internal: Inch 3-1/16"-6-1/4"  
Metric 76mm-159mm

- Spring ratchet locking mechanism securely holds against snap ring tension
- Includes .120" straight tips, additional tips available in 45° & 90°



External: Inch 3-1/2"-6-1/2"  
Metric 89mm-165mm

### HEAVY DUTY PLIERS WITH TIP KIT



Internal: Inch 3-1/2"-7" Metric 90mm-175mm  
External: Inch 3-1/2"-7" Metric 90mm-175mm

- Provides safe and stable service of extra large retaining rings
- Compound screw lever for easy ring installation and removal

### 12-PIECE COMBINATION INTERNAL/EXTERNAL SNAP RING PLIERS SET



Internal: Inch 1/4"-3-1/4" Metric 7mm-83mm  
External: Inch 3/8"-3" Metric 10mm-76mm

- Pliers are convertible for use on internal and external snap rings with cushioned grip handles
- Pliers have a knurled center screw with spring for easy changing and secure hold

DESIGNED, ENGINEERED & MADE IN U.S.A.

Enter 46 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

## DRIVING SALES

*“A good impact treats you right for years and when it needs a repair, it will still give you the performance you need in the shop.”*



### Cordless reciprocating saw

Makita offers the **12V MAX Lithium-Ion Cordless Recipro Saw**, No. RJ01W, featuring a variable speed motor with a 1/2" length stroke for faster cutting. The saw performed faster than the leading competitor when

cutting 1-1/2" PVC pipe and 1" EMT, according to the manufacturer. The "tool-less" blade change system allows for faster blade installation and removal for increased productivity. The dual-position, on/off switch allows for either paddle switch or trigger switch operation for increased versatility. The compact size (14" long, 2.6 lbs) is engineered for convenient, one-handed operation. The No. RJ01W is also available with a 12V MAX Lithium-Ion 3/8" Driver-Drill in a 2-pc combo kit, No. LCT212W.

Enter 47 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

### Compact, lightweight impact wrench kit

The **Dewalt 20V MAX Lithium Ion Compact 1/2" Impact Wrench Kit** (No. DCF880L2) delivers 150 ft/lbs of maximum torque, 0-2,300 rpm and 0-2,700 impacts per minute (IPM). The DCF880L2 includes a 1/2" detent pin anvil for users who require maximum socket retention. The wrench features a three-LED ring surrounding the anvil, with a 20-second delay to provide visibility without shadows in dark work areas. The wrench also includes Dewalt's fuel gauge battery pack indicator lights that will allow the user to check the level of charge left in the battery and a textured, anti-slip comfort grip on the handle to provide extra comfort and control for the user. Maximum initial battery voltage (measured without a workload) is 20V. Nominal voltage is 18V.

Enter 48 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## VERSATILITY is redefined...

- Exceptional distortion-free optics.
- Removable temples and adaptable goggle strap converts G100 from eyewear to a goggle.
- Unique design allows exchange of lenses in seconds.
- Vented foam and FogStopper® coating to prevent fogging.
- Choice of lens: Clear, Gray and Indoor-Outdoor.
- Meets ANSI, CSA, CE and MIL specs.



### Guard-Dogs® G100™ The newest member of the pack.

More info: [www.enconsafety.com/guard-dogs-g100](http://www.enconsafety.com/guard-dogs-g100)

1 (800) 283-6266

**Encon®**  
SAFETY PRODUCTS



Enter 49 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



### Work quicker in tight spots

The **R3130 and R3150 20V Cordless Ratchets** from **Ingersoll Rand**, a 3/8" and 1/2" respectively, provide the power, portability and access users need for tight access jobs. Delivering 54 ft/lbs of torque, the ratchets have the same durable heads as Ingersoll Rand air-powered ratchets, which can stand up to tough bolts. The patent-pending metal and composite housing and all-metal gear train help the tool survive repeated drops on garage or plant floors. The compact, 20V lithium-ion battery gives technicians freedom from air lines and the versatility to use this tool anywhere.

Enter 50 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

*Cordless tools built now are twice as good as the ones available five years ago.*



### Air file set

**Genius Tools** now offers a **6-pc Air File Set**, No. AF-3406. This set includes an air file wrench with a free speed of 3,400 rpm and 90 psi air pressure. This set also comes with five files: flat, round, half-round, square and triangle.

