

IN FOCUS: OK SPARK, MUELLER-KUEPS, REDLINE DETECTION

PROFESSIONAL DISTRIBUTOR

The Distribution Network Connection

The Personal Touch

Mac distributor has everything his customers need

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Control and patience with new technology.

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COVER STORY/DISTRIBUTOR PROFILE



Pennington started out by purchasing an existing route in Centerville, OH, that, between his wife's father and brother, had been in the family since 1975.

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In the business since 1990, Mac Tools distributor Doug Pennington uses his sales background to succeed with customers.

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Older Cars

U.S. consumers continue to keep vehicles on the road longer

It's been a long time since I looked at low-priced used cars, but today I'm helping my son shop for his first car. I'm surprised to see so many for sale that are 20 years old or older. I'm well aware of statistics that show the average age of a car in the U.S. is almost 11 years, which means half the cars on the

road are twice that age. But I didn't expect to see so many for sale.

I travel to different parts of the country, and I pay attention to the cars I see on the road and in the shop.

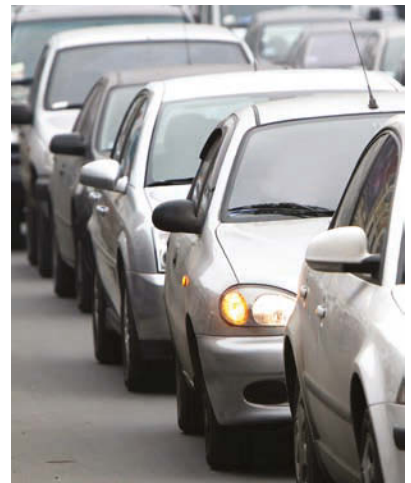
It wasn't all that long ago that a 20-year-old car was just about finished. Assuming most shops won't recommend spending more on repair than the car is worth (a risky assumption but still useful), I'm used to seeing old but healthy cars only in desert climates or the poorest neighborhoods.

That's not the case anymore. While cruising Craigslist, I'm surprised at how

many 1990s-vintage cars we've found in just about every neighborhood. Admittedly there's only so much you can learn about a car from a few lines of text and four photos, but the point is there are lots of really old cars for sale that still have some miles left in them.

I'm convinced it's because cars built in the 1990s are that much better than cars built only ten years earlier, and the reason is the computer on the engineers' desk. As an engineering tool, computers make it possible

to design, test and revise any given part or system before spending a dime on fabrication and lab testing. Compared to the days of slide rules and blueprints, Computer Aided Design (CAD) cuts development time from years to hours, and the final product is more refined and (usually) more reliable than would otherwise be possible.



Computer Aided Manufacturing (CAM) has had a similar impact. Engines and transmissions can be built to tighter tolerances; body structures can be welded in places no human can reach. Every fastener is torqued perfectly every time.

Cars change with every new model year, and new tools will always be needed to keep up with them. But cars are living longer, and that means the older tools will be needed longer too.

Only you can know how that will affect the inventory on your truck, but to me it means when my son comes home with a car that's almost as old as he is, I probably already have the tools he'll need to keep it alive. ■

Jacques



JACQUES GORDON

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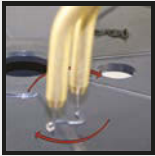


DF-800BR

Plastic Repair Assistant



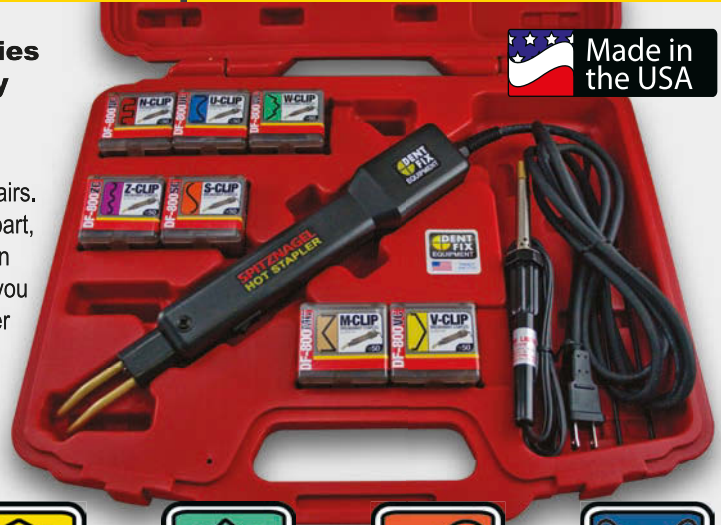
Save bumpers, headlight assemblies or any other thermoplastic part by stitching them together with the DF-800BR Hot Stapler Kit.



This tool adds a structural element to cosmetic repairs. The staples put the original strength back into the part, so now you save parts that would have been thrown away before. No more cracking or breaking a part you spent time repairing. Last minute fixes are no longer a headache. This tool makes you money from day one. The self contained tool provides flexibility and the 7 staple styles provide maximum usage.

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A man with a mustache, wearing a blue short-sleeved button-down shirt with a 'Mac Tools' logo on the left chest, stands in a well-stocked tool store aisle. He is smiling and has his left hand resting on a wooden shelf. The shelves are filled with various power tools, including boxes of Dewalt tools and other equipment. The store is brightly lit with overhead fluorescent lights.

The Personal Touch

Mac distributor has everything his customers need

by Jacques Gordon

Doug Pennington became a Mac Tools distributor in 1990 with little more than a sales background and the desire to be in business for himself. Choosing wisely, he bought an established route in Centerville, OH, that, between his wife's father and brother, had been in the family since 1975.

Doug says his lack of industry background wasn't a problem when deciding what to stock on the truck. "One of the great things about not knowing this business is, if you take the time to listen and probe your customers, they tell you what they like and what they want." It appears his sales background has been a real advantage.

GETTING TOGETHER

Another advantage is the DM and other distributors in his district. The whole group meets quarterly on one of their trucks to talk business. Doug says "Mac does a good job getting people together ... but we're out here with the customer, and our communication with each other is vital."

Occasionally they all bring their trucks to a "truck rodeo." They gather with their families at a park, cook some burgers and tour each others' trucks to see how everyone displays their tools.

There's a prize for the best-looking truck, but the real prize is what they learn from each other about which tools are selling. "We walk around with notepads (and) the next Monday we're all buying."

Doug says it's been a while since their last rodeo because "now we can use email and texting to do the same thing." But the day we rode with Doug, eight other distributors and the DM came out to see us off, and they talked about another rodeo.

The group also hosts visits from tool vendors. "A few months ago someone from Launch (Tech) visited to tell us about their scan tool. The 'buzz words' that he said have made it so much easier to sell their product."

CONTINUED PAGE 10



The Centerville, OH district came out to see us off: (L to R) Steve Vandeman, Doug Pennington, John Bowles, Greg Collins, Bobby Poplin, Greg Whitton, Nick Riecke, Jay Potts, Ron Patton, Jason Gardner (group DM).



