

PROFESSIONAL DISTRIBUTOR

The Distribution Network Connection

A Career Full of Changes

Mac Tools distributor Ed Nolan adapts to the times.

Page 10

ALSO INSIDE:

Sales Q & A page 16

How to collect from delinquent customers

Driving Sales page 20

Electrical systems and battery service equipment.

Mobile Motivations page 34

The difference re-living memories, and creating new ones.



VEHICLESERVICEPROS^{COM}
OFFICIAL WEBSITE OF PROFESSIONAL DISTRIBUTOR

NEW Weekly Sales Tips

Quick business tips from other distributors and industry experts.
www.vehicleservicepros.com/distributors/sales-tools

EXCLUSIVE Online Product Guide

Search thousands of products to stock on your truck
www.vehicleservicepros.com/directory

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

PERCORTO
S. MARINO
U.S. POSTAGE
PAID
PERMIT NO. 246
LEAMON, ILLINOIS, KY

SEPTEMBER 2012
VOL. 20, NO. 8

Genisys
EVO

ROBINAIR Pegisys™

MEGA DEALS

ENDS SEPTEMBER 30, 2012 OR WHILE SUPPLIES LAST!



MEGA DEALS

DEAL #1a

NEW RELEASE **\$899⁰⁰**

OTC38750BD2R11

2011 Genisys EVO Scan Tool

FACTORY REFURBISHED JUST LIKE NEW

SAVE \$526⁰⁰

If purchased new, your cost would be **\$1,425⁰⁰**

MEGA DEALS

DEAL #1b

NEW RELEASE **\$1,249⁰⁰**

OTC38750BD2R11E

2011 Genisys EVO Scan Tool

FACTORY REFURBISHED JUST LIKE NEW

• INCLUDES OTC3421-75 EUROPEAN CABLES

SAVE \$545⁹⁹

If purchased new, your cost would be **\$1,794⁹⁹**



 *Tools Across America* SM
ISN **Integrated Supply**
Network, LLC.

Lakeland, Florida.....800.966.8478
Atlanta, Georgia.....800.255.6107
Baltimore, Maryland.....800.638.3730
Dallas, Texas.....800.966.8478
Fort Wayne, Indiana.....800.638.3730
W. Sacramento & Fresno, California.....800.392.4097

MEGA DEALS

DEAL #2

PURCHASE FOUR (4)
MIX AND MATCH:
ROB34788 OR ROB34288
CALL FOR PRICING



AND RECEIVE YOUR CHOICE OF EITHER:

ONE (1):
OTC3875P2
Genisys EVO™ Scan Tool
with USA 2011 OBD II Kit
For FREE**

\$1,899.00 RETAIL VALUE!

**Does not include \$100 Gift Card



OR

ONE (1):
\$400.00 VISA CARD
AND FOUR (4):
ROB16235P*
Tracker A/C Leak Detection Kits
\$1,179 RETAIL VALUE!

Allow 4 to 6 weeks for delivery of Gift Cards



***PLUS** When you purchase (4) MIX AND MATCH ROB34788's or ROB34288's and choose (4) ROB16235's FREE, you can sell the items to your customers and they can qualify for the \$250 Cash Back!

LOYALTY CASH

\$250 CASH BACK

with Purchase of EITHER ONE (1) ROB34788 or (1) ROB34288 AND ONE (1) ROB16235

Web based coupon / instructions / terms and conditions can be down loaded from www.robinair.com/promotions.php

MORE NEXT PAGE

MEGA DEALS

DEAL #3

PURCHASE THREE (3)
MIX AND MATCH:
ROB34788 OR ROB34288
CALL FOR PRICING



AND RECEIVE YOUR CHOICE OF EITHER:

ONE (1):
OTC38750BD2R11P3
2011 Genisys EVO
Factory Refurbished
For the Special Price of \$100.00

\$1,200.00 RETAIL VALUE!



OR

ONE (1):
\$300.00 VISA CARD
AND THREE (3):
ROB16235P*
Tracker A/C Leak Detection Kits
\$884.85 RETAIL VALUE!

Allow 4 to 6 weeks for delivery of Gift Cards



***PLUS** When you purchase (3) MIX AND MATCH ROB34788's or ROB34288's and choose (3) ROB16235's FREE, you can sell the items to your customers and they can qualify for the \$250 Cash Back!

LOYALTY CASH

\$250 CASH BACK

with Purchase of EITHER ONE (1) ROB34788 or (1) ROB34288 AND ONE (1) ROB16235

Web based coupon / instructions / terms and conditions can be down loaded from www.robinair.com/promotions.php

MEGA DEALS

DEAL #4

PURCHASE TWO (2):
ROB34788
CALL FOR PRICING



AND RECEIVE YOUR CHOICE OF EITHER:

ONE (1):
OTC38750BD2R11P4

2011 Genisys EVO
Factory Refurbished

For the Special
Price of \$333.00

\$1,200.00 RETAIL VALUE!



OR

ONE (1): \$200.00 VISA CARD

AND TWO (2):

ROB16235P*

Tracker A/C Leak Detection Kits

\$589.50 RETAIL VALUE!

Allow 4 to 6 weeks for delivery of Gift Cards



***PLUS** When you purchase (2) ROB34788's and choose (2) ROB16235's FREE, you can sell the items to your customers and they can qualify for the \$250 Cash Back!

LOYALTY
CASH

\$250
CASH BACK

with Purchase of
ONE (1) ROB34788 AND
ONE (1) ROB16235

Web based coupon / instructions / terms and conditions
can be down loaded from www.robinair.com/promotions.php

CONTINUED

MEGA DEALS

DEAL #5

PURCHASE ONE (1):
ROB34788
CALL FOR PRICING



AND RECEIVE YOUR CHOICE OF EITHER:

ONE (1):
OTC38750BD2R11P5

2011 Genisys EVO
Factory Refurbished

For the Special
Price of \$566.00

\$1,200.00 RETAIL VALUE!



OR

ONE (1): \$100.00 VISA CARD

AND ONE (1):

ROB16235P*

Tracker A/C Leak Detection Kits

\$294.75 RETAIL VALUE!

Allow 4 to 6 weeks for delivery of Gift Cards



***PLUS** When you purchase (1) ROB34788 and choose (1) ROB16235 FREE, you can sell the items to your customers and they can qualify for the \$250 Cash Back!

LOYALTY
CASH

\$250
CASH BACK

with Purchase of
ONE (1) ROB34788 AND
ONE (1) ROB16235

Web based coupon / instructions / terms and conditions
can be down loaded from www.robinair.com/promotions.php



Genisys **EVO** **ROBINAIR** Pegisys
MEGA DEALS
 ENDS SEPTEMBER 30, 2012 OR WHILE SUPPLIES LAST!

NOTE:
 Sorry NO choice in color, colors will vary.

MEGA DEALS **NEW RELEASE** **\$2,400⁰⁰**
DEAL #6 OTC3825JR12
 Limited Edition Pegisys Scan Tool
 FACTORY REFURBISHED JUST LIKE NEW

SAVE \$1,249⁰⁰
 If Purchased new, your cost would be **\$3,649⁰⁰**



Genisys **EVO** **Pegisys**
DEMO PROGRAM NOW AVAILABLE!
 For the first time in history, SPX is now offering
 One on One **PRE-SALE LIVE DEMONSTRATION**
 for prospective buyers of EVO and Pegisys products.
 Contact your ISN Sales Associate for Details.

Tools Across America SM
ISN **Integrated Supply**
Network, LLC.

- Lakeland, Florida.....800.966.8478
- Atlanta, Georgia.....800.255.6107
- Baltimore, Maryland.....800.638.3730
- Dallas, Texas.....800.966.8478
- Fort Wayne, Indiana.....800.638.3730
- W. Sacramento & Fresno, California800.392.4097

Enter 17 at "e-inquiry" on vehicleservicepros.com

COVER STORY/DISTRIBUTOR PROFILE



"In this business if you're excited about something, you'll sell it. Guys pick up on your excitement ..." —Ed Nolan, Mac Tools distributor

10 A Career full of Changes

After years of installing and servicing stationary engines all over the world, distributor Ed Nolan found his home with Mac Tools in Rockford, IL.

FEATURES

20 Driving sales

Product information and technician feedback on electrical systems and battery service equipment.



28 In Focus Products

- Blair Rotabroach Master Kits.
- Lisle Stripped Screw Extractor Kit.
- OTC 3880X Automotive Inspection Camera.
- E-Z Red T1000 Super Low Profile Torx Bit Set.

32 Sneak Peek

Check out this month's new products before technicians get to read about them in *Professional Tool & Equipment News*.

DEPARTMENTS

08 Editor's Note

How do you compete?

16 Sales Q&A

Collecting from delinquent customers.

18 Most Wanted

34 Mobile Motivations

The difference between re-living memories, and creating new ones.

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 Jacques Gordon
800-547-7377 x1678 Fax: 920-563-1699
jacques.gordon@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@cygnuspub.com

PRODUCTION SERVICES REP Wes Gray
800-547-7377 x1337 wes.gray@cygnus.com

ART DIRECTOR Richmond Powers

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

AUDIENCE DEVELOPMENT MANAGER Terri Pettit

CYGNUS BUSINESS MEDIA

John French – CEO
Paul Bonaiuto – CFO
Ed Wood – VP, Human Resources
Julie Nachtigal – VP, Audience Development

CYGNUS PUBLISHING

Gloria Cosby – Executive Vice President
Larry M. Greenberger – Group Publisher
Curt Pordes – VP, Production Operations

FOUNDER Rudy Wolf

Reprints - Foster Printing, Attn: Rhonda Brown,
4295 Ohio Street, Michigan City, IN 46360.
1-800-875-3251 or email sales@fosterprinting.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 20, Number 8; September 2012

VEHICLESERVICEPROS
OFFICIAL WEBSITE OF PROFESSIONAL DISTRIBUTOR

NEW Weekly Sales Tips
Quick business tips from other distributors and industry experts
www.vehicleservicepros.com/distributors/sales-tools

EXCLUSIVE Online Product Guide
Search thousands of products to stock on your truck
www.vehicleservicepros.com/directory



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

MAXIDAS DS708

EUROPEAN. ASIAN. DOMESTIC.
UNRIVALED POWER MEETS AFFORDABILITY.