Enter 51 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

## DRIVING SALES



### Remove fasteners with ease

**Matco's 3/8" Composite Air Ratchet**, No. MT2854, can deliver up to 100 ft/lbs of reverse torque to remove the toughest fasteners. This tool includes a variable-speed, feather trigger so users have power and precision that's key when working in close quarters. Maintenance can be done akin to other elite air ratchets. The tool can be greased via a fitting in the yoke.

Enter 53 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## Hose Clamp Pliers

### CLIC® Hose Clamp Pliers



#28665

### CV Boot Clamp Pliers



#28667

**NEW**

For mounting and removing Cailau Clic (55, 66, 86) Clic R (R66, R86, R96) and Clic E clamps.

Spring mechanism to open pliers systematically after tightening the Clic clamp.

Used to mount ear-style CV boot clamps and Oetiker type clamps. Specifically designed to completely close ear-style boot clamps by compressing each side of the clamp's ear using the forged anvil at the center of the pliers's jaws. The anvil permits a perfect closing of each ear-clamp.

### Easy Access



#28657

### Ratcheting



#28650

### Rigiflex®



#28630

MAYHEW STEEL PRODUCTS, INC., 199 Industrial Blvd., Turners Falls, MA 01376 U.S.A.

800 872-0037 • 413 863-4860 • Fax: 413 863-8464 [www.mayhew.com](http://www.mayhew.com)

*call us or ask your representative for details!*

Enter 52 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

*“A pneumatic drill tends to break a lot of bits; you have to go electric.”*



### Drill holes without the hose

**ACDelco's 12V lithium-ion 3/8" drill**, No. ARD1296, boasts a class-leading 300 in./lbs of maximum torque, according to the company. It features a four-pole torque motor, 20 torque settings plus drill mode, a two-speed gearbox, variable speed with reverse and a built-in LED to illuminate the work area. This tool weighs only 2.73 lbs and comes encased in a rubber boot to prevent exterior damage.

Enter 55 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



### Accurate and precise cuts

The **Astro Pneumatic Tool Co. In-Line Cut-Off tool**, No. 209, provides a "line of sight" view of the surface while making the metal cut. This unique design provides increased control since the professional can view the surface of the material to be cut. No more guessing as to the precise cutting line. This provides for better accuracy and precision of the cut. The unique combination of in-line cutting and ergonomic handle provides for the best performance in the cut-off air tool category, according to the company. For safety features, this tool includes a positive control and lock-out throttle protection as well as an adjustable steel spark guard.

Enter 54 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

### Low-profile cordless ratchet

The **Milwaukee Electric Tool Corp. M12 Cordless 1/4" Lithium-Ion Ratchet**, No. 2456-21, is only 10-3/4" long and weighs 1.9 lbs. The compact, 3/4" low-profile head design allows users to work in the tightest of spaces or engine bays. The M12 Cordless 1/4" Ratchet utilizes a powerful 12V motor to produce up to 30 ft./lbs of torque and 250 rpm. The variable speed metal trigger and reinforced steel housing provide maximum control and durability with any application. The tool includes an LED and on-board fuel gauge. The recharge time is 30 minutes.

Enter 59 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



*“Cordless tools are needed where air hoses make it tough to get into a tight spot.”*



### Snap ring tool kit

The **Just Clips Snap Ring Tool Kit**, No. JCP135, features an all-inclusive Snap Ring Pliers with replaceable tips and deburring pads, a 3/8" and 1/2" Clipad, an O-ring removal hook and replacement snap rings and O-rings for 3/8" and 1/2" tools. It comes with a built-in business card holder. This kit helps extend the life of impact wrenches with proper maintenance. It is designed and patented to work with all major brands of pneumatic and cordless impact wrenches. It is a conveniently-packaged, all-in-one tool kit, made in the U.S.A.

Enter 56 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

### Vibration damped air saw

The **Florida Pneumatic FP-712-V vibration damped air saw** has a short overall 6" length and all-metal construction for added reliability. The tool accepts either power tool saw blades or standard blades. At 9,500 blows per minute, the FP-712-V provides fast, smooth, low-vibration operation, allowing more control on the job.

Enter 58 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



### High-torque impact wrench

**AIRCAT offers the 1150 Killer Torque 1/2" Impact Wrench** with 1,295 ft./lbs of loosening torque, 1,400 blows per

minute and a torque range of 200-950 ft./lbs. Weighing 4.5 lbs, this tool features lightweight, all-black composite body with a patented ergonomic AIRCAT handle. AIRCAT's patented, tuned exhaust system gives this tool an extremely low decibel level of 86 dB, with no loss of power. The 1150 is assembled in the U.S.A. with a two-year parts and labor warranty.