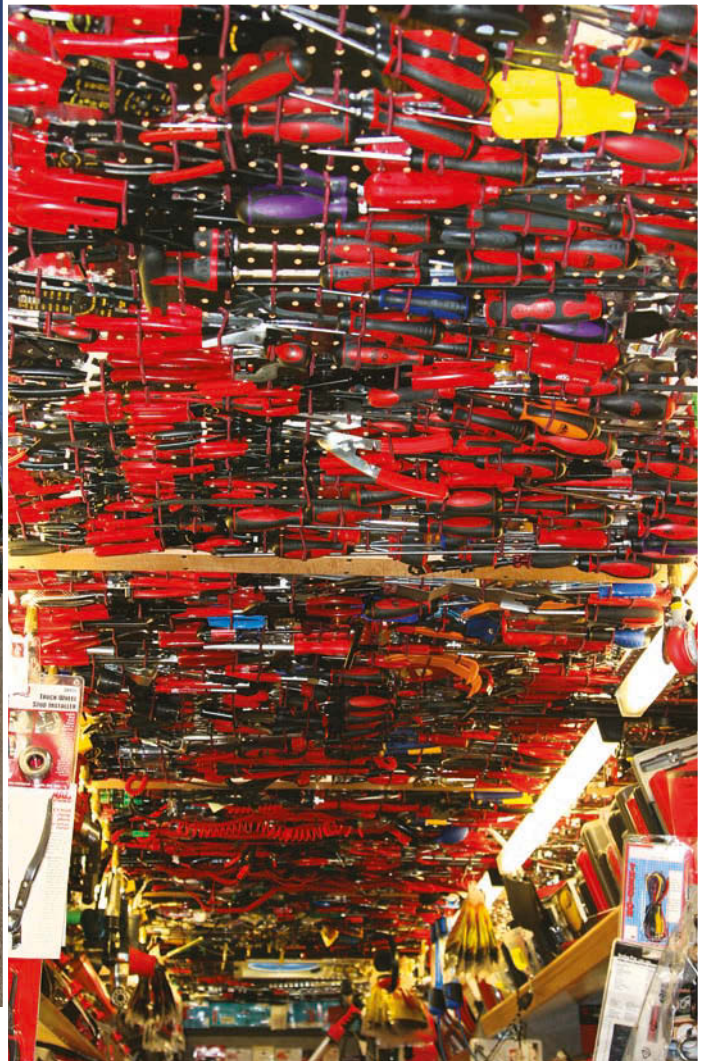
Top 5 tools

- 1.) Mac Tools Edge Tech socket sets
- 2.) Mac Tools utility carts
- 3.) Mac Tools air tools
- 4.) Launch Tech scan tools
- 5.) Mac Tools toolboxes

Even the truck's sliding door is a display area.



Doug drives a 24' International Truck.



It's hard to find empty space on Doug's truck.

PRODUCT KNOWLEDGE

Doug uses other peoples' product knowledge to help him learn the language. "Twenty-one years into this, I (still) don't use these tools, but from day-one my customers have schooled me, (and) other Mac guys have helped me."

Doug's 24-foot International is one of the most densely packed tool trucks we've seen. Some might call it cluttered, but it seems to work in his favor because we watched people explore and discover as they picked things up to see what was underneath, and then examined the tool in their hands.

When we mentioned this to Doug, he said they're "looking for beef jerky or rubber gloves. I keep a lot of consumables on here ... When they climb on every week and just give me money and leave empty-handed, that gets old. They like to at least walk away with something, so that's why I keep the consumables: knives, safety glasses, all these little carded items ... and flashlights. Who knew how many doggone flashlights I would sell. A guy will get on my truck and say 'My buddy's got a black one, but I like this neon green one ... 'I keep

'em here so guys will pick 'em up (and) play with them, like a grocery store check-out aisle."

PERSONAL SERVICE, POSITIVE IMPACT

We were impressed with Doug's concept of customer relations. "In school sports and professional sports, everybody gets a chance to play half their games at home and half their games away. But every day a tool man goes out, it's an away game. You're in another person's home environment. You have to make yourself

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COVER STORY/DISTRIBUTOR PROFILE



Consumables, like beef jerky, are an important part of Doug's inventory.

welcome (and) you have to make a positive impact on their business. If they see you as a positive impact, they'll buy from you and they will promote you."

Doug's 'positive impact' is reinforced by making sure he has what the customer wants right there on the truck, keeping special orders to a minimum. "How can you expect the customer to be a big buyer if you're not a big buyer yourself?"

Doug also does his best to provide personal service. "I probe (customers) all the time to find out what they're looking for and when we finally nail that down, by that time they've