© 2012 AUTEL.US. All Rights Reserved. All trademarks belong to respective owners.

1-855-288-3587
WWW.AUTEL.US

Enter 18 at "e-inquiry" on vehicleservicepros.com

How Do You Compete?

How to address the retail chain and Internet competition

It's probably not news to you that your real competition doesn't come from other tool distributors in your territory. Your real competition comes from national retail chains and the Internet. The question is: What do you do about that?

The big home center stores sell the same cordless power tools you carry on your truck, maybe even the same brands. Most of them are for construction work, but they often sell mechanics' tools too. Prices are usually lower, and sooner or later most of those tools will be on

sale at a price that's simply impossible to beat.

Retail parts stores are part of your competition too, mostly the big chains with national advertising campaigns. Along with parts, they also sell tires and batteries and lots of accessories like car stereos and steering wheel covers. And tools. The hand tools and diagnostic tools on the shelf are usually aimed at the DIY customer, and your customers wouldn't have much interest in them.

However some also sell the good stuff, everything from hand tools to top-of-the-line scan tools and oscilloscopes. They may not stock them in the store, but often it can be ordered through a company salesperson at a price or package deal that's usually better than what you can offer on the truck.

Internet shoppers can compare prices from a number of different sources in just a few

minutes. This is an amazingly powerful tool, because even when shoppers decide against buying over the Internet, they come away with a firm price in mind for a particular item.

So how does a professional tool distributor compete against all this?

One obvious tactic is to make sure your customers understand that when they buy from you, they get free credit, a factory warranty and product support from an actual human being who comes to see them regularly. They also get your knowledge of other customers' experiences with the tools.

I can think of other reasons too, but I'm not out there every day like you are. So you tell me: How do you compete against retail and Internet tool sellers? Send me an email at jgordon@pten.com and I'll share your ideas on this page in a future column. ■



JACQUES GORDON

Editor

920-568-8678

jacques@vehicleservicepros.com

1233 Janesville Ave.

Fort Atkinson, WI 53538

CHARGE Smart, CHARGE Safe, with SOLAR.

INTELLIGENT

SOLAR PRO-LOGIX automatic battery chargers utilize an advanced charging algorithm for an optimal charge every time. Start your charging routine and walk away. PRO-LOGIX does the rest.

BENEFICIAL

The PRO-LOGIX process results in improved battery condition and restored reserve capacity. Whether your battery is new or in need of reconditioning, PRO-LOGIX charges it right.

VERSATILE

One charger properly charges all battery types, including Conventional, AGM, Gel Cell, Spiral Wound, Marine and Deep Cycle batteries. Charge them all right with PRO-LOGIX.

SAFE

With Smart Clamp Technology, automatic operation and numerous built-in safety features, PRO-LOGIX battery chargers bring unsurpassed safety to your battery charging process.

NEW

PRO-LOGIX

INTELLIGENT BATTERY CHARGERS

PL2310 - 6/12V, 10 Amp PL2320 - 6/12V, 20 Amp

AGM

DEEP
CYCLE

+ FLOODED
BATTERY

GEL
CELL

SPIRAL
SW
WOUND

MARINE
BATTERIES

800.328.2921

www.solaronline.com

Enter 19 at "e-inquiry" on vehicleservicepros.com



Available in **113** countries
and at over 300 distributors
in the USA and Canada!

Stock up on KTA quality at
these and other top outlets!

G2S EQUIPMENT
Montreal, Toronto and Edmonton
1-800-361-2592

NEU
Tool & Supply
New Berlin, WI
855-NEU-TOOL

OEP
TOOLCO
Cranston, RI
401-467-6655

NOR TOOL
North York, Ontario
416-667-1083



ANDERSON BROS.
TOOL CO., INC.
New Castle, PA, 800-966-4735

VaMaCo
TOOL & EQUIPMENT
SERVICE COMPANY
Indianapolis, IN,
317-632-2208

TOOL SOURCE .COM
Ellicottville, NY, 1-888-220-8350

TOPLINE TOOL WAREHOUSE INC.
AUTOMOTIVE • INDUSTRIAL • AVIATION • HARDWARE TOOLS
Farmingdale, L.I. NY, 631-249-5304

EPPEY'S
Tool & Equipment Warehouse
New York, NY, 718-434-7878

World
DISCOUNTS
Automotive and Collision Supply Warehouse
Buffalo, NY, 716-447-9066

PTE
PARAMOUNT TOOL
& EQUIPMENT CORP.
Farmingdale, NY, 516-249-3013

Join the growing King Tony America distributor family, contact us at sales@kingtonyamerica.com!



Adjustable Torque Wrenches



Bust-A-Bolts



Impact wrenches with impact sockets



CALL OR EMAIL FOR A COMPLETE CATALOG.
WWW.KINGTONYAMERICA.COM SALES@KINGTONYAMERICA.COM 877.708.6657



Enter 20 at "e-inquiry" on vehicleservicepros.com

A Career Full of Changes

Mac distributor Ed Nolan adapts to the times

by Jacques Gordon

Top 5 Selling Tools

- 1.) DeWALT cordless tools, including combo pack No. DCK413S2
- 2.) Mac Precision Torque wrenches
- 3.) Flashlights (any type/any brand)
- 4.) Mac Tools 1/2" impact wrench
- 5.) Mac Tools anti-vibe hammers



After years of installing and servicing stationary engines all over the world, Ed Nolan decided he'd had enough travel. Back at the shop in Rockford, IL, he talked with their tool distributor about becoming a tool man, then contacted Mac Tools.

He said picking a tool company was easy. "Mac Tools was my only choice and I have never regretted my decision. I couldn't imagine

being with any other company than Mac." Ed has been a Mac Tools distributor since 1984.

BASICS OF BUSINESS

His customers are dealerships and independent shops, truck garages, heavy equipment shops and aircraft mechanics (lots of 1/4" drive). Ed calls the truck and equipment shops "a comfort zone" in his business because the mechanics "spend big money to get what they need to do the job. They take their job seriously and spend what's necessary to make it easier."

He said many of them don't use credit. "They'll buy something for two or three hundred dollars and pay cash." That said, Ed also points out that "I couldn't be here without all of my customers. They all make up the day. Some spend money and some I (just) learn from, but they all matter the same."



Ed's workbench is right behind the driver seat.

Ed likes dealing with independent shops too. "Once you win their trust and credibility, they start to rely on you for a lot of things, not just tools: tire changers, wheel balancers, hoists, A/C machines, those kinds of things."

We saw current-generation Mac toolboxes in almost every shop we visited with Ed, but he says he doesn't sell a lot of toolboxes. "That's a bonus thing for me. Tools and service is where I build my business ...There's a lot of guys selling

lots of toolboxes, but (when) they're not selling toolboxes, they're not selling anything."

ADAPTING TO CHANGES

Rockford was a big manufacturing town, but most of that is gone now. Because of this and the economic recession, many truck shops have closed or cut back.

CONTINUED PAGE 12

COVER STORY/DISTRIBUTOR PROFILE



There are no shelves in the front half of the truck.

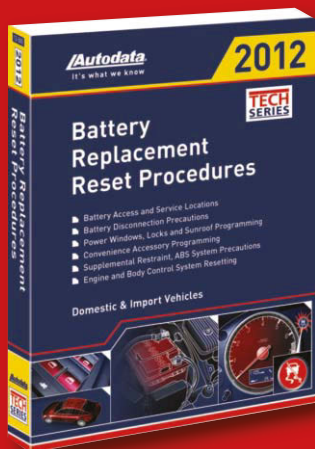
"I used to have more truck shops working (three) shifts. Mondays I would leave the house at 6:30 AM and get home after midnight after catching the second shift guys. Sometimes I'd be there at 5:30 the next morning to catch the third shift. That's pretty much all gone," says Ed. "But that's OK, I was younger then."

Ed noted that some fleet garages still work second shift because the trucks run in the daytime. "Monday is (still) my late day. I can pretty much fit all my second shift stops into a Monday night."

Ed faced a major problem earlier this year when

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.

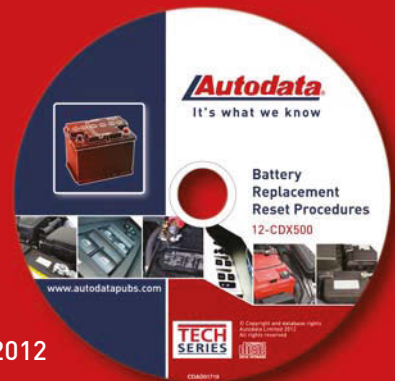


Part # 12-500

Includes:

- Battery access and service locations
- Battery disconnection precautions
- Power windows, locks and sunroof programming
- Convenience accessory programming
- Supplemental restraint
- ABS system precautions
- Engine and body control system resetting
- Domestic and imported vehicles 2002-2012

CD is available in English and Spanish



Part # 12-CDX500

AD_USA_AUG12_BRRP/VC

Autodata
It's what we know

Autodata Publications Inc. - Telephone: 800-305-0338
Email: sales@autodatapubs.com - Website: www.autodatapubs.com



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

medical issues kept him out of action for three months. But his business returned along with his health. "I'm not going to set any records this year, but as soon as I got back on the truck, things got right back up to where they were, and it's still as busy as ever."