Enter 57 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## Pneumatic impact wrenches

Myers Tire Supply's MTS 1/2" and 1" MTS pneumatic impact wrenches have a heavy duty design and come with a one-year warranty. The 1/2" features a torque range of 25 to 400 ft/lbs, five power settings and a comfortable rubberized grip. The 1" impact wrench features a torque range of 400 to 1,650 ft/lbs, a pinless clutch design for improved durability and three power settings. The tools work at a decibel level 10 percent less than the competition, according to the manufacturer.

Enter 60 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## Access hard-to-reach fasteners

Frequently techs experience great difficulty removing frozen studs and bolts during strut, wheel hub, front end, exhaust, spring and suspension repair. The **Lock Technology LT1800 4-pc Offset Impact Driver Set** are forged with a 15-degree angle at the drive head end. The angle can be increased up to another 30 degrees due to a machined recessed well at the head of the tool. Four machined, anti-turning slots at the base of the driver prevent the offset driver from turning during use in the impact chisel. Three sizes of well head are available: 0.410", 0.530" and 0.725", to reach the most inaccessible of fasteners. Also included is a 0.990" straight-shaft, non-turning air hammer.

Enter 63 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

*When using air tools, torque sticks are necessary when tightening lug nuts to prevent breaking studs and warping rotors.*

Introducing the

## TRACERLINE®

### Hybrid Vehicle A/C Dye Injection Kit

Locating leaks in hybrid A/C systems requires special service considerations.

That's why we developed the **TP-3812 Hybrid Vehicle A/C Dye Injection Kit!**

With its specially formulated fluorescent dye and super-convenient injection method, it's the fastest and safest way of pinpointing refrigerant leaks in any hybrid vehicle!

#### Features:

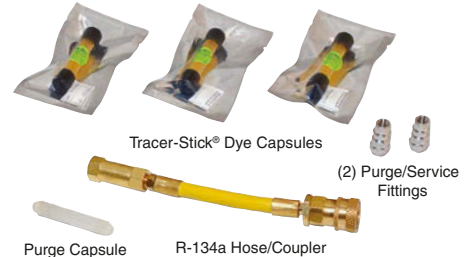
- Tracer-Stick® co-solvent free, POE dye capsules with a unique additive package specially formulated for hybrid A/C systems!
- R-134a low-side connect set allows fluorescent dye and refrigerant to be added into the system simultaneously, in one simple step!
- Works with both UV and blue light inspection lamps!

**TP TRACER PRODUCTS**  
A Division of Spectronics Corporation  
Westbury, New York USA  
ISO 9001:2008 CERTIFIED COMPANY

Enter 61 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## You Can Find Hybrid A/C Leaks!



The **TP-3812 Hybrid Vehicle A/C Dye Injection Kit** comes complete with three Tracer-Stick® dye capsules individually wrapped in a moisture-resistant foil pouch with a desiccant bag, R-134a hose/coupler, two purge/service fittings and one purge capsule.

To learn more, call **516-333-1254** or visit [www.tracerline.com](http://www.tracerline.com)

*We Take Leaks Seriously!*



## SP AIR CORPORATION

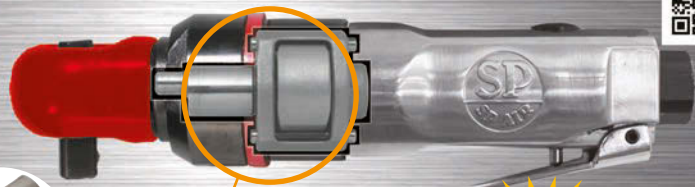
1/4" & 3/8" SUPER FAST MINI IMPACT RATCHET

SP-1764 (1/4")

SP-1765 (3/8")



For a SP-1765 Demo Video visit: [youtube.com/spairtools](http://youtube.com/spairtools) or Scan the QR Code



Single Dog Clutch

IMPACT MECHANISM PATENTED

500rpm/55ft-lbs.

MADE IN JAPAN

#### Model: SP-1764(1/4") / SP-1765(3/8") SPECIFICATION

Sq. Drive	Bolt Capacity	Maximum Torque Range	Free Speed
3/8" (9.5 mm)	3/8" (10 mm)	55 ft-lbs. (74 Nm)	500 rpm
1/4" (6.35 mm)	5/16" (8 mm)	50 ft-lbs. (68 Nm)	
Overall Length	Net Weight	Vibration Level	Sound Level
6-7/8" (175 mm)	1.4 lbs. (0.63 kg)	2.9 m/s <sup>2</sup> 2.4 m/s <sup>2</sup>	84.4 dB 83.6 dB

SP Tools, Inc.