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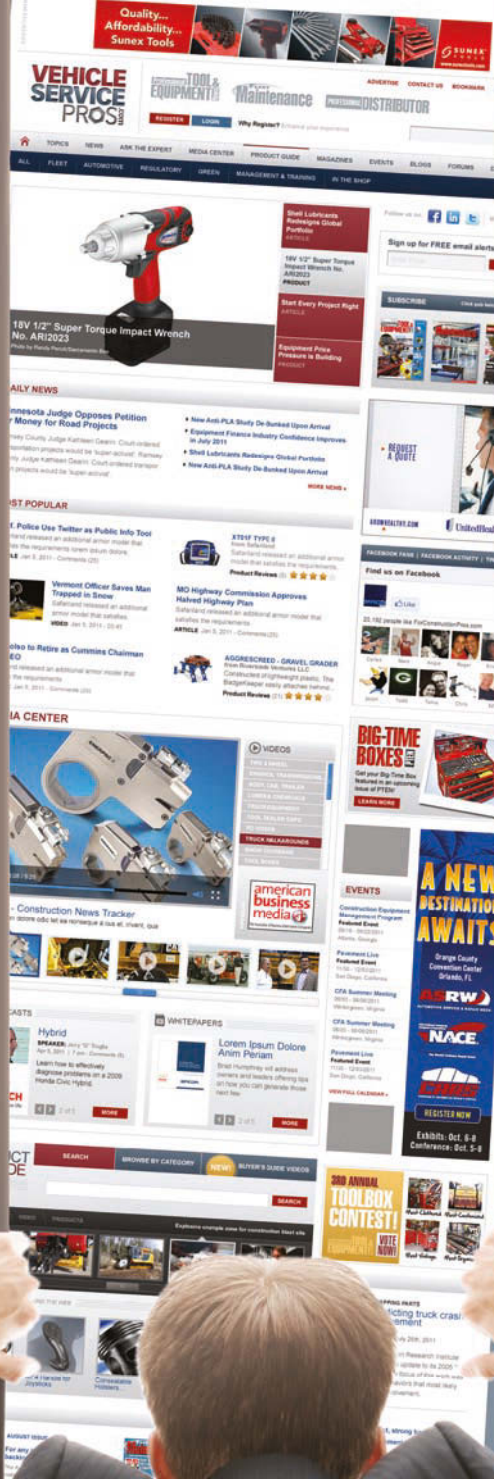
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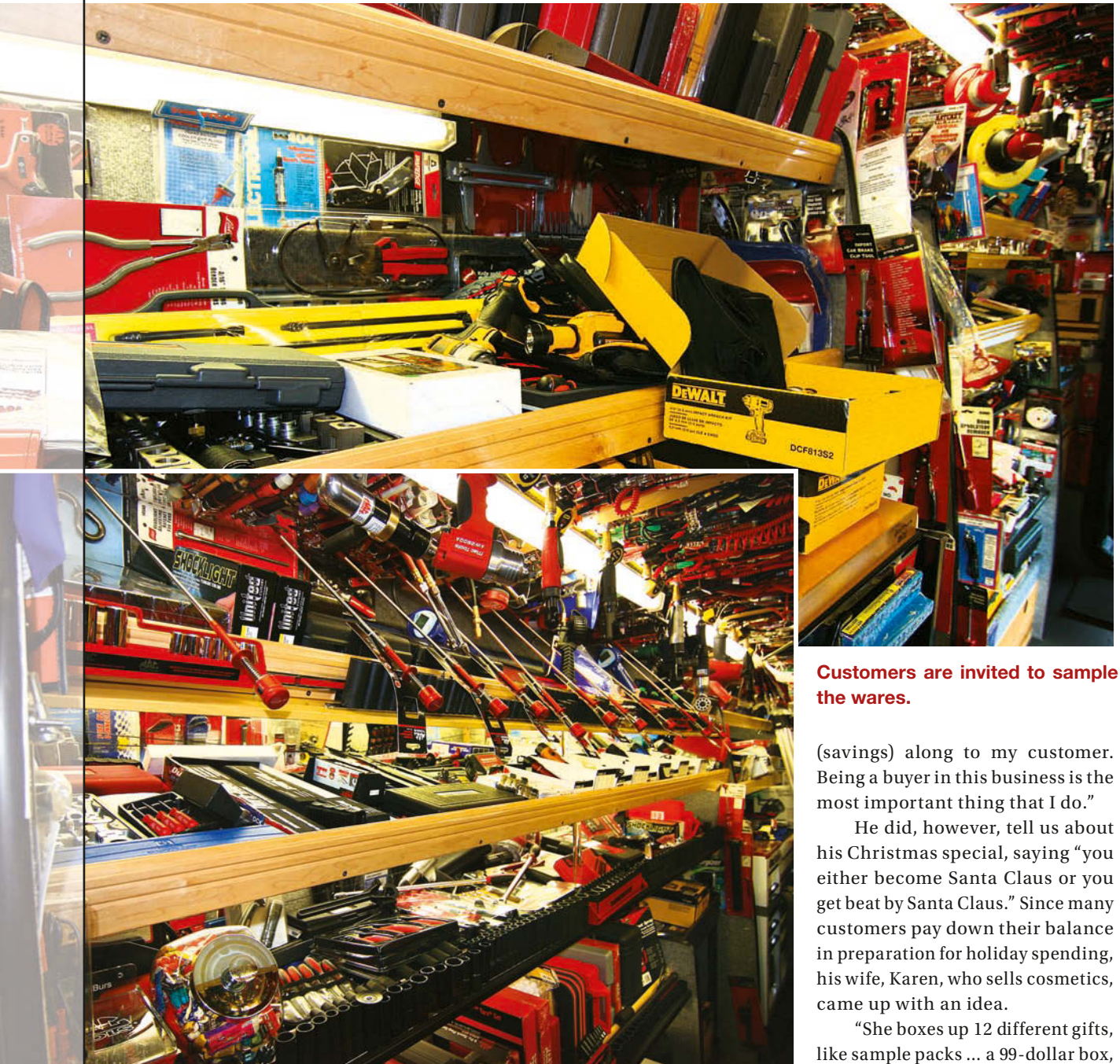
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Customers are invited to sample the wares.

Some items, like the lighted pick-up tool, are displayed throughout the truck.

pretty much decided what they want. This is not high-pressure sales. All I did was offer an alternative.” Later Doug brought this up again, saying, “This isn’t about me or about them, it’s about both of us. We’re here to do business together. Yes, they need to pay me, but I’m going to provide them a service ... Every day I buy, I service,

I sell, and I collect. My customer gets the feeling that I’m here for them.”

A SPECIAL DEAL

When asked about special promotions, Doug said he doesn’t really offer any. “My job is to properly buy these tools. I will find a way to buy at the best price so I can pass that

(savings) along to my customer. Being a buyer in this business is the most important thing that I do.”

He did, however, tell us about his Christmas special, saying “you either become Santa Claus or you get beat by Santa Claus.” Since many customers pay down their balance in preparation for holiday spending, his wife, Karen, who sells cosmetics, came up with an idea.

“She boxes up 12 different gifts, like sample packs ... a 99-dollar box, a 149-dollar box, and guys can buy their Christmas gift for their wives on my truck. Twelve days before Christmas they start leaving a gift out every day before they go to work.” Doug says it’s worked out well for him and is popular with his customers, even though their wives figured out “it’s from the Mac man.”

Karen is an important part of Doug’s business, and she obviously understands it, not just because she’s



Doug and Karen, with their happy family. From left to right: Abigail (granddaughter), Karen, Doug, SPC Jason Pennington (son), Jared Jones (son-in-law), Eric (grandson), Nicole Jones (daughter). Doug displays a proud reminder of his son's military service on the back of his truck.

a businesswoman herself, but also because she's been around the tool sales business most of her life.

She is Doug's book keeper, shipping/receiving department and general office manager. She even rides with Doug in the weeks leading up to Christmas to help customers choose their wives' gift package.

It seems the secret to Doug Pennington's success has been to make his business personal. He has to learn about tools from his customers, but what they get in return is not for sale in any store. ■

For a video tour of Doug's truck, visit www.vehicleservicepros.com/10699574.

2012 Battery Replacement Reset Procedures

Designed for the professional technician, the 2012 Battery replacement reset procedures manual and CD features minimum text, numerous simplified illustrations and a rare clarity of presentation that will save the user time.

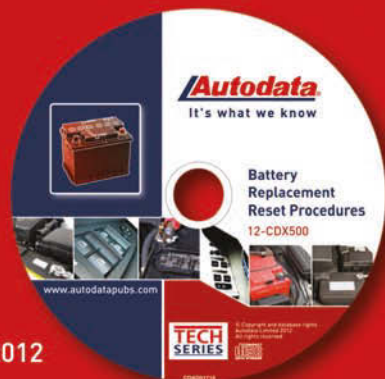


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Do YOU stock it?

The following products are among the most requested tools and equipment from recent issues of PD's sister publication, *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. ■



TESTS UP TO 12V CIRCUITS

The Lisle Heavy-Duty Circuit Tester, No. 30610, has multiple options for connecting to a ground source. The long, 12' cord has a quick coupler to securely connect to clamps or a power outlet plug. Users can also use the power outlet plug to provide a ground in the cabin. Test up to 12V circuits.