He notes that a bad economy and three months off could have put him out of business, but Rockford is a big town with many auto, truck, equipment and fleet shops, plus a fairly large international airport (it's a UPS hub). This not only helped Ed survive, he said his last two years "were probably my best two ever, not by leaps-and-bounds, but all-in-all and back-to-back."

During that time Ed sold a lot of big ticket items to the small independent shops. "I think it's because the economy is down and they're not selling as many new cars, and the small shops actually got busier fixing cars."

INVENTORY AND LAYOUT

We asked Ed about the layout for his truck. "Flashlights need to be colorful and in your face," so they share a prominent space with work gloves. "Gloves don't sell if they're not displayed." The truck is full without seeming cluttered,



Plenty of things to look at while waiting for a receipt.

tered, which Ed says is a challenge. "It's a tool truck, not Macy's, so there are certain things you have to put on the truck. But you need to have things that will jump out and grab people."

We asked if his inventory has changed over his years in the business.

"That's a problem. I've got a garage full of stuff that's not popular anymore."

One of the newer tools on his truck is Mac's new Precision Torque brand of combination wrenches. It's hard to imagine long-time customers buying something so basic as a set of wrench-

es, but Ed says they're different from anything he's seen before.

"I got really excited about them, and in this business if you're excited about something, you'll sell it. Guys pick up on your excitement ... I've sold more of these in the past two or three

 **Chicago
Pneumatic**

CP7748

Powerful and Fast



Hard Hitting Brute Force Impact

- 1/2" Heavy Duty Impact Wrench
- Maximum torque in reverse: 922 ft-lbs.
- Breakaway torque: 1200 ft-lbs.
- Extremely fast rundown for quick work
- Injection molded rubber grip for comfort
- Lightweight composite and aluminum design

www.cp.com/CP7748



People. Passion. Performance.

Enter 22 at "e-inquiry" on vehicleservicepros.com

COVER STORY/DISTRIBUTOR PROFILE

Two fans at the rear keep air moving throughout the truck.

years than I sold sets of (other) wrenches over my whole career. I've got guys

buying the whole set, trading in their old wrenches, even other brands."

PLANS FOR THE FUTURE

Ed plans to convert his business to a franchise. "All Mac dealers (hired) now have to be a franchisee. I have

How Do YOU Test For Bad Injectors?

Simply see the spray and be 100% sure with the Launch *X-SonicClean Fuel Injector Cleaner & Tester!* The last time you replaced an injector, were you 100% sure that it really needed it? **No more guessing with the X-SonicClean BT.**

The **X-SonicClean BT**

Your Bench Top Car Injector Cleaner & Diagnostic Center



BEFORE



AFTER



MSRP: \$1,995

Check: Spray Pattern, Leakdown Test, and Volume Test. Not only test and verify injectors but Ultrasonically clean them as well. Injectors are pulsed during the Ultrasonic cleaning process, completely removing all carbon deposits, rust and contaminants.



Cresetter

- Reset Oil & Service Reminder Lights On Vehicles 1996 & Newer*
- On-Screen Instructions Included For Manually Reset Vehicles SAVES TIME! No need to look at the owner's manual or other repair information systems.

➤ FREE Internet Updates Ensure Communication With The Latest Vehicles!

- Fast & Easy Operation
- One Year Warranty

- Added Reset Functions Based On Manufacturer**:
- Oil
- Microfilter
- Front Brake
- Rear Brake
- Vehicle Check
- Spark Plugs
- Brake Fluid
- Coolant
- Vehicle Inspection
- Exhaust Emission
- Diesel Filter

*Not All Vehicles Require A Scan Tool To Reset Oil & Service Reminder Lights

**Available Resets Dependent On Vehicle, Make & Model



LAUNCH

The Global Leader In Diagnostics

p: 1-877-LAUNCH9(528-6249)

www.launchtechusa.com



Launch Canada: www.launchtech.ca

Enter 23 at "e-inquiry" on vehicleservicepros.com



With everything aligned on the ceiling, it's easier to find what you're looking for.

the option to remain an independent Mac distributor or convert, and I plan to convert ... As an authorized distributor, I own nothing but my tools

"I COULDN'T BE HERE WITHOUT ALL OF MY CUSTOMERS. THEY ALL MAKE UP THE DAY. SOME SPEND MONEY AND SOME I (JUST) LEARN FROM, BUT THEY ALL MATTER THE SAME."

and my truck, but (after converting) I will own my route. That would give me the option to sell the route or hire someone to run it if I want to retire."

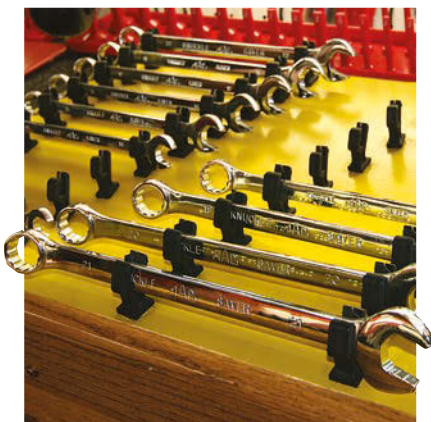
Ed couldn't say how many customers he sees in a 75-hour week, but there are about 250 on his books (plus cash customers). Even though he takes off the week after Christmas,



The video screen is easily seen from the waiting area next to the truck's desk.

he says during the rest of December he normally doubles his business for the month.

"Every promotion that didn't sell (over the past year) is on sale 'cause it's inventory time. We're dealin', we're movin' stock and companies are at the end of their fiscal year, so business is good."



This wrench display is more inviting than just having the box on the shelf.

Since Ed's business survived a bad economy and forced medical leave, we asked his advice to new distributors starting out.

"Be patient, don't expect too much. Good things come to those who wait. You will not make it big immediately. Like airplanes used to be when taking off from an aircraft carrier; when they leave the end of the deck, they go down a little before

they climb. If you don't hit the water when you first start out, you'll climb."

By working hard, working to his strengths and taking advantage of opportunities, Ed Nolan has indeed climbed above the flight deck. ■



WTD
S U P P L Y

New York • Chicago • Dallas • Las Vegas

Nationwide Distributor of Professional Automotive Tools and Equipment

EXPECT MORE? WTD DELIVERS!

- ✓ **Boost Sales with Our Industry Leading Bi-Monthly Sales Flyer**
- ✓ **Be First To Market with The Hottest New Products**
- ✓ **Sell From 10,000+ Products without Spending Extra \$\$\$ On Inventory**
- ✓ **Knowledgeable & Friendly Mobile Jobber Hotline Staff with 15 Years Average Experience**

CALL TODAY

1-800-358-9106

FOR COMPLETE DETAILS ON ALL OUR MONEY SAVING PROGRAMS



GET
SCHOOLED
IN
SAVINGS

YOUR TEXTBOOK GUIDE TO INCREASED PROFITS!

OVER 150 New Products Inside!



Mention This Ad And Get A FREE Gift

Order online at www.wtdsupply.com

Collecting from Delinquent Customers

Creative ways to connect with slow payers and collection dodgers.

BY PHIL SASSO

Q I'm having collections problems. A lot of my customers are starting to fall behind and I have some dead beats I can't catch up with. What should I do?

A You don't want to hear this, but if a lot of your customers have fallen seriously behind, you first have to realize there's only one person to blame: You.

'I can't blame them,' Cincinnati-area Mac Tools Dealer Bruce Holsinger says of his customers who are behind or delinquent. "It's my fault. I let them get to that point."

That doesn't mean he lets them off the hook. It just means as a 20-year mobile veteran, he realizes it's his responsibility to keep them from getting to that point. And once they've got to that point, it's his job to get them back on track.

The consensus among top dealers and trainers is that good collections all pivots on starting off on the right foot. As Mike Boyhan said in the August 2012 Sales Q&A column (www.vehicleservicepros.com/10739333), it's all about covering your bases upfront when you begin working with a new customer so they know what's expected.

Get Information Up Front, You May Need It Later

Holsinger, for example, makes sure he gets every piece of information he

can when he first opens a new truck account. He asks questions that might seem a bit invasive: Do you have a wife or girlfriend? What's her name? What's her phone number?

Holsinger says if the customer mentions a dad, uncle or brother he asks for their name and number too. Never know when it might come in handy.

Some customers may balk at these somewhat intrusive questions. But just remind them they're in essence applying for an interest-free loan. If they were applying for a bank loan, they'd be asked many more personal questions. Heck, I was asked to supply a reference and phone number when I applied for a library card several years ago. Really. For a library card!

Why does he want this information? He may not call them as a reference, but if a customer starts dodging him, Holsinger is not above calling a wife, girlfriend or family member to try to collect his money.

A Truck Account Is A Privilege

Holsinger is among the best collectors in his region. He says his secret isn't quite that secret.

He makes sure he tells customers his payment policy upfront, and reminds them that having a truck account is a privilege. If they want to keep that privilege, they need to hold up their end of the deal.

He doesn't just do that when he opens a new account, he gives his 15-second speech nearly every time he closes a new sale. This reminds the customer and everyone who overhears him that Holsinger is dead serious about getting paid on time.

In fact he recites his payment policy so often, he has customers that have it memorized and will recite it to new

customers on the truck, often giving Holsinger a chuckle. (See "Holsinger's Payment Policy" sidebar.)

Watch For The Warning Signs

It's important to know the red lights that a customer is likely to fall behind and to keep them in check before they are seriously delinquent.

"He'll start to dial back his payment," says Holsinger. "When a customer says 'I'll be \$10 short this week,' you've got to be sure they know you expect that \$10 next week.' Otherwise, you're leaving the door open to more weeks when he'll be \$10 or even \$20 behind. Once a customer begins to fall too far behind, it becomes next to impossible for them

"IT'S IMPORTANT TO KNOW THE RED LIGHTS THAT A CUSTOMER IS LIKELY TO FALL BEHIND AND TO KEEP THEM IN CHECK BEFORE THEY BECOME SERIOUSLY DELINQUENT."

to catch up. He could end up more than just behind on payments, he could start avoiding you altogether.