Toll Free 855-438-5313  
Phone : 614-529-6600

sales@sptoolsinc.com  
<http://www.sptoolsinc.com/>

Enter 62 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

## DRIVING SALES

### Reach max torque in less than five seconds

**King Tony America's M7 1/2" drive impact wrench, No.**

**NC-4236Q**, has 1,000 ft/lbs of torque while operating at only 83 dB. This tool reaches a powerful max torque in less than five seconds. The NC-426Q has a light weight (5.7 lbs) and compact (6-45/64" overall length) construction, with a pistol grip style design. It comes with a two-year warranty.

Enter 64 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



### Heavy duty impact socket set

Cornwell Tools offers the 3/4"-drive 8-pc 6-point **bluePOWER Deep Impact Socket Set, No. CBPI58LST**. These tools offer a Torque Dispersing System (TDS) that spreads stress evenly and reduces fastener rounding. Constructed of high-alloy steel (Chromium Molybdenum, SCM440) for strength and durability, these tools have high-visibility laser etching for easy-to-read size. Other features include a deep length that provides bolt clearance, a countersink on the drive end for easier drive tool attachment, and chamfered hex ends for easier fastener engagement.

Enter 65 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



### Intuitive safety switch

**Craftsman's 19.2 V C3 grinder** comes with an interchangeable 19.2V DieHard battery and boasts a variable speed motor capable of 65,000 rpm and a 4 1/12" grinding wheel. Intended for use on rust, steel, tile and mortar, this tool includes a conveniently located and intuitive safety switch that helps prevent accidental start-ups, while a tool-free guard allows the user quick adjustment for different applications.

Wrenches can be stored in handle, and the same handle can be adjusted to three different positions to allow for comfort and control of the grinder.

Enter 66 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## MOBILE HYDRAULIC PRESS TOOL

*"A revolutionary on the car approach to R&R suspension bushings, wheel bearings and ball joints"*

**11000 & 11000A**

**NEW "C" CLAMP OPTION AVAILABLE FOR BALL JOINT REMOVAL AND HARD TO GET BUSHINGS (11090)**

**NEW**



**11070** Optional large cup and receiver kit



**11010** 44 piece cup and receiver Set Included



**11080** Optional Puller Rod Set needed for wheel bearings



**You Tube**



*The leader in profit producing tools*



**WE PAY FOR TOOL IDEAS**  
CONTACT [www.sptool.com](http://www.sptool.com)  
OR CALL 714 693-7666

Enter 67 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

## Every Toolbox Needs...

### WALTON™ Tap Extractors & Tap Extensions

• Professionals in a wide variety of industries have depended on high-quality Walton tools since 1908.

• **Tap Extractors** will remove broken taps simply and safely, without drilling, lasers, damaged threads, scrapped parts or repair inserts. Available in every tap size, both inch and metric.

• **Tap Extensions** will extend the reach of regular-length taps and allow tapping in deep holes and awkward locations. Square and round sockets conform to leading tap sizes, and these tools are suitable for both machine- and hand-tapping.

Available as sets or individual pieces



*Tapping into good ideas for over 100 years*

**MADE IN THE U. S. A. SINCE 1908**



600 New Park Avenue, West Hartford, CT 06110  
Tel: (860) 523-5231 • Fax: (860) 236-9968

email: [sales@waltontools.com](mailto:sales@waltontools.com) • [www.waltontools.com](http://www.waltontools.com)

Enter 68 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

# SP Air Super Fast Mini Impact Ratchets

The patented, reaction-free impact mechanism helps minimize damage to the user's wrists and knuckles.

**T**he SP Air Corp. SP-1764 1/4" and SP-1765 3/8" Super Fast Mini Impact Ratchets provides a maximum speed of 500 rpm and a maximum torque of 55 ft/lbs. These ratchets perform three times faster than a standard ratchet and have double the maximum torque, according to the company.

The patented, reaction-free impact mechanism helps minimize damage to the user's wrist and knuckles, allowing technicians to work faster, safer and more efficiently in tight, space-restricted areas.

### Suggested retail price

\$199

### For more information

(855) 438-5313

(614) 529-6600

sales@sptoolsinc.com

Enter 69 at "e-inquiry" on [vehicleservicepros.com](http://vehicleservicepros.com)



The SP-1765 with hammer.