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PREVENT CORROSION

Fluoramics Inc. has developed HinderRUST, a revolutionary, rust-inhibiting lubricant that is solvent-free, non-aerosol based and odor free. HinderRUST is perfect in the fight against salt-water corrosion. Applying the product on parts or tools when they are new will stop corrosion before it begins. Available in many sizes to meet specific requirements, including a 4 oz can, 8 oz spray bottle, 1-gal. jug, 5-gal. can and 55-gal. drums.

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REPAIR STRIPPED OR DAMAGED THREADS

Nes Thread Repair hand tools, from Anglo American Tools, repair both external and internal stripped pipe threads and eliminate the need for an extensive collection of taps and dies. There is no need to determine bolt size, depth and pitch. The tools work with SAE or metric, and right- or left-hand threads. In addition, they can repair threads that are at the beginning of a nut or bolt, whereas taps and dies are not able to perform that function.

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FOR BRAKE CALIPER WORK

The Lang Tools 4-in-1 Brake Caliper Press (No. 279) works on twin and quad piston calipers, as well as single and twin piston floating calipers. The centrally located ratchet evenly spreads force in a parallel manner to prevent misalignment of pistons. Ratchet technology gives a full 360-degree swing, so that the spreader may be placed at any position. An extended reversing lever allows for easy change from spreading to retracting. Patent pending. Made in the USA.

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DOWEL PIN PULLERS

The In-Line Dowel Pin Puller Kit, from Cal-Van Tools, helps safely remove dowel pins without the use of a slide hammer. Users simply fit the appropriate sized collet over the dowel, tighten the sleeve, then use outer sleeve and nut to extract the dowel. Can be used with an air ratchet, or traditional ratchet. Three kits available:

- SAE Set (No. 95200) includes 3/16", 1/4", 5/16", 3/8" and 1/2".
- Metric Set (No. 95300) includes 4mm, 5mm, 6mm, 8mm, 10mm and 12mm.
- Master Set (No. 95400) includes both SAE and Metric collets.

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TWIST SOCKET SETS

Mayhew Tools offers their new line of 1/4" Drive Twist Socket Sets, available as a 16-pc set (No. 66340) that includes sizes 8.25mm to 12mm or 17-pc set that includes sizes 4mm to 8mm. Both sets come in 0.25mm increments, and remove rounded or damaged fasteners with any head configuration (hex, round or square). Tools require no hammering to install socket over fastener, twist socket tightens as more torque is applied. Additional applications include exhaust manifold nuts, studs, pipe nipples and corroded marine fasteners. Manufactured from heat-treated alloy steel. All pieces, including socket rails, are made in the USA.

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ENERGY-EFFICIENT LEDs

Alert Stamping offers the RTL30 LED Screw-In Module. This light converts incandescent trouble lights to energy efficient LED, and offers a simple screw-in design. Features include operation at cool temperature to prevent scalding technicians, an LED run-time of approximately 100,000 hours which eliminates maintenance costs and highly energy efficient operation to reduce energy costs, operating in sub zero temperatures, not shattering to leave sharp shards of glass. Comes with a handy 360-degree swivel hook that folds flat for toolbox use. Enter 29 at "e-inquiry" on vehicleservicepros.com

WITH LASER POINTER

The E-Z Red Twin Beam Spot Light with Laser, No. PCL2, provides twin LEDs powered with three AAA batteries (included). The light features a laser pointer in the front under the twin beams, and comes with a pocket clip. This light offers 12 lumen output and up to five hours of runtime. The Class IIIa laser provides a maximum output of < 5 mW and a wavelength of 630-650 nm. Available in six-pack counter display.

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AUTOMATIC, WORRY-FREE OPERATION

Clore Automotive presents the SOLAR Pro-Logix battery maintainer, No. PL2110. This 6V/12V 1.0 amp unit controls each phase of the charging process to ensure that each

battery serviced gets an optimal charge. It is compatible with a wide variety of battery types, including conventional, AGM, Gel Cell, Spiral Wound, Marine and Deep Cycle batteries. The advantage of the PL2110 is its automatic, worry-free operation and its ability to properly charge any type of battery found in the referenced applications. The unit features polarity protection, outputting current only when a proper battery connection has been made and protecting against many forms of operator error.

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DUAL SWITCH TECHNOLOGY

Boasting up to 18,000 candela (peak beam intensity) and 180 lumen measured system output, the C4 Power Stinger LED and Stinger DS LED flashlights from Streamlight nearly double the brightness of the earlier models with the next advance in LED technology. Both models are constructed of machined 6000-series aircraft aluminum and a non-slip rubberized comfort grip with anti-roll rubber ring. Both provide high brightness for up to 1.75 hours of continuous run-time, up to 3.5 continuous hours at medium brightness and up to 6.75 continuous hours at low brightness.

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Drawing in Dollars: Using Sales Contests as Carrots

Sell more products and improve collections by making it a game

BY PHIL SASSO

Q I've heard contests can increase customer involvement and sales. How do I organize a contest?

A You can use a contest to get customers to come out to your truck, to buy more stuff and even to be consistent about making their weekly payment.

Technically a "contest" is judged on a skill or talent — like *American Idol* or *Dancing with the Stars*. So, unless you're

asked to, don't ask your attorney or DM about the local laws and such on this.)

To sidestep legal issues, give everyone coming out to your truck an entry form. Then, give customers an extra entry for making a purchase and another entry slip for making a payment. (In the McDonald's Monopoly game, for example, you get more game pieces for buying more.)

Drawings are a fun way to train your customers to be better customers. The more a client is rewarded for doing what you want, the more likely he is to keep doing what you want him to do, such as buying new stuff or paying on time. Like

Set A Schedule

Some dealers like weekly drawings. That's fine, but I think a monthly drawing is better. You can afford to give away a bigger prize monthly than weekly. When given the choice between a smaller prize with better odds and a bigger prize with lesser odds, more customers will be drawn to the bigger reward.

It's also obviously less work because you only have to come up with a prize every 30 days.

Choose a prize

There are many prize sources. You could ask your flag, WD or supplier to pitch in a free product, or you could ask to buy one at a deep discount. You could give away branded jackets, shirts or hats. Or you could give away a gift certificate for certain items on your truck like "Good for \$50 toward any socket set or crow's feet. May not be redeemed for cash." By determining what they can spend the gift certificate on, you can direct them toward certain items you want to promote and/or items that have higher margins and cost you less to give away.

Prizes like gift cards for local stores or restaurants or iPods are nice, but will likely cost you much more. You're the tool guy. Make your prizes tool-related! Think creatively. It's also a good idea to change up your prizes every month to keep the contest interesting. Some dealers sweeten the pot during historically slow sales months with bigger prizes. That can work. But during a period like the winter holidays, discount pricing and value-added deals can work better. My take is to give away bigger prizes during your biggest sales months. That's because it can help you sway sales away from the competition when customers are spending money — and you'll likely have more money to spend on the prize.