In the same way, avoid selling a customer more tools while keeping the payment the same. In either case, you're putting your cash flow at jeopardy. It doesn't matter if they can only afford \$25 a week, if he wants more tools, he has to come up with more money. Or he has to wait until he's paid up to add that shiny new tool to his box.

One way to avoid letting a cus-



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.

customer stretch his payments too far is to ask him what he wants to “pay today.” Often a guy will offer you a larger down payment than you would suggest. Some will even pay for the entire purchase that day. He may have \$50 burning a hole in his pocket. If you don’t ask open-ended questions and let your customers make the first offer, you could be creating your own problem.

Make A Collection Hit List

Holsinger says he may have 10 or 20 guys that are behind. Some are slightly behind, others so far behind that they’re dodging him altogether. His technique is to create a truck dealer’s equivalent of the FBI’s “Most Wanted” list. Call it Holsinger’s “Three Most Delinquent” list. He focuses on collecting from those three customers that week.

“I’ll start by texting them. If they don’t respond, I text them again in an hour. It’s not that hard. I hit resend,” he says. “That works especially well with the younger guys.” He explains he learned this technique from his customers themselves. If they need a tool and he doesn’t reply to their first text, they’ll persist until he does reply.

If he’s trying to meet up with someone who seems to be dodging him, sometimes he’ll run his route backwards for the day so he’s at a stop earlier or later than usual. He then will try to park his truck in a different spot than usual and use a different door. Often by doing this he’ll surprise a customer who seems to otherwise

ONE WAY TO AVOID LETTING A CUSTOMER STRETCH HIS PAYMENTS TOO FAR IS TO ASK HIM WHAT HE WANTS TO “PAY TODAY.”

plan his test drives or bathroom breaks to avoid him. When he approaches the dodger, he gets right to the point.

“I’ll be straight with them. I tell them they need to talk to me,” Holsinger says. “Not talking to me isn’t going to make his problem go away. It’s only going to make it worse.” He explains they might be able to work things out, but if the customer

keeps avoiding him he’s going to need to take more drastic measures — like taking back his tools.

Be Businesslike, Avoid Blowing Up

It’s important not to take it personally or get upset when someone is behind. Treat it in a firm but businesslike manner. Few, if any, mean it personally. Getting into a shouting match or attacking him personally is only going to push your customer away and make it harder to collect your money. They are likely just feeling financially strapped and don’t know how to deal with the situation. Many will try to ignore the situation and hope it fixes itself. And most owe money to more than just you.

Holsinger says he’s had several customers that he’s even had to repossess tools from that have come back and become good customers over time. He attributes that to his calm, businesslike approach.

“If they really fall behind you need to get back the tools,” says Holsinger. “There’s no other choice.”

Repossessing tools is a very complicated and delicate matter. But that’s a topic for another column. ■



HOLSINGER’S PAYMENT POLICY

Distributor Bruce Holsinger hangs this payment policy in his truck, and reminds customers about it after each sale.

My commitment to you:

- Handle your account like a pro
- Provide regular service
- Provide timely warranty & repairs
- Feature innovative & new products
- Keep the truck stocked & clean
- Serve you with integrity

Expectation:

- Pay me as we agreed at the time of sale.

Consequence:

- If you do not pay the agreed amount, we need to discuss. It may be necessary to return tools at fair market value.

Does this sound fair?

*“It is an honor to serve as your Mac man.”
“It is a privilege to have a truck account with me.”*

Bruce A. Holsinger

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*.



EXTRACTOR AND TAP WRENCH SET

The Anglo American Tools Schroder 11-pc Extractor and Tap Wrench combination set ideal for screw extraction, turning taps and rethreading. This set includes two three-position T-Handle ratcheting tap wrenches (one with Gripps Jaw design for square and hex drive tools), a 7" tap extension, two replacement chucks, three 3/16" square shank taps, and three Hi-Trac screw extractors. Tap wrench capacities 0 to 1/4.

Circle 40 at "e-inquiry" on vehicleservicepros.com



MECHANIC COMBO KIT

Tiger Tool's Automotive Mechanic Combo Kit, No. 20476, features a variety of popular tools used for servicing driveline and suspension components on light to medium duty cars and trucks. The kit includes: Intermediate Universal Joint Puller, No. 10104; Automotive Universal Joint Puller, No. 10105; Automotive Bearing Cup Installer, No. 10202; Automotive Yoke Puller, No. 10850; Torsion Bar Unloader, No. 14001; and Snap Ring Clip Pliers, No. 70300.

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



TIPS & DRILL BITS

Eazypower Corporation's new Shock Absorber Tips and Drill Bits will minimize inventory and maximize profitability and productivity, according to the company. They can be used in

all rotary and impact screwdriving drivers. The Shock Absorber Tips and Drill Bits are available in bulk, tubs and carded.

Circle 41 at "e-inquiry" on vehicleservicepros.com

EASY BEARING EXTRACTION OR MOUNTING

The Mueller Kueps Press & Pull Sleeve Kit, No. 609 400, is used for easy bearing extraction or mounting on almost any type of car. Use this universal tool set 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.

Circle 42 at "e-inquiry" on vehicleservicepros.com



SEIZED FASTENER REMOVER SET

The special socket design of the Lisle Seized Fastener Remover Set, No. 60260, applies the impact force to the center of the frozen bolt through the nose on the pneumatic driver. These low-profile, heat-treated sockets center the pneumatic driver on the frozen bolt. The hex-shaped socket floats on the driver allowing a turning wrench to be used while impacting the bolt head. Six socket sizes fit up to 0.830" hex. Focuses the pneumatic hammering action on the center of the fastener. Made in the USA.

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





ROTATING MAGNETIC HOOK

Master Magnetics offers the Rotating Magnetic Hook. This industrial-strength hook is rated at a 65-lb pull, ideal for hanging heavy equipment. With the ability to swivel 360 degrees and swing 180 degrees, this hook can adapt to any position without repositioning the magnet. Securely holds cables, tools, wires, and other equipment where ordinary magnets would slip and slide in workshops, garages, warehouses, contractor vans and more. Circle 45 at "e-inquiry" on vehicleservicepros.com



ACCESS RECESSED AREAS OF VEHICLE

The Cal-Van Tools Recessed Body Clip Pliers (No. 56), are designed with the ability to remove push pins and body clips from bumpers and other areas of the vehicle that are recessed or have limited access. This tool features a long reach with specially designed ends that help pop the clip off, so that the user does not need to damage the clip by twisting or prying. The handles are constructed of glass-filled nylon to prevent scratches. Works well on almost all push pins or body clips. Circle 46 at "e-inquiry" on vehicleservicepros.com

FASTER DIAGNOSTICS WITH DUAL PROCESSOR

Autel's MaxiDAS DS708 diagnostic system offers high performance with intuitive operation; the OE-level diagnostic solution was designed for the aftermarket. Features:

- Extensive vehicle coverage for more than 30 domestic, Asian and European makes.
- Deep vehicle system coverage for ALL electronic systems.
- Complete function capability including live data, ECU programming and more.
- Automatic Wi-Fi updates available.
- Innovative dual-processor technology for quicker diagnostics and boot-up.
- Windows CE operating system.
- Intelligent memory of tested vehicles.
- Powered by Autel Uni-SCAN technology with no need for extra adaptors.
- 4GB SD card.
- Backlit, 7" TFT color display with touchscreen.

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

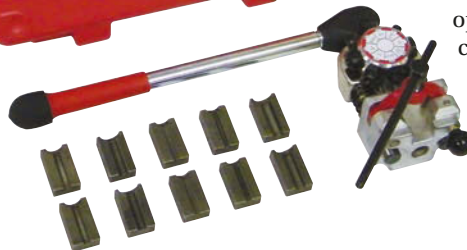


SUPER DUTY FLARING TOOL

Use the S.U.R.&R FT351 High Speed Super Duty Flaring Tool to produce OE-quality flares in seconds including SAE (single and double) and DIN (mushroom). This tool works with easy bend, steel and poly-coated lines including 3/16", 1/4", 5/16", 3/8" and 4.75mm.

"Dial-A-Size" turret and cam lever operation provide speed, efficiency and consistent quality. Include five dies and seven punches.

Circle 48 at "e-inquiry" on vehicleservicepros.com



SELECTS THE CORRECT METER

The Hook, Power Probe's latest circuit tester, can now connect to systems from 12V to 48V. Power Probe's new "Smart Tip Advantage" senses the probe tip condition and selects the correct meter. The Hook also displays its current draw in amps. The AC voltage threshold sets the Power Probe Hook to automatically turn on and display amplitude and frequency when an AC signal is detected on the tip. Other features include: MIN/MAX voltage, current and resistance measurements, along with peak-peak voltage, frequency counter, positive

and negative pulse width and duty cycle and an isolated continuity tester.

Circle 49 at "e-inquiry" on vehicleservicepros.com

Electrical systems and battery service

With the introduction of hybrids, and the ever-importance of vehicle battery maintenance, technicians are always using electrical systems tools and equipment. In the next few pages, check out some of the options you can stock for your customers.



Tests all circuits

The Cal-Van Relay Circuit Pro, No. 76, allows users to test all circuits associated with a given relay. From the battery to the relay, from the relay to ignition or switch, and from the relay to the component are tested for ground or continuity. This tool will also test any component related to the relay, including the fuel pump, horn or compressor, by activating the circuit at the push of a button. Six of the most common relays included and a universal relay for the uncommon ones. Users can use this tool as remote starter for compression test and fuel pressure test.