**VEHICLESERVICEPROS**



To watch a video demonstration of this product, visit [VehicleServicePros.com/10757692](http://VehicleServicePros.com/10757692)

### Selling points

- Maximum speed: 500 rpm.
- Maximum torque is 55 ft/lbs.
- Patented reaction-free impact mechanism.
- Compact size: 6-7/8"

### Specs

SP Air Corp. products are made in Japan.

- Maximum torque: 55 ft/lbs.
- Free speed: 500 rpm.
- Overall length: 6-7/8"
- Net weight: 1-3/8 lbs.
- Vibration level: 2.9m/s<sup>2</sup>.
- Sound Level: 84.4 dB.
- Patented, reaction-free impact mechanism.

### Demonstration tips

Explain to customers that this is not a standard ratchet, but an impact ratchet. This tool has a patented impact mechanism to provide users high speed and power.

The SP Air ratchets feature a single-dog clutch.



# Faster. Safer. Leak-free. PrevoSt Couplers.



With a simple push of a button, PrevoSt PS1 Couplers vent pressure then safely release the plug - eliminating the risk of personal injury or vehicle damage from hose-whip.

PrevoSt's leak free connections are also big energy savers.



1-800-845-7220

[prevoStusa.com](http://prevoStusa.com)

PrevoSt Corp. | P.O. Box 17708 | 1200 Woodruff Rd. Unit A2 Greenville, SC 29606

Enter 70 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

# Extreme Tools 70" Pit Box

Heavy duty wheels and disc brakes allow the toolbox to be moved easily over long distances.

**T**he Extreme Tools 70" Pit Box, No. TXPIT7009, has seven drawers and two side compartments. This tool cart allows the user to take it just about anywhere he needs his tools to go. With seven big drawers and two large side compartments, the technician can hit the road with everything he needs. The heavy duty wheels and disc brakes make traveling with tools easy.

### Selling points

Designed to offer a viable solution for transporting a large quantity of tools, the box can easily be taken anywhere the technician wants his tools.

- Weighs 543 lbs and offers 37,503 cu of storage.
- Includes seven large drawers and two large side compartments, so it can hold a lot more tools than a simple cart.
- Drawers can hold 100 to 200 lbs of tools each.
- Easy mobility with heavy duty wheels and disc brakes.
- Sturdy 14-gauge steel construction.
- Built-in, stainless steel top provides stain-resistant, tough surface for work.
- The extra-deep, high gloss, AKZO powdercoat finish resists scratches, scuffs and chemical stains.

### Features and benefits

This highly mobile, heavy duty tool box allows the user to take his tools of varying sizes anywhere. It has seven ball-bearing drawers, one extra deep and two large storage compartments with peg board and one shelf each. The wheels are in fact heavy duty pneumatic tires that make moving the box on several different surfaces smooth and easy.

Because the toolbox is built for traveling, it includes raise and release drawer handles that lock each drawer in place so they do not open when the box is moved. Tubular coded

## Rotabroach® Master Kits

**Cut More Holes, in More Sizes...**

... with tools that last **10X** Longer & cut **3X** Faster than twist drills or hole saws.

New kits include **16 sizes** of Rotabroach Cutters, arbor, extra pilots & center punch.

Available in fractional and metric sizes.

From fabrication to restoration, nothing compares to the quality and speed of a Rotabroach Cutter.

Don't be left searching for the one size you don't have, complete your tool box with a Master Kit from Blair.

**"Holemaking & Auto Body Solutions for the Professional"™**



**Blair Equipment Co.**  
www.blaierequipment.com  
800-426-7818



**Attn: PDR** Now you can quickly pull glue tabs with the **STECK StudLever™**

- **FAST!!!**
- **ACCURATE**
- **EASY!!**

Part #20013



**Tab-It™**  
Glue Tab Kit for Steck StudLever



Tab-It with StudLever shown pulling glue tab

ANOTHER GREAT TOOL BY...



See your local tool distributor or visit [www.steckmfg.com](http://www.steckmfg.com)

Enter 73 at "e-inquiry" on [vehicleservicepros.com](http://vehicleservicepros.com)



*Mobile tool storage allows users to bring tools where needed.*

locks with keys keep the tools safe while the technician is away. Another benefit is that the tools stay in place thanks to skid-proof, quiet ride foam drawer liners. The box can easily be stopped thanks to its T-shaped handle, complete with disc brake controls for easy maneuvering.

### Application

The technology offered by Extreme Tools in this 70" Pit Box allows the user to take advantage of situations where the mobility of a tool cart is need-

ed, but the amount of tools needed for a job is more substantial. Technicians that travel or work out of several locations would also appreciate the enhanced mobility of the toolbox and its ability to keep drawers secure during moves.