Set the deadline

Consistency is key to running a successful monthly contest. It's best to set the dead-

line. In training a horse, there are two ways to get customers to follow your lead: a "stick" such as punishing him for missing a payment, or a "carrot" like rewarding him for being consistent on his weekly payments.

A one-time drawing can be fun and engaging. But a weekly or monthly drawing can be more effective. An ongoing drawing can create customer loyalty as customers choose to buy from you over the competition to get more entries in your drawing. A rewards program is another good way to create more loyal customers. I'll cover that in a future column.

Here's a quick outline of how to run a series of ongoing drawings:



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

line so you draw your winning entry around the last business day of each month. Make sure everyone knows the deadline. That's not too hard for everyone to remember a monthly contest deadline since for example the June contest will end June 29 or 30.

Create an entry form and rules

I'm a huge proponent of technology. But, I'd say avoid online entries. It's best to stick with paper and pen. It's easier to control a fishbowl with entries than to police online entries.

The form can be simple. Just ask your customer for his name, cell phone number and email address. Add a checkbox that reads "put me on your email list" so you can beef up your email promotions. Rather than a fishbowl, I've seen dealers using a huge "pickle jar" with a slot in the top -- so no one can snatch entries.

You'll want to set some rules for the contest. You can put them on the entry form or your poster. For example, you might limit a customer to winning a prize every six months.

Promote the contest

Make a big poster or get a dry erase board that you can reuse every month to promote your contest. Since you're changing the award monthly, leave space for an interchangeable prize photo and description on the poster.

Also, mention the drawing when you talk to customers, in your promotional emails, and on your Facebook and/or Twitter pages.

Draw a winner

This is the fun part. To avoid any controversy, gather a group of customers on the truck, ask one of them to reach in the fishbowl and draw the winning name at random. Be sure to stir-up the entries so the first ones and last ones are all mixed together. When you get the winning entry, announce the name in front of everyone, then call or email the winner to let them know they've won.

Announce the winner

It's a good idea to create a smaller poster that says something like "Last Month's Drawing Winner" where you

can display the winner's entry form, or you can take a quick photo of the winner and put it on the poster (with the winner's permission, of course.) You can also mention them in your emails and post them on Facebook and Twitter. Seeing other winners will excite more customers to participate in future drawings.

By rewarding the behaviors you want, like coming out to your truck, buying more often, and paying on time, chances are you'll find more customers doing what you want without feeling pushed. Especially when it comes to collections, carrots are a lot nicer than sticks. ■

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Leak detection

With the right tools and equipment, shops have the opportunity to diagnose vehicle issues and offer their customers service and repairs right away. In these next few pages, you'll find some products technicians may be interested in, and what they're saying about diagnosing leaks.

A/C leak detectors are hard to use in the field. Dye usually works better.



Easy way to add dye

The Tracerline EZ-Shot multi-dose A/C dye injection gun uses a BigEZ disposable cartridge. It is prefilled with 8 oz of universal Fluoro-Lite dye, which is enough to service 64 vehicles. Made from high-quality steel, this new injection gun connects to the low side A/C service port. Easy to use, one squeeze of the trigger adds 1/4 oz of dye into the A/C system. Available individually or in three leak detection kits that offer a choice of 100-, 50- or 35-watt Titan UV/Blue lamps. Kits also come with fluorescence-enhancing glasses, hoses and couplers, 8 oz Fluoro-Lite universal fluorescent dye for all systems, 8 oz spray bottle of GLO-AWAY dye cleaner, under-hood labels and a carrying case.

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A combustion leak tester might not locate the leak, but it will confirm your suspicion.



Detect combustible gas leaks

The RIGID micro CD-100 combustible gas detector provides simple and fast readings to quickly identify the presence of combustible gases. The detector is designed to detect methane, propane, butane, ethanol, ammonia, hydrogen and many other combustible gases. The adjustable sensitivity settings allow for quick, precise leak locating even in low-levels and the Tri-Mode Detection gives the operator the flexibility to be alerted with a visual, audible or vibration alert, which can be adjusted for each environment.

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Reduces false alarms

CPS Products introduces the LDA1000 Leak-Seeker, featuring E_MOS technology. This leak detector features micro-processing-controlled sensor electronics utilizing a multi-channel signal detection method for improved sensitivity and reducing false alarms. New E_MOS sensor technology incorporates a proprietary pulse modulation design to increase both battery and sensor life. A software managed sensor rejuvenation mode, initiated at each startup, ensuring the

highest level of sensitivity every use. Meets all U.S. and International standards for automotive use including SAE J2913 for HFO-1234yf, SAE J2791 for R-134a and European Standard EN14624:2005.

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Refrigerant leak detector

INFICON's Compass Refrigerant Leak Detector provides the optimal balance of features, function and value. This easy-to-use handheld refrigerant leak detector delivers excellent sensitivity to all refrigerants, up to 0.15 oz/year, yet resists jobsite contaminants such as dust, dirt and oil. Features include:

- Patented heated diode sensor provides excellent sensitivity.
- High/low sensitivity adjustment allows users to decrease sensitivity, to pinpoint leak source.
- Automatic background adjustment ("zeroing") compensates for refrigerant build-up.
- LEDs illuminate progressively to show leak size.
- Runs on NiMH batteries or AC adapter.
- Power indicator flashes when battery is low.
- Water-resistant filter protects the sensor from moisture and contaminants.
- Easy one-button operation.
- Headphone jack (headphones sold separately).

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Smoke isn't always easy to see. Try different lighting.



Find source of leaks

The UView UV Phazer NEO Leak Detection Lamp, No. 413025, pinpoints UV dyes that are mixed with automotive fluids in A/C systems, transmissions, engines and hydraulic systems. Technicians use the included UV-enhancing glasses to detect the source of the dye, in order to trace and repair the source of a leak. This lamp features a compact design, adjustable focus and durable aluminum construction. Includes a rechargeable lithium-ion battery.

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Dye can be hard to see in oil. Before adding more, try different glasses or a brighter UV light.



UV strobe light

With its powerful strobe pulsating light and focus capability to intensify the beam, Cliplight Manufacturing's 88DC highlights UV leaks that may not have been spotted before. Featuring super bright LED "Array on Chip" illumination technology, the 88DC comes with an adjustable focal length coupled with intense power density. Power density provides a useful range from mere inches up to 20', to pinpoint leaks with laser precision. The 88DC includes robust and compact aluminum construction, with a handy lanyard strap. Powered by three AAA batteries (included). Enter 38 at "e-inquiry" on vehicleservicepros.com

An ultrasonic leak detector is the only way to look for gas leaks on CNG vehicles.



