

The Service Department

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I was in the doctor's office the other day having him look at my sore arm. When you get a little older and you still play recreational hockey, your body starts to get the odd seizures in the limbs. Now I was a little surprised when he checked my blood pressure, he listened to my heart, he looked in my ears, and shone a light in my eyes. "What does all this have to do with my sore arm," I asked the doctor. He said, "Well first I always have to check you over to see if anything else might have caused the problem in your arm. Do you think I should have cut your arm open to see if something was wrong?" Of course he was right. He was just eliminating most of the problems that were not causing the pain so he could then zero in on what was really wrong.

Good power tool technicians also use this approach. When they first start working on an engine, they don't start taking the unit apart before they've done a full analysis of the problem. They evaluate what the customer has said. They inspect each system of the engine and they eliminate components that cannot have contributed to the failure. Once the technician has done this, he can professionally advise the customer on the cause of the problem and the cost of the repair.

For years STIHL Ltd. has been promoting a simple but thorough troubleshooting method to improve the service you offer your customers. This procedure is designed to give your customer a detailed outline of what was wrong with the machine and what it's going to cost to fix it.

Normally this inspection only takes 15 to 25 minutes and the cost of the inspection would be covered in most shop's minimum estimate charge. The other nice thing about this system is that the tools required for the inspection are few in number and relatively inexpensive. All you need are screw drivers to loosen the various power tool screws, a block of rubber plate for the exhaust port, a plate with a nipple for the intake port, a hook to pull out the fuel filter, a pressure/vacuum pump, and an ignition tester. The total cost for all these tools is less than one month's repairs, and your customer will receive a professional and complete analysis of their power tool.

What's involved? There are six steps to STIHL's **TOTAL ENGINE CHECK** or **TECH** System.

Stihl's Total Engine Check System

1 Inspect the condition of the engine, the piston, cylinder, crankshaft, and bearings. Much of the condition of the engine can be determined simply by removing the muffler and looking for damage to the piston. Using STIHL's Engine Failure Analysis Manual, your technician can tell if the engine overheated, dirt was being ingested, or any of many other defects that were causing problems in the engine. The worst thing your technician can do is waste time and money tuning up an engine if the engine itself is damaged. Who pays for the labour and parts if the engine is not worth repairing after carb kits and spark plugs were put into the machine? Inspect first, repair later!

2 Ignition systems are the most trouble free part of any hand held power tool, yet this is the first component that technicians replace. The Imrie 625 Ignition Analyzer is the best ignition inspection tool on the market. A very simple test using the Imrie 625 will tell you if you have the correct ignition voltage your engine requires. If the voltage you get is to speci-

fication, there is nothing else your technician can do to improve the voltage. If the voltage is too low, there are only a few things that could cause it—normally, this can be determined easily by your technician. The Imrie 625 can also tell your technician if something not related to your ignition system is at fault. The working or running voltage can also be checked. This can tell you if the engine is using more or less than normal voltage. This can mean a problem with the carburetor or several other engine components. Constant use and experience with the Imrie 625 will greatly improve your technician's troubleshooting skills.

3 Check the fuel system. Simply removing the fuel filter and pressurizing the fuel line can tell you a lot about the fuel system. You can check the quality of the fuel, you can inspect the fuel lines, and you can get a sound idea if the carburetor is in good shape simply by pressurizing the fuel line.

A blocked fuel tank vent is a small problem that can cause expensive repairs! Again you

can use a pressure tester to make sure the fuel tank vent is venting. If the fuel tank does not vent, the engine can run lean, overheat, and seize. If your technician does a major engine repair but forgets to check the vent, the unit might seize again ... at your expense!

5 The TECH system also can find external fuel leaks, either a crack in the tank or a leaking fuel cap. Leaking fuel can be a fire hazard, especially if the unit you are repairing is a back pack blower. Here the operator probably would not realize that fuel is dripping down his back.

