

There seems to be no common expectation for what acceptable turnaround times on equipment service should be. Some managers report that their turnaround is as short as one day while some have gone months.

There are many reasons for the differences in these time frames. Many of the service managers that maintain short lead times also maintain a good stock of the commonly used parts for repair.

Some of the managers with longer turnaround times are in areas of the country where the climate is cold during the winter. Their customers tend to bring in their equipment during the coldest months or at the end of the season, and pick them up just before their season gets busy again.

Some shops have gone so far as to publish their normal turnaround times and have increased their business as a direct result. These shops are successful in part to their stocked parts. A lot of credit for the success of shops like this go to the quality technicians and service managers who consider their future needs and prepare accordingly.

If you or your shop needs any help determining what stock should be on hand at your location, feel free to contact Customer Service at Power Climber for assistance. There are several different ways that we can help you predict some of your future needs.

For questions or comments, contact Customer Service at 1-800-560-CLIMB (2546) or customerservice@safeworks.com.