



COMMERCIAL POWER

Ongoing training

The old saying "Knowledge is Power" could not be more true in today's world. A skilled technician not only fixes problems, but also implements a maintenance program that prevents problems from occurring in the first place. But finding skilled technicians is not an easy task, so it pays to develop an ongoing training regimen that gives your service crew the additional knowledge they'll need to keep the newest pieces of equipment up and running.

Briggs & Stratton manufactures a wide range of engines, from a model used in a hand-held string trimmer application all the way up to commercial three-cylinder water-cooled models. This product diversity creates a substantial ongoing training need to keep technicians up to speed, which is why we offer a number of education options for service technicians.

For technicians focused on commercial engines, Briggs and Stratton provides regional educational classes that feature a practical hands-on approach. Typically one or two days in length, the classes are fast paced, allowing the technician to be out of the shop for just a short time.

Technicians that have a relationship with a Briggs and Stratton distributor can view a listing of upcoming courses at [www.thepowerportal.com](http://www.thepowerportal.com) (login information required). Technicians without an existing distributor relationship can go to our Website – [www.commercialpower.com](http://www.commercialpower.com) – to find the contact information of the distributor nearest them.

The benefits of well-trained service technicians are many. Not only will technicians be more confident and trustworthy in their work. Productivity in the shop will increase and equipment downtime will decrease, and since running equipment is necessary to generate income, it's no wonder education is such a powerful tool.



By Mark Nelson, Master Instructor, Briggs & Stratton Customer Education

# From the Shop

TECHNOLOGY PERSONAL SAFETY

A left glove in your left back pocket and a right glove in your right back pocket is a simple, elegant storage solution.



## Protect your most important tools

BY HARRY SMITH

**T**hey are the best tools you have. They are frequently abused, left unprotected against the elements and exposed to an assortment of chemicals. They get dented, dinged, cut, scraped and their poor condition ignored. Why would we do that to a fine set of irreplaceable tools? Is it just because they are attached to your arms?

How many times have you stuck an unprotected hand or finger somewhere knowing the probability is high that you will get pinched, mashed or cut? Where are those mechanics gloves you bought because you thought they were so neat when you saw members of a NASCAR pit crew wearing them? Lying on the dash of the truck? Are they still in their packaging carefully stored in your toolbox? Anywhere but on your hands is their usual location. You need to get them out and put them on, and keep them stuffed in your back pockets when not in use.

### Pocket protectors

It sounds oversimplified but a left glove in your left back pocket and a right glove in

your right back pocket is a simple, elegant storage solution. You will soon get accustomed to the matching lumps, and this slight discomfort is a constant reminder that your protectors are nearby.

### Consider the options

Mechanics gloves, vinyl, latex, Nitrile and Kevlar gloves have great merit in the workplace. There are not only numerous cut and abrasive hazards but also many chemical hazards out there. The long-term effects of some of these hazards are unknown. Used motor oil, some greases and gasoline are known hazards with deleterious health effects.

Whether the hazards are known or unknown it is just good common sense to protect your hands. The chemical barrier gloves like Nitrile and vinyl have gotten cheaper and tougher in recent years. There are constant improvements being made in glove materials and grip technology. You no longer have to use clumsy, bulky gloves and sacrifice touch and feel for protection. There are no excuses for not protecting your best tools.

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