And finally you can do a pressure and vacuum test with this system. As any two-cycle repair shop knows, pressure and vacuum testing is probably the most important procedure in two-cycle repair. Pressure and vacuum testing checks seals, gaskets, intakes, impulse lines, and crankcase castings. If you do a tune up and do not pressure test the engine, you might overlook a problem

which could damage the engine a few days after your customer picks up the unit. If they spent \$100 for a tune up, do you think they will want to spend another \$300 or \$400 repairing a damaged engine a few days later?

All dealerships want a profitable repair shop. You cannot have a profitable repair shop if your technicians don't know how to troubleshoot and they don't have the tools to trouble shoot. Do yourself a favour, commit to STIHL's TECH system. Make sure you have the tools and instruct your technicians to use the TECH system on every unit that comes in for repair.

This is a service that can replace your old "Our minimum shop charge is \$XXX" sign and replace it with "We offer STIHL's TECH system to completely analyze your engine's faults for \$XXX." Don't you think that'll make your shop look more professional and become more profitable? ♦

— *The Turf Line News, Volume 153,*
August/September 1999

Rugby in Canada—What is it?

CTV SPORTSNET gave the World Cup of Rugby a big pop last month by airing all the games, most of them live, and also replaying the Canadian games in prime time. Hundreds of fans across the country are cheering.

To be fair, the sport is growing in the high schools, although the Canadian Rugby Union membership is not high—33,000 male and 9,000 female participants.

"You're going to get a lot of expatriates watching," said Sportsnet analyst Brian Spanton, a former national team player. "And once the Canadians are out, the local rugby fraternity will continue to watch. But then it's surfers ... You will get people jumping in to see what's going on (interview during World Cup)."

In other words, rugby is a marginal sport, which means Sportsnet's decision to go full throttle was questionable, but

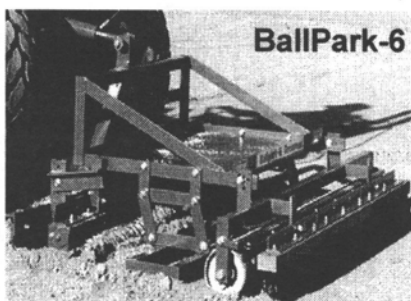
also commendable, because it provided comprehensive coverage of a major international event.

The opening game telecast was fine. The ITV feed from Britain was of the quality one would expect from a top British broadcaster airing a major-league British sport.

But if the idea was to convert channel surfers to fans, Sportsnet needed to tell us what rugby is all about. Sure, we know it's a little like North American football, without the pads and forward pass, but the network would have done well to set aside a minute or two at the start of each game to air a friendly primer. Without making it too complicated, using graphics, perhaps even computer animation, to explain the rules, scoring, and terminology would have been a big help. ♦

— *The Globe and Mail, October 2, 1999*

We've heard a Rumour ... You're about to buy a Groomer!



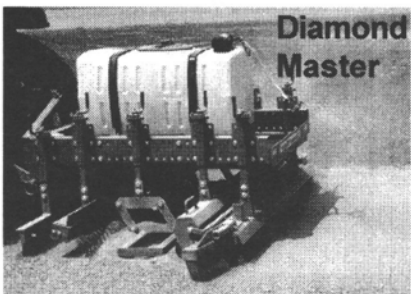
BallPark-6

BallPark-6 Groomer

The **BallPark-6** is the original groomer. It combines five essential and individually adjustable grooming tools as illustrated. Hundreds of ball diamonds in North America are now being groomed regularly with the **BallPark-6**.

Options available for both models include:

50 Gallon Water Spray Tank, Extension Wing Brush Kit, & Hydraulic Top Link.



Diamond Master

Diamond Master

The **Diamond Master** carries the same tools, does the same job, but we've made it much easier. Individual tool adjustments can now be made with simple screw jacks.

That's a big help when you have 5 to 20 diamonds to do in a hurry.

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