### Origin

The Extreme Tools 70" Pit Box was designed to offer a viable solution for transporting a large quantity of tools without the use of a vehicle. Even though pit boxes were originally designed for a racing pit crew, this Pit Box can be used wherever tools are

needed: in a garage, at a race track or in a repair shop.

### Specs

- Overall dimensions: 70" wide by 24" deep by 48" high
- Toolbox dimensions: 64" wide by 24" deep by 43.5" high

### Storage and display

To protect it during shipping, it uses a custom-built, wooden crate to surround the pit box.

### Suggested retail price

\$3,849

### For more information

[sales@extremetools.net](mailto:sales@extremetools.net) ■

**Enter 71 at "e-inquiry" on [vehicleservicepros.com](http://vehicleservicepros.com)**

**Quality. Value. Summit.**

6691 Colorado Blvd. Commerce City, CO 80022  
**888-375-3446** • [www.summitbodyworks.com](http://www.summitbodyworks.com)

*Mention this ad and get a FREE beverage cooler installed in your new truck. Call for details.*

**Enter 74 at "e-inquiry" on [vehicleservicepros.com](http://vehicleservicepros.com)**

Specializing in the worlds highest quality Sockets, Ratchets, and Automotive aftermarket tools for over 65 years.

**OVER 8,000 STANDARD ITEMS!**

**www.kokenusa.com**  
**(978) 455-0672**  
 10 Kidder Road Unit 4 Chelmsford, MA 01824

**Enter 75 at "e-inquiry" on [vehicleservicepros.com](http://vehicleservicepros.com)**



# SNEAK PEEK

**W**elcome to Sneak Peek! This product section features exclusive, recently introduced automotive tool and equipment products. In Sneak Peek, we'll show you new tools even before automotive technicians get to read about them in *Professional Tool & Equipment News* magazine. Sneak Peek products will help you stock your truck with the latest and greatest tools on the market.



## DIAGNOSE WITH CHRYSLER FACTORY SOFTWARE

**Controller Technologies' DRB III Emulator** software application runs on a PC and interfaces via USB to the DRB III+ Pass-Thru hardware device, enabling all the original functions a DRB III has for correct diagnosis and repair. The tool contains the exact DRB III scan tool software that dealerships use to diagnose and repair Chrysler, Dodge and Jeep vehicles from 1998 to 2007. With the addition of a J2534 Pass-Thru interface, this setup also serves as a flash programming and generic scan tool device, making this one of the most versatile tools on the market, according to the company. Enter 76 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## WORK ON FIFTH WHEELS

**Tiger Tool's Jost 5th Wheel Bracket Pin Puller**, No. 10705, features a 20-ton hydraulic cylinder that generates over 40,000 lbs of pulling power to provide fast, safe and effective removal of even the most seized fifth wheel bracket pins. The machined components come with a black oxide coating to resist corrosion. The tool can be used with a Puller Add-On Kit (No. 15060) and a Pin and Bushing Service Kit (No. 15000) to allow for maximum flexibility. Enter 78 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## SERVICE SEALED TRANSMISSIONS

**Mityvac's ATF Refill System**, No. MV6412, features a 2.5-gal (10L) reservoir, which provides increased capacity, reducing the time a technician must spend refilling the reservoir on larger jobs. The system combines the fluid reservoir and lid with an integrated pressure pump and 10 ATF refill adapters to fill or top-off sealed automatic transmissions. It also includes a narrow, 12" wand for dispensing fluids in tight areas, a convenient hanging hook, a safety relief valve to prevent over-pressurization and a tilt valve for manually relieving pressure in the reservoir. Enter 79 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## EXTEND CAPABILITIES OF A DIGITAL MULTIMETER

**The Lisle 69300 Master Relay and Fused Circuit Test Kit** makes testing circuits with a relay or fuse quick and easy. This kit includes eight fixed relay test jumpers that work like back probes. The tool's spaded terminal wires work with other relays such as those used in European vehicles. Terminal leads connect to fused circuits using Female-Pal, JK, LJK, Male-L-mini, Mini, ATO and Maxi fuses. This kit also includes two open-ended terminal wires, an inline switch with stacking banana plugs, two 3.5' extension wires and an extension wire with a large alligator clamp that can be used to apply external power from a battery. All of its wires use standard banana plugs. Enter 77 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## TEST FUEL PUMPS QUICKLY