Enter 51 at "e-inquiry" on vehicleservicepros.com



Double-insulated, silicone test leads

Silvertronic introduces the Universal Vehicle Test Kit (UVK). This 20-pc test lead kit features innovative testing accessories that enable fast and reliable diagnostic measurements. Kit includes double insulated silicone test leads that are compatible with virtually all digital multimeters on the market. The resettable fuse link accessory assists with troubleshooting electrical circuits. These fuses are mini circuit breakers that can be tripped manually and reset with a push of a button. Users can choose from three resettable fuses included: 10A, 20A or 30A. All items included fit securely in the premium foam inserted hard case provided.

Enter 50 at "e-inquiry" on vehicleservicepros.com

“With a smart battery charger, I never had a problem reviving a dead battery.”

Dynamic voltage tester

Hickok introduces the Hi-VIS VoltPRO, a one-handed dynamic voltage tester with three functional modes. DC Voltmeter mode indicates power and grounds while displaying voltage on the large super bright readout. The Circuit Loading mode dynamically tests the circuits ability to deliver current (Voltage Drop Testing) and can identify loose, corroded or damaged wires. Min/Max Glitch mode captures intermittent spikes or drops in voltage. Voltage Snapshots can be taken in any mode to hold voltage readings on the display.

Enter 52 at "e-inquiry" on vehicleservicepros.com



“I want a battery charger where the voltage is adjustable.”



Battery diagnostic tester

Techno Tools Corp. offers the 12V Electronic Battery Diagnostic Tester, No. B300. The No. B300 features a testing method that does not require the battery size to be entered into the unit, just chosen between automotive or truck battery or small automotive type batteries for testing. The B300 eliminates tester input errors and allows the testing of batteries of unknown size. The unit can test batteries as low as 5 percent state of charge and still give accurate readings. The LED bar graph immediately displays battery condition upon pressing the TEST button.

Enter 53 at "e-inquiry" on vehicleservicepros.com



**DEADLINE:
SEPTEMBER 30**

Professional Distributor is
calling all nominations for

MOBILE TOOL DISTRIBUTOR OF THE YEAR 2013

We are looking for someone who presents a positive image
of the mobile tool sales business to their peers, to their customers
and to people outside the industry.

To nominate, go to: www.vehicleservicepros.com/10714796



The winner will be announced in the *Professional Distributor* April 2013 issue. If you nominate the winner, *Professional Distributor* magazine will honor you with a **\$150 Mechanix Wear Gift Card**. All nominators will receive a pair of **Mechanix Wear gloves** as a thank you for your time and dedication to the mobile tool distributor network.

PROFESSIONAL DISTRIBUTOR

limited quantity
of gloves available

XFORCE
REVOLUTIONARY TOOLS

JOIN THE
REVOLUTION

FLEXFORCE
BRAKE AND FUEL LINE WRENCH



"More Grip...Less Slip"

- Removes worn brake & fuel fittings
- Works where others fail
- Easy access to tight areas
- Amazing grip with 'Spring-Torque'
- Sizes from 3/8" to 9/16"

HEXFORCE
360° WRAP-AROUND WRENCH



**"Fits like a wrench,
grips like a socket"**

- Pivot/hinge/clamp for 360° contact
- Won't slip off like other wrenches
- Socket-like gripping
- Use with 1/2" or 3/8" ratchet drive
- Sizes from 3/8" to 1-1/4"

Order yours today!
xforcetools.com
1-800-253-0403

Scan to see
Xforce tools
in action!



Enter 26 at "e-inquiry" on
vehicleservicepros.com

DRIVING SALES



For extended service procedures and reflashes

The Associated Equipment 12V, 60/70 Amp/270 Amp Boost Smart Charger and Power Supply, No. ESS6008MSK, comes with a 15-amp Memory Saver Port for standard automotive, deep-cycle, AGM and gel cell batteries. This charger includes a 12' Memory Saver cable with an OBD II connector, and terminal covers to prevent the positive battery clamp from arcing. Electrical Stability System (ESS) technology turns this unit into a 70A stable power supply for extended service procedures or re-flashes. The Memory Saver Mode provides 15A continuous/20A Peak program for deep discharge recovery of flooded batteries, and a patented diagnostics indicate weak or defective batteries. Comes with dead battery override control. Made in the USA. Enter 54 at "e-inquiry" on vehicleservicepros.com

"The battery tester's printer really helps me sell batteries."

No need to use jumper leads

Killer Tools introduces the Regulator Activator, providing technicians with complete control of window regulator without jumper leads. This tool reverses the polarity with the rocker switch and activates other 12V systems. The headlight helps illuminate dark areas. This set comes complete with probes, crocodile clips and wire piercing clips. Designed and built in the USA.

Enter 55 at "e-inquiry" on vehicleservicepros.com



"Infrared equipment is the quick way to find a parasitic draw."

Digital multimeter kit

The Lang Tools CAT IV Digital Multimeter Kit, No. 13804, includes test leads and alligator clips for measuring DC/AC volts, resistance and continuity; a K-type temperature probe for measuring AC/heat/coolant; and an inductive pickup for accurate RPM measurement. CAT IV 600V/CAT III 1000V provides user safety, especially on hybrid/electric vehicle work, and the high-voltage LED test function allows for testing on LED lighting. The mS function allows easy measurement for both TBI and PFI Fuel Injector pulse width. Features a backlit display for easy viewing and a limited lifetime warranty. Comes in a protective case.

Enter 56 at "e-inquiry" on vehicleservicepros.com





Fits most popular relays

The Lisle Deluxe Relay Test Kit, No. 60660, includes eight jumpers to fit most popular relays. With the 60660, there's no need to pierce wires or connect multiple jumper wires. The included test lead kit allows user to easily and securely connect relay test jumpers to a multimeter. The jumper wire has a test port to easily check voltage, and may be used between common and open, to close the relay circuit for testing. The kit also includes relay puller pliers to easily remove electrical relays without damage to the relay or electrical box.

Enter 57 at "e-inquiry" on vehicleservicepros.com

For electrical troubleshooting

The Electronic Specialties Tech Meter Kit, No. TMX-589, is a true RMS auto-ranging DMM designed for all aspects of electrical troubleshooting. The TMX-589 features True RMS accuracy, CAT III 1000V and CAT IV 600V safety approvals, and is safe for use on hybrid vehicle high-voltage circuits. It includes a set of LOADpro Dynamic Test Leads, which allow voltage drop testing on the fly. ESI provides a one-hour DVD with detailed video instructions covering how to set up and use the meter, as well as diagnostic tips for each major function. Also included is a 200-page book, "Fundamentals of Electrical Troubleshooting."

Enter 58 at "e-inquiry" on vehicleservicepros.com



"A voltmeter with min/max can diagnose any battery, as long as minimum voltage stays above nine after several starts"

Innova Pro CarScan Series

Developed By Technicians For Technicians



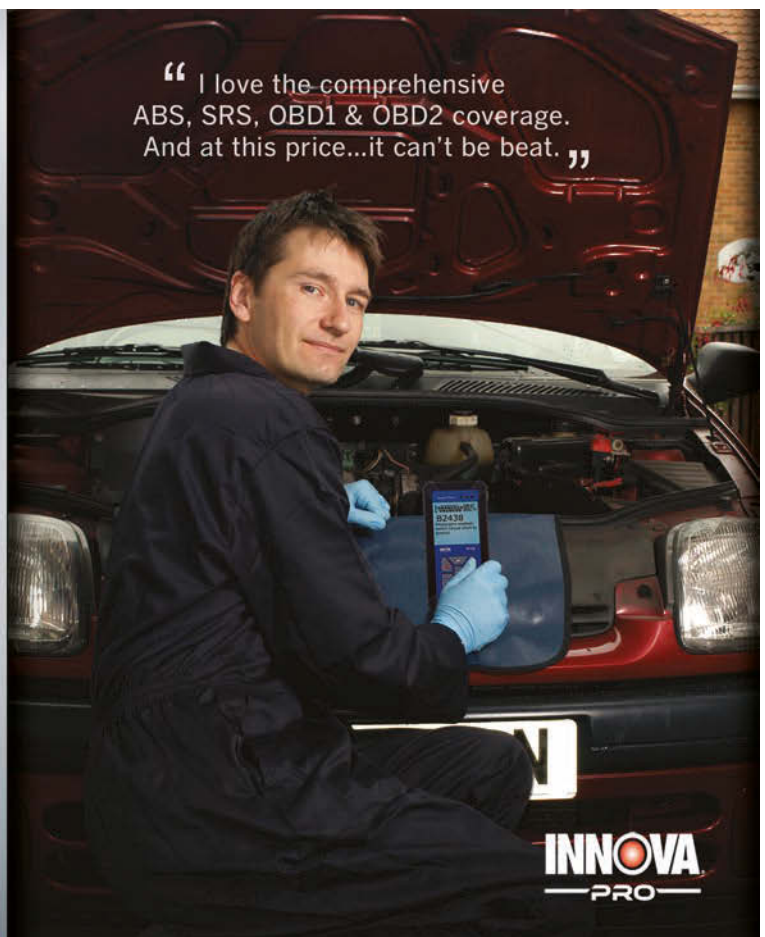
PROVIDE us with feedback you've heard from technicians on your route regarding our Innova Pro tools @ facebook.com/innovadiagnostics, and be automatically entered to WIN A 31703 (Value \$499)



facebook.com/innovadiagnostics [@innovatools](http://twitter.com/innovatools)

pro.innova.com | 1-877- CarScan (227-7226)

Copyright ©2012 IEC. All rights reserved. Patents #R,E39,619; #R,E40,798; #R,E40,799



"I love the comprehensive ABS, SRS, OBD1 & OBD2 coverage. And at this price...it can't be beat."