Hear the problem

All moving parts, gases and liquids produce a broad range of "sounds" because of friction with their surroundings. The VO Scope SoundStik is designed to listen to this non-audible unique range of ultrasounds. Ultrasound technology allows techs to find potential or existing problems in major areas such as air/vacuum leaks, electrical noise, friction wear, seal/fit integrity and fluid turbulence. This rugged, handheld portable unit is unaffected by wind and surrounding noises. Kit contains the SoundStik receiver, SoniPod transmitter, contact rod, extension tube, high-fidelity earbuds and a carrying bag. Enter 39 at "e-inquiry" on vehicleservicepros.com

UV and white LED light

The Streamlight Night Com UV flashlight features six UV LEDs to provide ultraviolet light for a variety of detection purposes. The versatile new light also provides a white LED for general and distance use. A mode-selection switch lets users easily choose the desired lighting mode, including a high- or low-power white LED setting, or the UV LED setting. The light also features a "safety" mode that ensures the light cannot be turned on by mistake during transport. This light offers a 50,000-hour lifetime, and offers 115 lumens and 4,200 candela peak beam intensity on the high setting, and 50 lumens and 1,600 candela on the low setting. Enter 37 at "e-inquiry" on vehicleservicepros.com



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DRIVING SALES



Services 64 vehicles

The Bright Solutions A/C Detective Injection System, No. 117000, injects dye into systems at up to 400 psi. This system services up to 64 vehicles, and includes an 8 oz bottle of Stay-Brite Universal A/C Dye. SAE and OEM-approved, this kit includes R134a and R12 adapters and 'Dye Installed' service stickers.

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Smaller and lighter design

Vacutec's LeakFinder Series portable smoke machines are smaller and lighter than previous models. The LeakFinder Series features OEM-approved smoke vapor and dye trace to find EVAP, lean code and other leaks. Two models available: the WV604, with an easy-to-use, one-button design and basic features; and the WV605, with enhanced features including smoke volume control and a "full range" flow meter measuring up to .010".

Enter 44 at "e-inquiry" on vehicleservicepros.com

My infrared leak detector has made me look smart by finding a small A/C leak that other shops couldn't find.



Won't trigger on oil or moisture

RobinAir's InfraRed Refrigerant Leak Detector, No. 22791, provides an advanced infrared sensor designed to last a minimum of 10 years. This product automatically recalibrates in highly contaminated areas to help pinpoint the exact location of the leak. The detector won't trigger on oil or moisture, and senses CFC, HFC and HCFC blend refrigerants. A visual alert and peak button make it easy to find leaks in noisy environments. The device includes three sensitivity levels and responds in less than half a second. Comes with an 8-hour lithium ion battery lasts all day long and beyond.

Enter 43 at "e-inquiry" on vehicleservicepros.com

I use my smoke machine at least weekly during the spring and fall seasons to find vacuum and exhaust leaks, especially cold exhaust leaks.

Diagnostic leak detector

Redline Detection introduces the SmokePro Air Complete diagnostic leak detector. The Air Complete comes with its own onboard micro air compressor, eliminating the need for shop air or gas tanks. Air Complete also gives technicians the ability to utilize an air/gas-only cycle, mandated and recommended by OEMs for many applications, and by all hybrid/EV manufacturers for testing battery compartments. For technicians who prefer to use nitrogen, Air Complete automatically senses that the compressed air has been connected and suspends the micro-compressor.

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Side-view inspection camera

The C2 Camera, No. C21-10, from Sound Environmental Products, features a side-view camera for flexibility in inspection views; C2 has 360-degree rotation of the lens. Lighting is both white light for inspections and UV for leak detection.

- Storage for several hundred images that can be recalled to screen or downloaded to a PC.
- Images can be rotated, zoomed (up to 4x), and panned on the screen.
- Viewing screen can stay in-hand or hang nearby for viewing.
- Wand has 80" of reach.
- Video mode in real time.

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Perform calibration and leak-test

Connect it to the vehicle EVAP system and simply press one button: Snap-on's EELD500 Smart Smoke automatically performs a calibration and leak-test, with pass/fail results in less than five minutes. Use the auxiliary vacuum port to test Chrysler/Jeep ESIM and NVLD switches, and to validate FTP sensor readings. All results are clearly readable on the large LED digital display and comes with a wireless remote. Smart Smoke comes with STAR EnviroTech OEM-approved diagnostic smoke technology and UltraTraceUV dye solution.

Enter 66 at "e-inquiry" on vehicleservicepros.com

We use smoke machines mainly for vacuum leaks, for engines, intake gaskets, and to find EGR valves that are leaking.

Smaller unit, same features

The Global Leak Detection GLD-50 Smoke Wizard measures in a mere 10" by 5" by 8.5" and weighs in at just 7 lbs. The unit offers OEM-approved technology including shop air/inert gas capability and smoke with UltraTraceUV

dye. The GLD-50 also includes a smoke volume control for easier leak detection.

Enter 47 at "e-inquiry" on vehicleservicepros.com



Smoke out microleaks

Technicians can use the SPX OTC LeakTamer Leak Detection System, No. 6522, to solve problems including wind noise and HVAC performance, EVAP systems, or to locate and repair water drainage issues. The OTC LeakTamer incorporates patented technology by introducing an OEM-approved smoke compound with UltraTraceUV dye to locate virtually any kind of leak quickly and easily. The LeakTamer can detect microleaks down to and below 0.010" with its large, easy-to-read flow meter. The unit also includes precise flow control - a powerful new feature that allows the operator to adjust amount of smoke the LeakTamer puts out. Enter 48 at "e-inquiry" on vehicleservicepros.com

When the code says small EVAP leak, smoke is your friend.



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TLT211-AS 2-Post Lift • 11,000 Lb. Capacity



The TLT211-AS (as shown) is a heavy-duty lift that is perfect for lifting the smallest economy cars to the largest SUV's and front-end heavy diesel pickups. The increased productivity to lift both symmetrically or asymmetrically assures maximum service bay efficiency.

TLT210-AS 2-Post Lift • 10,000 Lb. Capacity



The TLT210-AS is a general service lift that is height and width adjustable that will allow you to adjust for the perfect fit for your shop to maximize space and service the smallest cars and large SUV's and trucks.

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OK Spark Fuel Injector Tester

Check and diagnose fuel delivery systems.



The OK Spark Fuel Injector Tester, No. 100090, allows the users to instantly check and diagnose the fuel delivery system, without removing any components from the vehicle. The Fuel Injector Tester (FIT) uses a flexible replaceable probe to reach into the engine

and read the pulse at the injector body or off the fuel rail. The probe allows user to access the fuel delivery system quickly and easily, keeping hands free from hot or moving engine parts. With a mechanical signal coming from the body, a sound and LED bar graph indicate when there is a problem. Waterproof storage case and 9V battery included.

Features and benefits

The Fuel Injector Tester (FIT) instantly diagnoses the fuel delivery system without removing the injectors. This unit works off the electrical and mechanical signal coming from the injector body, and reads the pulse off the injector body as a bar graph to allow the technician to use both visual and audio indicators to detect any problems with the injector.