**Innovative Products of America's Master Relay Bypass Set**, No. 9038, plugs in place of a vehicle's fuel pump (or any other) relay providing direct control over the fuel pump circuit. When testing fuel injection systems, the Relay Bypass allows actuation of the fuel pump when the engine is not running. The six-piece set combines the No. 9036 (Relay Bypass Set) and No. 9037 (Relay Bypass Set II) into one convenient master kit, providing coverage of the most popular relay styles. This kit covers most domestic, Japanese, Korean and German applications. Enter 80 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## SNEAK PEEK



### DIAGNOSE MORE VEHICLES

AutoEnginuity's ProLine VCI and ScanTool 11.1, for Windows PCs, supports new electrical improvements such as the improved protection for ISO pins to prevent errant vehicle power from overheating the connector. Electronics required for the new Fiat, Ferrari and Maserati enhancements also come with it. Finally, more electrical switches were added to allow for more K-line isolation from other protocols, making switching protocols more reliable on mixed-bus vehicles. The ProLine VCI update includes an integrated security dongle freeing up a USB port for other devices and making the connection easier to perform with one less device to connect. Enter 81 at "e-inquiry" on VehicleServicePros.com



### WELD BODY PANELS

The Dent Fix Micro Welding Clamps, No. DF-MC201, offer a fast and effective method of fastening materials for a pinch/spot weld. Especially effective for positioning body panels, these clamps generate huge clamping force for the tool's size. All four of the clamps are adjustable from 0mm to 7mm and can be applied to small spaces like door columns, trunk edges, window edges and hatchbacks.

Enter 82 at "e-inquiry" on VehicleServicePros.com



### DRILL HOLES MORE EASILY

The Blair step drills benefit from being made of premium cobalt M42 high-speed steel with a TiN (Titanium Nitride) coating which improves tool life. The step drills also feature an angled double flute which increases penetration rates and reduces the force needed when drilling. Starting the hole is made easy, thanks to the drill's split point. These step drills are available in the following sizes: No. 35400 for size 1/8" to 1/2" for 1/8" materials, No. 35401 for size 3/16" to 1/2" for 3/8" materials and No. 35402 for size 3/16" to 7/8" for 1/8" materials.

Enter 83 at "e-inquiry" on VehicleServicePros.com

## CLASSIFIED ADVERTISING

**Use All the Tools of the Trade!**

Professional Distributor offers a wide variety of classified opportunities just waiting for you!

Contact Michael Braun for more information:  
Toll Free: 1-800-547-7377, ext. 1396  
E-Mail: Michael.Braun@cygnus.com

### CLASSIFIED SALES MANAGER

Mike Braun

800-547-7377 x1396

Fax: 866-717-0902

michael.braun@cygnus.com

LOOKING FOR SOMETHING?

Classified advertising can point you in the right direction!

Contact Michael Braun for information:  
800-547-7377 ext. 1396  
Michael.Braun@cygnus.com

- Assembly
- Industrial
- Heavy Duty
- Automotive

**Why Sell K&E Tools?**

- ✓ Less Competition
- ✓ Innovative & Exclusive Products
- ✓ Professional Quality
- ✓ Parts Availability & Service

New for 2013, K&E will be introducing new air tool products and our new K&E Gear Professional LED flashlights, spotlights & headlights!

KE-275EXT KE-FL1019 KE-FL101017  
KE-2100EXT KE-7302 KE-21752178

www.ketools.com 800.235.1782

# Social Media Has Many Uses For Tool Distributors, Including Tracking Down Skips

Just about everyone has a Facebook page, providing personal information.



**BY TOM GORMAN,**

Tom Gorman owns Tom Gorman Tool Sales in Clayton, Ind. and is a long-time Mac Tools distributor.

Send any comments or feedback to

editor@vehicleservicepros.com.

**S**ocial media has become a great tool in our business. If you've attended aftermarket trade shows in recent years, you've had a chance to learn how you can use Facebook, Twitter and other social media sites to promote your business. Another important use for social media is to track down people who owe you money.

With over a billion Facebook users, I have found Facebook is a great way to find people who try to skip on payments.

Of course, you still have to spend time contacting the people to get your money or return your tool. But in many cases, all the person needs to know is that you are still after them to convince them to pay for or return your tool.

### Case in point: I tracked a guy down

Not long ago, I had a situation with a 20-something customer. This man was a customer of mine for nearly a year before he decided to stop paying for a toolbox. Everyone in this business has encountered a similar situation. (I eventually found out that he had a girlfriend who was costing him a lot of money.)