Enter 27 at "e-inquiry" on vehicleservicepros.com

DRIVING SALES



Fast and accurate

Fast and accurate, the Midtronics GRX-3000 Battery Diagnostic System can determine, often in less than five minutes, the difference between a recoverable battery and one that is not. Defective batteries with open welds and shorts are rapidly identified and recoverable batteries are safely and quickly charged. Diagnostic charging sessions are customized and controlled. Charging stops as soon as batteries can be returned to customers, or are determined to require replacement. The GRX diagnostic station delivers efficiency in the shop and more accurate pre-

ventative maintenance decisions by helping to eliminate guesswork and wasted time charging defective batteries.

Enter 59 at "e-inquiry" on vehicleservicepros.com

With 96 leads and connectors

Strategic Tools & Equipment Company offers the ATLK96 Test Lead Kit that enables technicians to turn their testing/measurement tools into more powerful and time-saving diagnostic tools. The set



contains 96 commonly used leads and connectors in a convenient carrying and storage case. This complete kit turns testing and measuring devices into diagnostic tools for fault-finding on the increasing number of sensors, actuators and electronic circuits found on today's vehicles. The aids are for tracing, checking, capturing or fixing complex vehicle circuitry.

Enter 60 at "e-inquiry" on vehicleservicepros.com

Memory savers are a real easy way to maintain KAM and the radio stations on Asians and domestics.

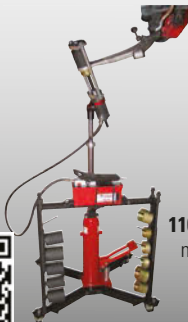
MOBILE HYDRAULIC PRESS TOOL
"A revolutionary approach to R&R suspension bushings, wheel bearings and ball joints"*

11000 & 11000A

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



11010 44 piece cup and receiver Set Included



11070 Optional large cup and receiver kit



11080 Optional Puller Rod Set needed for wheel bearings



YouTube



The leader in profit producing tools



WE PAY FOR TOOL IDEAS
 CONTACT www.sptool.com
 OR CALL 714 693-7666

Enter 28 at "e-inquiry" on vehicleservicepros.com

24 Professional Distributor / September 2012 / www.vehicleservicepros.com

ENTER TO WIN

a vip trip to the 2012 nhra las vegas event and sema 2012



go to www.geniustoolsusa.com or our facebook page for details

GENIUS® TOOLS Since 1975

GENIUS... OF COURSE IT IS

Enter 29 at "e-inquiry" on vehicleservicepros.com

Power Probe III

The Power Probe III features an easy-to-read backlit voltmeter for reading voltage at the tip.

- Accommodates 42V.
- Rugged, gold-plated connectors for more secure connections.
- A standard 4mm cap ensures full compatibility with the company's Gold Series leads, as well as all other 4mm leads, plugs and jacks.
- Pressing the rocker switch forward provides a hot lead for powering up electrical components like cooling fans and relays.
- Moving the switch rearward gives you an instant ground lead.
- Simultaneous use of the hot lead and ground lead to activate components right in your hand.
- Identifying positive, negative and open circuits with the polarity tester, without having to re-polarize or reconnect hook-up clips.

Enter 61 at "e-inquiry" on vehicleservicepros.com



“Jumping circuits with a meter or a Power Probe is the quick way to diagnose electrical problems.”



Easy analysis of battery condition

The Solar Analog Fixed Load Tester, No. 1850, and Digital Fixed Load Tester, No. 1860, from Clore Automotive, offer quick, easy analysis of battery condition and easy assessment of starting and charging system performance. The testers feature a 125 amp load, are compatible with batteries up to 1000 CCA and utilize an ergonomic design. The analog tester features an easy-to-read, color-coded meter, a graduated scale for assessing battery condition and tests 6V to 12V batteries and charging systems. The digital model features an automatic testing routine for easy operation and can test 12V batteries and charging systems.

Enter 62 at "e-inquiry" on vehicleservicepros.com



Chicago Pneumatic

CP7759Q

Ultimate Operator Comfort



Innovative Carbon Fiber Design

- Premier 1/2" Impact for the elite mechanic
- Maximum working torque: 780 ft-lbs.
- Carbon fiber design for reduced weight
- Balanced design to help reduce wrist strain
- Extremely quiet for ultimate mechanic comfort
- Single handed Side-to-Side forward / reverse



www.cp.com/CP7759Q

People. Passion. Performance.

Enter 30 at "e-inquiry" on vehicleservicepros.com

DRIVING SALES



Digital multimeter

The CT8025 Automotive Digital Multimeter, from General Technologies, has all of the measurement functions technicians will need in performing electrical troubleshooting work up to 600V AC/DC, 10 amp DC current, diode test, resistance and continuity measurement. This multimeter includes RPM function and dwell measurement, and comes with all the accessories users need, including test probes, holster, 9V battery, a user's manual and a carrying/storage pouch.

Enter 63 at "e-inquiry" on vehicleservicepros.com

“When getting gloves to work on hybrids, be sure to get the storage bag in order to keep the rubber from getting brittle.”

Four-station maintenance charger

The PulseTech QuadLink battery charger and multiplier turns any brand 6V or 12V DC battery charger into a four-station maintenance charger, automatically splitting and distributing all of the charger's capabilities into 10-minute sequencing charge segments. QuadLink can distribute charges simultaneously to up to four AGM, gel-cell, VRLA inducing or deep cycle for marine, standard automobile and truck and even small motorcycle batteries. The four-way switcher is capable of charging the batteries whether they are individually connected or connected as a group in a 24V, 36V or 48V series.

Enter 64 at "e-inquiry" on vehicleservicepros.com



TOOLS Koken®

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 31 at "e-inquiry" on vehicleservicepros.com

26 Professional Distributor / September 2012 / www.vehicleservicepros.com

SAVE TIME FOUR WAYS



Terminal Release Tool Kit
Part No. 595



Def-Chek Diesel Exhaust Fluid Tester
Part No. 108



**Cold-Chek®
Professional
Ethylene Glycol Tester**
Part No. 106



**Cold-Chek®
Professional
Propylene Glycol Tester**
Part No. 107

THEXTON

6539 Cecilia Circle
Edina, MN 55439
800-328-6277
www.thexton.com

Enter 32 at "e-inquiry" on vehicleservicepros.com



Driving

Products

Solutions

Education

Innovations

Relationships

New Business

OCTOBER 30 - NOVEMBER 1

TUESDAY - THURSDAY

Sands Expo Center, Las Vegas, Nevada USA

www.aapexshow.com



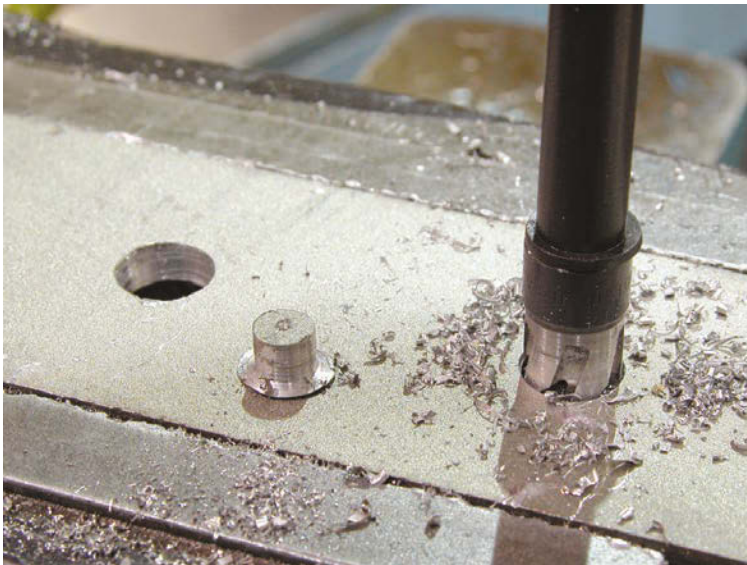
Blair Rotabroach Master Kits

Cutters for drilling holes in materials up to 1/4" thick.

Each of the Blair Rotabroach Master Kits are an all-in-one set containing 16 different sizes of Rotabroach Cutters for drilling holes in materials up to 1/4" thick. The Fractional Kit (No. 11201) includes cutters from 1/4" to 3/4", and the Metric Kit (No. 11201) includes sizes from 6mm to 20mm. Each kit is packaged in a sturdy plastic storage case and includes an arbor assembly, extra pilots, center punch, washers and instructions on use. Rotabroach Cutters can be used in handheld electric drills with 3/8" chucks and in drill presses.

Features and benefits

Rotabroach Master Kits contain 16 different sizes of Rotabroach Sheet Metal Hole Cutters. The kit adds many 32nd and 64th sizes which were previously not available. Included in the kits are an arbor, extra pilots and center punch in a plastic storage case.



These tools are designed for sheet metal, plate and plastic materials up to 1/4" thick.

Rotabroach Cutters are for use in handheld drills or drill presses. They make holes 3x faster and last 10x longer than twist drills or hole saws.

Rotabroach Cutters cut the material rather than ripping and tearing through, as conventional tools do. There is no deforming of the surface and they leave a clean burr-free hole.



These tools are designed for sheet metal, plate and plastic materials up to 1/4" thick.

Rotabroach cutters are used in all areas of the automotive industry from manufacturing, general metal fabrication, collision, racing, specialty/aftermarket installation and automotive restoration.

Origin

The precise cutting angles on the teeth of the Rotabroach Cutter allows for faster holemaking and longer tool life. Because users are cutting the outside ring and not turning the entire hole into chips, they need less horsepower to make the hole. The result is users can drill the hole faster and with longer tool life, saving time and money.

Because of the high-quality of the hole which is made, users do not have a secondary operation of grinding down the burr on the backside of the hole.

Specs

Rotabroach Cutters are made from M2 high speed steel and precision ground and harden to very tight tolerances. The products are proudly made in the USA.