Origin

With today's vehicles it is difficult to remove an injector to test it, and on some cars technicians cannot exchange injectors from their current position with another, as they are coded to the computer for that location. This fuel injection tester is handheld and makes it easy to diagnose an injection malfunction without removing the injectors.

The FIT 100090 is easy to sell and the product is easy to use. The FIT uses a 9V battery so the unit can be used anywhere, for marine use, snowmobiles, ATVs, motorcycles, automobiles, small engines, generators and much more. The FIT 100090 works on both gas and diesel engines.

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Specs

OK Spark USA, Inc. makes the FIT in the USA. The product is made of a tough polycarbonate material with a long wand which wraps around the unit for easy storage. The FIT is handheld and uses a 9V battery for power to the bar graph and LEDs. The on/off switch glows in the dark, so it is easy to see when using it in a darkened engine compartment. The FIT comes with a set of ear-bud headphones so users can hear each injector working or not working.

Selling points

- Handheld.
- Glow-in-the-dark switches.
- Ear-bud headphones.
- Easy diagnosis for both gas and diesel fuel injectors.
- Bar graph shows injector is working or not.

Easy to store with wrap-around wand, and easy battery change: just four allen screws holding the back cover. Easy-to-read display with glow-in-the-dark switches and bright LEDs on the bar graph, as well as electrical and mechanical displays.

Suggested retail price \$249.95

For more information

OK Spark USA, Inc.
(866) 502-7076 ■

Mueller-Kueps Press & Pull Sleeve Kit

Easy bearing extraction and mounting on almost any type of car.

Use the Mueller-Kueps Press & Pull Sleeve Kit (No. 609 400) for extracting and mounting the following: silent bearings, hydraulic bearings, ball bearings, rubber bearings, shaft seals, bearing bushes and more. Ideal for various vehicles due to universal application. Inner sleeves are made out of non-hardened metal for easy adjustments or re-shaping. Nuts include bearings to further reduce friction.

Features and benefits

The Press & Pull Sleeve Kit is used for easy bearing extraction or mounting on almost any type of car. The number system on the sleeves and step discs helps keep the kit organized. Simply measure and match the bearing with the sleeve and assemble accordingly. The kit can eliminate the necessity of demounting and balancing the wheel, as the application can be done directly on the car.

Specs

- Made in Germany.
- Metal constructed and comes in a blow-mold plastic carrying case.

- Press & Pull Sleeve Kit includes: four step discs, 20 inner sleeves, four spindles, eight nuts with bearings.

Selling points

- Universal usage and application.
- Saves time and money (one tool for numerous applications).
- Some applications can be done directly on the car without dismantling the balancing wheel.
- Easily adjustable inner sleeve due to non-hardened metal.

Suggested retail price \$648

For more information

info@mueller-kueps.com ■



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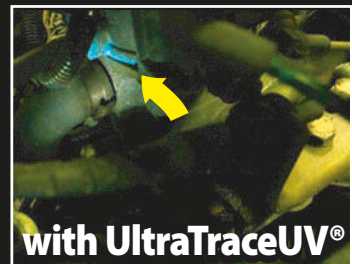


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Redline Detection SmokePro Total-Tech B

Updated smoke machine diagnoses leaks

The Redline Detection SmokePro Total-Tech Diagnostic Leak Detector (No. 95-0003/B) is now lighter, more compact, and even more accurate. With SmokePro, technicians can locate faults quickly, show their customers the needed repair, and confirm that the repair has been completed accurately. SmokePro saves time, finds more repair jobs, and helps both technicians and garage owners to make more money in less time. With SmokePro, shops have more satisfied customers and more profits.

Features and benefits

- Quickly detects leaks as small as 0.010".
- Variable flow control.

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- Pressure decay/leak down feature.
- Dual operating modes: smoke and air/gas-only cycle.
- No glow plug and no nitrogen required.
- Full accessory kit with storage case: inspection light, exhaust cone adapter, EVAP service port adapter, Schrader valve removal tool, OEM-approved smoke agent and cap plug kit.

Specs

- EVAP weight: 6.5 lbs.
- Shipping Weight: 11 lbs.
- Dimensions: 5" x 6" x 11".
- Operating modes: Air/gas only cycle and smoke cycle.
- Minimum leak detection: 0.010".
- Smoke chamber assembly: bolted.
- Smoke chamber warranty: lifetime.
- Pressure supply: Shop air, nitrogen, inert gas.

Selling points

- Smoke Pro will help technicians find more repair jobs on every vehicle, giving their customers better service, and help to repair vehicles faster and more accurately the

first time.

- Smoke Pro is the most compact, lightweight, accurate, full-featured diagnostic leak detector available.
- Professional-grade quality, full one-year warranty.

Special attributes

Patented smoke technology allows leading technicians to utilize a smoke or an air/gas-only cycle — mandated or recommended by electric vehicle (EV) manufacturers for testing battery compartments.

Suggested retail price \$1,199

For more information

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(714) 451-1411

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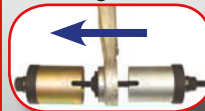
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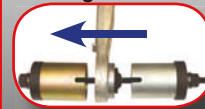
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The Clore Automotive SOLAR PRO-LOGIX 6V/1V2/24V Wheel Charger, No. PL3750, provides three operational modes for comprehensive service: auto charging, manual charge and engine start. Auto charge mode utilizes an advanced, microprocessor-controlled process to deliver an optimal charge to each battery serviced, regardless of size or type. It features multiple charge rates for each voltage setting: 60/40/15/5A (6/12V) and 30/15/5A (24V). The PL3750 also features 250 amps of Engine Starting Assistance. Reverse polarity protection and battery fault detection ensure safe operation. An LCD display provides rich detail for easy operational set-up and monitoring. Enter 56 at "e-inquiry" on vehicleservicepros.com

Universal European terminal tool kit

The JS Products 23-pc Universal European Terminal Tool Kit, No. 95839, contains an assortment of terminal release tools that cover 19 vehicle makes/models: BMW, Mercedes, VW, Audi, Jaguar, Porsche, Saab, Skoda, Ford, Renault, Citroen, Chrysler, Flat, Honda, Mazda, Mitsubishi, Toyota, Opel, Seat. This kit allows users to easily remove terminals from electrical connectors and eliminate damage to wires and terminal blocks. The handles individually marked for easy identification against application chart. Application chart included inside lid of carrying case. Enter 58 at "e-inquiry" on vehicleservicepros.com



Retractable and flexible retrieving magnet

The Master Magnetics' Retractable Retrieving Magnet is the ideal tool for extracting metal parts from hard-to-access tight spaces such as cramped engine compartments, behind heavy equipment, down drains or heating vents. The shielded sides target pick-up and won't attract to metal surroundings until activated. The 23" long shaft holds its shape for hard-to-reach items. A plunger handle has a user-activated magnet to use when the tool is in position for retrieval. Constructed of a neodymium magnet to provide maximum strength in a small size, ideal for retrieving items from tight spaces. Enter 60 at "e-inquiry" on vehicleservicepros.com