One day, this guy left the shop where I sold him the toolbox and no one knew where he was. He still owed me \$2,400 for the toolbox and I had not seen him for three months when I started looking for him. It wasn't hard to find him

on Facebook. He had plenty of pictures. And I found everything I needed to know and more about this guy just from his Facebook page.

One picture in particular on his Facebook page was a picture of his truck in front of a house, on which I could see the address. There was also a picture of his girlfriend, along with her name. I searched the girlfriend's name in Google and found an address that matched the number on the house.

There was also a picture of his daughter in a soccer uniform. The uniform identified his geographic area.

### Help from a friend

I showed the girlfriend's picture to a friend of mine who said he knew this woman's ex-husband.

My friend then went to an auto parts store near the guy's house and learned where the guy was working. This friend of mine happens to work in law enforcement. When he called the guy at work and told him he had to return my toolbox, the guy listened. I didn't have to wait long for him to return my toolbox.

Facebook does have security settings where you can set who is able to view your profile. The good news for mobile distributors is not enough people are using the security settings option, making pertinent information available to help you track down skips.

I was able to help out another tool distributor find someone on Facebook. When this distributor told me about a guy who left a shop

owing him money, I told him to give me the guy's name. All I did was put the guy's name in Facebook, and I found his Facebook page. I simply forwarded this page via my smartphone to the distributor.

The guy's Facebook page had plenty of information about him. There were pictures of relatives, pictures of cars, even the nursing school that his wife was attending.

It wasn't hard for my friend to find this guy's home address. When he visited him at home, he got his money.

### Nothing is a cure-all

Not everyone uses social media, so it's certainly not a "cure-all" for our industry's collection problems.

Nor do I claim that social media's most important use for our industry is in collections. Social media has become an important marketing tool for all types of businesses. It provides all businesses a great way to interact with customers.

I spend time on Facebook every week, learning what my customers and my friends are up to and letting them know what I'm doing. ■





## OT 3895 Genisys Touch™ Deluxe Kit



**Ruggedized OEM-Level Diagnostics PC Tablet  
with Included J2534 Communication Device**

- Vehicle auto ID
- All vehicle makes covered
- Includes all required OEM adapters
- Auto detect, alerts technician of on tool or web based repair info



### ACD ARZ604 6V Inspection Camera

- ★ **8 mm Camera Head**  
Easy to inspect tough-to-reach areas
- ★ **Video Out**  
Real-time video from camera
- ★ **3" Color LCD & 2.5X Digital Zoom**  
320 x 240 display resolution
- ★ **Illumination Control**  
5 settings to change LED brightness
- ★ **View Flip**  
2 settings to reverse image
- ★ **Waterproof Flexible Cable**



### Multi-Media Inspection Camera

- ★ **Record & Play Back**  
Video recording with voice annotation
- ★ **4.5 mm / 8 mm Camera Head**  
Easy to inspect tough-to-reach areas
- ★ **4GB SD Memory & USB Output**  
Holds 42,800+ images or 100+ mins of video
- ★ **USB Output**  
For transferring video and images to a PC
- ★ **3" Color LCD & 2.5X Digital Zoom**  
320 x 240 HD display resolution
- ★ **Illumination Control**  
4 built-in LEDs on camera probe with 5 settings
- ★ **110° Viewing Angle & 180° Flip**  
2 settings to reverse viewed object
- ★ **Waterproof Flexible Cable**  
Extra long camera cable 48" or 72"



**ACD ARZ6055**  
**4.5 mm Inspection Camera**  
• 4.5 mm x 48" long camera head

**ACD ARZ6058**  
**8 mm Inspection Camera**  
• 8 mm x 72" long camera head  
• Camera attachments



## Call today for a copy of our Catalog

Enter 84 at "e-inquiry" on VehicleServicePros.com

P: 855-NEU-TOOL F: 262-432-1281

www.neutool.com www.toolmarket.com sales@neutool.com



# FUTURE SUCCESS STARTS TODAY



## DF-505

MAXI MULTIPLE PULL DENT STATION

The ultimate dent pulling station

Can do pins, wiggle wire, pull rods and shrink

Its all in the handle: **WELD • PULL • TWIST**



Phone **800.523.1751**  
 Web **DENTFIX.COM**  
 Twitter **@DENTFIXEQIP**  
 Facebook **/DENTFIXEQUIPMENT**  
 Enter 85 at "e-inquiry" on [vehicleservicepros.com](http://vehicleservicepros.com)



**VINTAGE  
MAXI VIDEO**