Selling points

- All-in-one kit for most any size hole up to 3/4" or 20mm.
- Premium quality and made in USA.
- Remove spotwelds, plug holes for welding, access holes, pop rivet holes, bolt holes and holes for all types of fabrication.

Suggested retail price

\$310

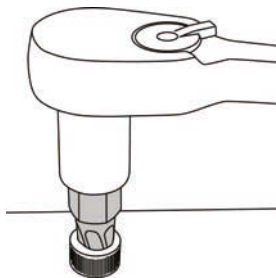
For more information

Blair Equipment Co.
3001 Hougen Dr
Swartz Creek, MI 48473
(800) 426-7818 ■
www.blairequipment.com

Lisle Stripped Screw Extractor Set

Remove all stripped and rounded out Torx and internal drive screw heads.

The Lisle Corp. 4-pc Stripped Screw Extractor Set, No. 62110, includes six lobed spiral bits which are designed to remove rounded or stripped fasteners with internal drive heads. Four sizes of extractors fit Torx and Torx Plus sizes T-40 to T-55; internal hex sizes 1/4" to 1/2" and 6mm to 13mm. This set will also work on other stripped or rounded internal drive screw heads. Made of heat-treated alloy steel for durability.



To use: Choose the extractor that fits snugly in the fastener. Turn counter-clockwise to remove fastener. It may be necessary in some applications to drive the extractor into the fastener with a hammer for maximum engagement.

Features and benefits

This tool will remove all stripped and rounded out Torx and internal drive screw heads.

Four sizes of extractors fit Torx and Torx Plus sizes T-40 to T-55; internal hex sizes 1/4" to 1/2" and 6mm to 13mm. Will also work on other stripped or rounded internal drive screw heads.

The stripped screw extractor removes internal fasteners that have been stripped or rounded out. There is no need to pre drill to remove fasteners, which save the technician time.

Selling points

- Eliminates pre-drilling a hole into the fasteners before it can be extracted.
- Constructed of heat-treated alloy steel.
- Shipped on a skin pack card.

Specs

- #7 extractor will fit a Torx or Torx Plus -40 and a 1/4" (6mm) Hex.
- #8 extractor will fit a Torx or Torx Plus -45 and a 5/16" (8mm) Hex.
- #9 extractor will fit a Torx or Torx Plus -50 and a 3/8" (10mm) Hex.
- #10 extractor will fit a Torx or Torx Plus -55 and a 1/2" (13mm) Hex.

General use

Choose the extractor that fits snugly in the fastener. Turn counter-clockwise to remove fastener. It may be necessary in some applications to drive the extractor into the fastener with a hammer for maximum engagement.



Suggested retail price

\$39.95

For more information

Lisle Corporation
807 East Main Street
Clarinda, IA 51632
(712) 542-5101
info@lislecorp.com
www.lislecorp.com ■

FAILURE IS NOT AN OPTION.

If you're using just any clamp, the next time it could be your head, not the wall. Fortunately, with Mo-Clamp you can avoid that kind of accident, because when used correctly, they'll last a lifetime. All Mo-Clamp products are 100% U.S. made. **Mo-Clamp. The original. The best.**

800-6-PULLIT

6920 SW 111th Ave., Beaverton OR 97008 USA
www.moclamp.com salesdept@moclamp.com

Enter 38 at "e-inquiry" on vehicleservicepros.com

OTC 3880X Automotive Inspection Camera

Portable, handheld video scope with ergonomic design allows for internal inspection of engines.

OTC offers the Automotive Inspection Camera No. 3880X, a portable, handheld video scope ergonomically designed for the internal inspection of engines without their costly demolition or disassembly. The 5.5mm camera transmits images and video to the large 3.5" high-resolution color screen for optimal viewing of hard-to-reach areas. The camera head includes four built-in adjustable LEDs for optimal viewing from light to dark areas. It also features the ability to record digital still images and MPEG video on the removable SD memory card, and can be viewed on the removable camera display or transferred to a computer.



Selling points

- The 3880X appeals to a wide range of customers with its multi-application uses.
- Increases productivity by avoiding time-consuming vehicle disassembly to inspect hard to reach areas.
- Exceptional value compared to other similar models.

Features and benefits

This portable, handheld video scope is for remote inspection of areas generally inaccessible to the naked eye. The industry leading 5.5mm camera makes it easier for the technician to view areas that normally require taking an engine apart or removing body panels to inspect.

Application

- Micro 5.5mm camera allows for inspection through spark plug holes.
- Inspecting cylinders, valves, diesel injectors and glow plug ports.
- Viewing behind body panels and under the dashboard for electrical wiring and connections.
- Examine for corrosion and wear in hard-to-see areas.
- Inspect fluid lines for leaks.

Origin

Many repair and maintenance procedures used to require the removal of numerous vehicle parts to get access to areas that needed to be inspected to perform the service correctly. The 3880X now allows technicians to inspect these areas without the time-consuming disassembly and reassembly of vehicle parts.

Specs

- Industry leading 5.5mm camera with wireless display and ability to record images and video.
- Micro camera transmits images and video to the removable wireless camera to allow viewing of hard-to-reach areas.
- Large 3.5" high-resolution color screen for optimal viewing.
- Detachable 36" camera snake with position hold shaft.
- Images and video are recorded on the included SD card and can be viewed on the camera display or transferred to a computer.
- Easy-to-change camera allows for use with various camera

- sizes and lengths.
- Magnetic display mount allows for hands-free viewing.
- Camera head includes four built-in adjustable LEDs for optimal viewing from light to dark areas.
- IP67-rated camera for complete protec



- tion from dust and standard automotive chemicals.
- Unit is powered by removable power pack with four rechargeable AA batteries (batteries and charger included).

Storage and display

THE 3880X Kit includes the 3880X Video Scope, magnetic mount for wireless display, micro SD card, XvidCodec installation CD, USB cable, video out cable, Four (4) rechargeable AA batteries, Battery charger, AC power adapter in a protective carry case. Comes with a one-year warranty.

Suggested retail price

\$449.95

For more information

Andy Forsberg
Product Manager, OTC Service Solutions
andy.forsberg@spx.com ■

E-Z Red T1000 Super Low Profile Torx Bit Set

Designed to reach into limited-access spaces to safely remove Torx fasteners.

The E-Z Red T1000 Super Low Profile Torx Bit Set fits on any 10mm, 12mm, and 17mm wrench. The ball detent and bottoming shelf securely holds the bit into the drive wrench and the low-profile design allows the user to reach into confined area's to remove fasteners. This 12-piece kit comes in a blow-molded case for easy storage. Bit sizes: T10, T15, T20, T25, T27, T30, T40, T45, T47, T50, T55, T60a.



Origin

The demand for low-profile tools is increasing as the sizes of vehicles are shrinking mostly due to the rising prices in fossil fuels.

This opens the door for manufacturers to design a whole new line of products and the distributor or reseller to sell a new line of products that will meet the needs of the smaller-is-better philosophy that the automotive manufacturers are developing.

These types of tools allow the user to reach into tight areas to remove fasteners that would normally require additional disassembly of other components that are in the way.

Specs

These products are currently being made at the E-Z Red facility in Taiwan where they go through a very detailed process of QC before being shipped to the company's facility in NY. These tools then go through a second round of QC including packaging, functionality, durability, fit and finish.

- 12-piece kit comes in a blow-molded case for easy

storage.

- Bit sizes: T10, T15, T20, T25, T27, T30, T40, T45, T47, T50, T55, T60.

Selling points

- Fits on any 10mm, 12mm and 17mm wrench.
- The ball detent and bottoming shelf securely holds the bit into the drive wrench.
- Low-profile design allows the user to reach into confined area's to remove fasteners.

Suggested retail price

\$49.95

For more information

Luke Tucker

luketucker@ezred.com

SUMMIT BODYWORKS
YOUR PREMIER
TOOL TRUCK BUILDER

Mention this ad and get a \$500 fuel card with your new truck purchase. Call for Details!

Quality. Value. Summit.

6691 Colorado Blvd. Commerce City, CO 80022
888-375-3446 • www.summitbodyworks.com

Enter 34 at "e-inquiry" on vehicleservicepros.com

SNEAK PEEK

Welcome 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.

SCAN TOOL SUBSCRIPTION PROGRAM

The Bosch "ESIAccess" (pronounced "Easy Access"), revolutionary scan tool subscription program allows shops to obtain advanced diagnostics equipment, software and the latest vehicle coverage with no equipment purchase and just a modest monthly fee. The program provides the shop with a continuous full warranty, with no surprise repair expenses and advanced software coverage for domestic, European and Asian vehicles, with continuous updates. This program offers a significantly lower cost than traditional methods of acquiring diagnostic scan tool technology. The program is powered by the Bosch Mastertech VCI scan tool, which is the backbone of the program. Enter 65 at "e-inquiry" on vehicleservicepros.com



SPUD-END ALIGNMENT WRENCH

Martin Tool & Forge introduces a new 16" adjustable spud-end wrench intended to ease the process of doing an alignment. The wrench has an adjustable 1-1/2" jaw capacity and a 12" alignment spud. The ground end spud allows for quick, easy alignment of holes and fasteners. One notable feature of this tool is its large knurl with lead-in for better access while adjusting. The wrench's black oxide finish provides corrosion resistance for an extended life. Enter 66 at "e-inquiry" on vehicleservicepros.com



COMPACT BIT DRIVER SET

The Compact Bit Driver Set, No. 25945, has 10 of the most common 1/4" bits. The auto slim-lock bit extension holder features an ultra-narrow profile that allows for access to confined areas where previous traditional bit holders cannot reach. The all-in-one set features an ergonomic case that converts to a driver and stores all components neatly inside. Components included are: Phillips bits: #1, #2 and #3, Slotted bits: 3/16", 1/4" and 5/16", Star bits: T15, T20, T25 and T30 and a magnetic extension. Enter 67 at "e-inquiry" on vehicleservicepros.com

SPTools, Inc.
Call Toll Free 1.855.438.5313
614.529.6600
sales@sptoolsinc.com

SP AIR

<http://sptoolsinc.com/>
For a SP-1765 Demo
Video visit:
youtube.com/spairtools

SP AIR CORPORATION

PATENT PENDING

IMPACT MECHANISM

High Speed
500RPM

High Torque
55/55R-ft-lbs.