Wireless refrigerant charging scale

The Mastercool Wireless Refrigerant Charging Scale comes with a solenoid (No. 98315) or without a solenoid (No. 98310). Users have the ability to program desired quantities of refrigerant. Before the charge is complete, an alarm will sound allowing ample time to turn off refrigerant supply. This wireless unit prevents unwanted tangles in wires and provides an extremely accurate weight sensor. Users can easily store the remote in the body of the platform, and a magnet on remote allows easy placement on fixtures. A keypad provides synchronization and zeroing. Battery life symbol for platform and remote constantly displayed on LCD and wireless signal strength indicator conveniently displays on remote. Enter 57 at "e-inquiry" on vehicleservicepros.com



Portable torque and angle meter

The DTS Portable Torque and Angle Meter is a simple-to-use, digital readout device that displays real-time torque values in any of the three torque units: ft/lbs, in/lbs and Nm. It can conveniently be used with any current ratcheting wrenches (regardless of the length), breaker bars or sliding T-handle tools. Features include a five-alphanumeric digit LCD display, a rechargeable Li-ion battery that holds up to 300 hours of continuous use, three-light LED/ tone/vibration notification system and ratcheting angle memory. Three modes available: Track, Peak or Angle, with a charging adapter included. Enter 59 at "e-inquiry" on vehicleservicepros.com

Hardware for new model coverage

AutoEnginuity introduces ProLine VCI hardware, which is slightly larger than previous models, to accommodate the electronics needed for new model coverage, including Fiat CAN for Ferrari, Fiat and Maserati. This PC-based scan tool hardware also features a new expansion port, as well as the integration of the security dongle. Usability and durability are improved with the addition of a semi-clear hand grip and light pipes for better viewing of the connector's LEDs. Enter 61 at "e-inquiry" on vehicleservicepros.com




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Downloading Tomorrow's Outlook

By using his new smart phone, Joe realizes there are some things he can, and cannot, control.

Imagine life 30 years ago, without all the gadgets that are available today to "help" us be more proficient. How - how did we exist? How did we get anything done? No Blackberrys or iPhones, no Tablets or iPads, no laptops ...

We had a system and it worked - not being flashy or way cool, just head down and push through 'til it's done. Our productivity tools were Determination and Follow-through. Slowly, advanced technology started to reach the masses. Marketing showed us there might be an easier way, but without experience, how could we know if it really helped?

Changing technologies

Recently the news reported that, for the first time, more people own smart phones than flip phones. This signifies a shift in what we demand from our gadgets, not to mention acceptance of technology. I've had a smart phone for a few years, and I recently



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updated to the Android to acquire a larger screen with faster Internet access. Well, I'm here to tell ya - what a learning curve I have had, becoming acquainted with touchscreen technology after owning a phone that demands firm button pressure. Having made this purchase to become more productive, I have on occasion regretted the thought that this would be 'a smart move.' Hundreds of times a day I am typing, backspacing, retyping, backspacing again - Aarrgggggg! As the emails and texts pile up in my inbox, and my now seemingly tree trunk-sized fingers play a game of 'press every key at once,' frustration

starts to set in. I feel my control over the temptation to hurl this "smart" phone towards the Atlantic becoming... strained.

Under control

(Sigh) Setting the phone down while counting to 62 million has helped to some degree, because I know the fault lies not with the phone. As it turns out, my desire to quickly finish things has taken priority over the importance of slowing down to learn a more proficient method of productivity.

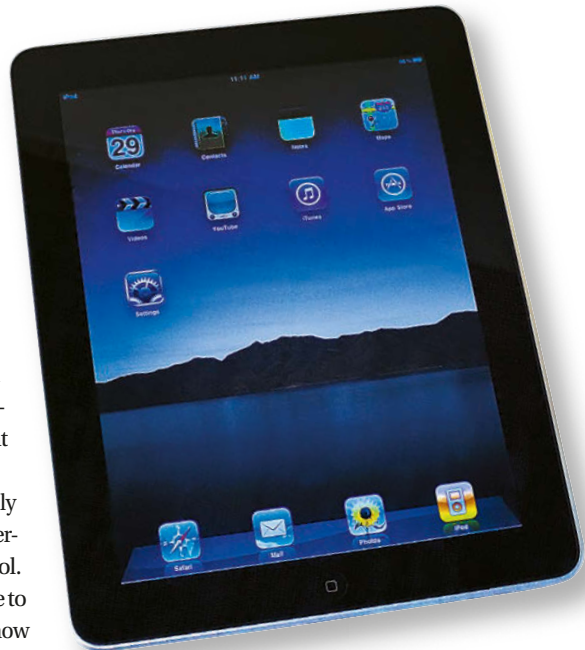
Years back I decided '98' was my daily number, meaning that roughly 2 percent of each day is out of my control. Sometimes during my haste I have to remind myself of this. Curious to know your own daily number?

Try this quiz:

- Did you have a complete breakfast (the most important meal of the day)?
- Were you late for work or an appointment?
- Was that important tool ordered?
- Did the afternoon bring a case of droopy eyes or lost attention?
- Was that last interaction with a customer or co-worker handled correctly?

Second nature

The list of questions could be as long as Stretch Armstrong's right arm, as could the list of appropriate reactions to those situations. But for each reaction there is a reason. Too often in our busy lives we are quick to hold our surroundings accountable for our own shortcomings. This stunts personal growth. No matter how technically advanced we become, there is one personal habit that needs constant attention for us to be at the top of our game. Nurturing this habit may require a slight learning curve and a few changes, but with experience it will become second nature.



Just as an electronic gadget is only as good as the input it is given, the same is true of the energy that is given to the person in the mirror. It is as simple as garbage in/garbage out: negative energy in/negative outcome. If we choose to be negative, how could we expect a positive outcome? The person in the mirror is given a belief, and so naturally it will be lived out. If that belief is negative, everything that goes wrong is actually expected.

What if tomorrow we awoke to say "today has to be made and I shall make it a great one?" Positive in - positive out; a belief and a command. Suddenly the Droid works better, the iPad actually has benefits, and the computer no longer appears stupid. What deep, intense control we each hold over our daily lives! With every new app that helps us become more proficient, let's not lose sight of the fact that regularly updating our outlook is the most important download to make better productive days. ■



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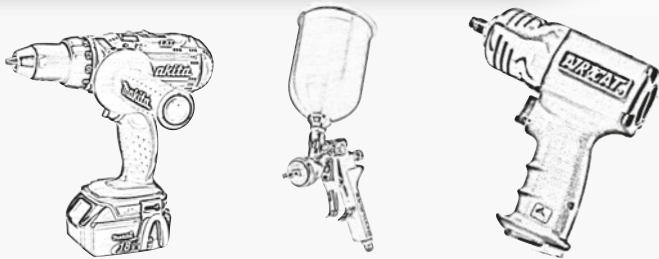
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