Reaction Free
Single Dog Clutch

SP-1765
3/8" Super Fast
Mini Impact Ratchet
500RPM/55Ft-lbs.

MORE INNOVATION FROM SP AIR

UltraLight

SP-7146S
3/8" Mini Composite
Impact Wrench
(2.01lb.)

SP-8102BU
1/4" Hex.
Impact Driver

Compact with superb power

Enter 35 at "e-inquiry" on vehicleservicepros.com



SPEAKING SCAN TOOL

Injectronic's CJTalk is the first talking OBDII scan tool. It vocally informs the user of codes and can capture DTCs as a bitmap graphic file, viewable live via USB connection on a PC. The unit works across ISOs, CAN, J1850PWM and VPW protocols with future software updates available over Internet. The unit does not have a display or keypad so that it can be used strictly as a plug-and-play unit, and uses color-coded LEDs to provide simple, clear readiness and cycle verification. Data is stored on an internal flash memory card. The unit also can clear DTCs at the flip of a switch. **Enter 68 at "e-inquiry" on vehicleservicepros.com**

UPDATED BATTERY PACK

An exclusive line of extreme-performance cordless power tools within the M12 System designed, engineered and built by Milwaukee to take 12V to the next level of performance and durability. The M12 FUEL line will include six unique drilling and fastening tools that all integrate Milwaukee's exclusive POWERSTATE brushless motor, REDLINK PLUS intelligence and brand new REDLITHIUM 2.0 battery pack to deliver tools that will out run many compact 18V tools on the market today. M12 Fuel Drills will include a 2-Speed Screwdriver, Drill/Driver and Hammer Drill/Driver. The M12 FUEL Impact offering will include a 1/4" Hex Impact Driver, 1/4" Square Impact Wrench and 3/8" Square Impact Wrench. **Enter 69 at "e-inquiry" on vehicleservicepros.com**



MONGOOSE PRO GM II SCAN TOOL

Drew Technologies introduces the Mongoose Pro GM II scan tool, which has been tested with GM's Tech2WIN diagnostics application. Tech2WIN is a windows-based version of the Tech2 dealership scan tool, that supports most GM vehicles from 1996 to present. With Tech2WIN a user can connect to powertrain, chassis and body systems to read trouble codes, view live streaming data, run bi-directional controls and perform diagnostic routines. **Enter 70 at "e-inquiry" on vehicleservicepros.com**

CLASSIFIED ADVERTISING

Calendars

*KEEP YOUR NAME
in front of customers
24/7 • 365*

Order now for 2013.

*Stickon / Magnets / Wall / Desk
Autos, Trucks, Swimsuit & more!*

**www.mycalendarexpert.com
877-809-3676**

CLASSIFIED SALES MANAGER

Mike Braun
800-547-7377 x1396
Fax: 866-717-0902
michael.braun@cygnus.com



Koken
(978) 455-0672
www.kokenusa.com
DEALERS WANTED



IT PAYS TO ADVERTISE

Contact Mike Braun at 1-800-547-7377 x 1396
Michael.Braun@cygnus.com

The Good Ol' Days

The difference between re-living memories, and creating new ones.

The wind has died down and the white caps have subsided, turning the lake into a rolling blanket of wrinkles. The morning sun is burning hot and the only sound is the faint idle of the four-stroke motor that gently pushes our boat at trolling speed. Not much has been said for a while, as if we had decided not to speak. Moments like these provide plenty of time for reflection, for appreciation.

I am first to break the silence, asking Jay if he still works with James, one of my old customers. He replies "Yeah, in fact he and his wife are expecting their tenth child."

"Wow," I remark, "you don't hear that much anymore, huh?" This started a conversation about big families.

"My mother-in-law is one of thirteen kids and my uncle had ten kids, but that's unheard of these days." Jay comments, "That was back in the good ol' days." Silence returns, but finally I ask out loud "How many times do you think the good ol' days can be lived?" Jay laughs and, glancing towards the water, says "beats me."

lasted until the final piece of wood in the campfire lost its ember. I tell that story to friends and family now and everyone remarks "what a wonderful time, let's do it again!" But even if we really do, it just doesn't compare to our memory ... those were good days!

Focus on the future

How about the good ol' days when the business world was more stable and predictable, even comfortable? If that seems true, ask yourself "Could I make a living today selling only the tools that were available years ago?" Consider



JOE POULIN

Joe Poulin is a district manager based in Gray, Maine, for Mac Tools. Send any comments or feedback you have for Joe by e-mail to dpoulin2@maine.rr.com.

Fond memories

Every one of us has fond memories of "the good ol' days," and we can all tell stories that make it seem like those days could never happen again. Like the perfect weekends out on the lake with friends and family, where a day

Remember a past when gas prices were under a dollar and the cost of fuel didn't factor into family trips? Remember that large family gathering one summer at your uncle's for a cookout and games? Or the time you all stayed on the coast, waking up just in time to see the sun rise out of the water? Or making the first tracks in the fresh snow on a ski trip? How 'bout a time before cars had smog control devices and electronic fuel injection?

Take your pick, there are literally millions of them to choose from. There is no judge or panel to grade the quality of "those" days.

how advancing technology has affected our businesses: we have more products to offer now than anyone could have imagined back then. With so many new tools, it makes you wonder how a slow week could even exist.

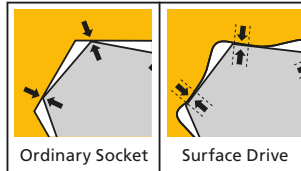
Good days in business are created by attitude, effort and consistency. That's the difference between hanging on to "the good ol' days" in business and creating new ones.

If we can to stay focused on creating instead of reliving or recreating, then there are definitely many good days ahead. That's why I said to Jay, "You know, the good ol' days really can be lived multiple times!" ■

GEARWRENCH®

Mid-Length Sockets

- Angled entry guides the socket on to the fastener
- Double line (SAE) and knurled line (mm) to easily identify standard versus metric sockets
- Large stamped size on both sides for fast, easy identification



Strength

- Surface Drive® contact points virtually eliminate the rounding of fasteners



NEW

Part #	Description	Range
GWR 80554S	14 Pc. 3/8" Dr. 6 Pt. Metric Set	6–19mm
GWR 80555S	11 Pc. 3/8" Dr. 6 Pt. SAE Set	1/4"–7/8"
GWR 80304S	13 Pc. 1/4" Dr. 6 Pt. Metric Set	4–15mm
GWR 80305S	11 Pc. 1/4" Dr. 6 Pt. SAE Set	3/16"–9/16"

1/4" Metric & SAE Flex Socket Sets
\$99.95 Value!

Exclusive Offer

GWR 80300FLX
51 Pc. 1/4" Dr. 6 Pt. SAE/Metric Set

- 3/16"–9/16" standard and deep sockets
- 4–5.5 and 6–15 mm standard and deep sockets
- 1/4" drive full polish teardrop ratchet and thumbwheel ratchet
- 2" and 6" extension and universal joint

84 Tooth Ratchet

Fine 84-Tooth Gear

- Turns fasteners in just 4.3° of arc swing

Full Polish Ergonomic Handle

- Comfort and leverage

Low Profile Head

- With Flush-Mount On/Off Lever
- Provides superior access in tight spaces



NEW

Part #	Description
GWR 81204F	2 Pc. Flex Ratchet with Cushion Grip - 1/4" & 3/8"
GWR 81206F	3 Pc. Full Polish Flex Ratchet - 1/4", 3/8", & 1/2"
GWR 81230F	4 Pc. Full Polish Flex Ratchet - 1/4", 3/8", 1/2", & 3/8"



Ratcheting Flex Flare Nut Wrench

Coming Soon

Speed

- Quickly ratchet nuts and bolts without removing the wrench from the fastener
- Size is stamped on both dies for quick identification

- Bright chrome finish is easy-to-clean and provides high-visibility

Access

- Flex head provides access to difficult-to-reach hose fittings and gets around other obstructions
- Flare nut end easily slips over lines

Strength

- Exceeds ANSI requirements for strength and durability



Part #	Description	Contents
GWR 89100	5 Pc. SAE Set	1/4"–7/8"
GWR 89101D	6 Pc. Metric Set	9–21mm

Call today for a copy of our Catalog

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

www.neutool.com www.toolmarket.com email:sales@neutool.com

Enter 36 at "e-inquiry" on professionaldistributoromagazine.com





5102MAX

EXPANDING THE MAX LEGACY



IMPACTOOL™



LOW PROFILE IMPACTOOL™



RATCHET



GRINDER



AIR HAMMER

MAX POWER

.4 hp and 20,000rpm motor delivers the power you need for the toughest jobs.

MAX PERFORMANCE

Spindle lock feature allows for faster abrasive changeovers.

MAX COMFORT

Enhanced grip design and low-profile throttle lever allows for extended run time without fatigue.

Maximum Productivity

Designed with advanced features and convenient upgrades, the NEW 5102MAX Air Angle Die Grinder and the 5108MAX Air Straight Die Grinder deliver the powerful performance and superior comfort you need. Built by Ingersoll Rand — the company with more than 100 years of experience in the automotive industry — these new MAX die grinders are sure to help you get the job done.

ingersollrandproducts.com/maxdiegrinders

youtube.com/irtoolscom

Stay up to date on what's new from Ingersoll Rand.



© 2012 Ingersoll-Rand Company