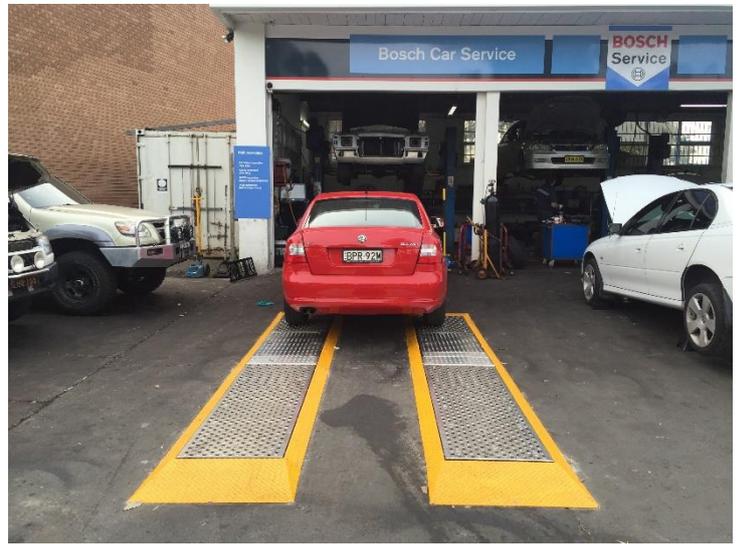


Great Result for Bosch Car Service Milperra!!

For some time we had been assessing how to improve the standard of our brake testing and also how to provide a higher level of customer service.

Recently we made the decision to install a new Safe-T-Stop test lane in our workshop.

After 8 weeks of usage, I'm pleased to provide the following observations and recommendations based on results.



- **Test revenue:** We offer the brake performance test and alignment check as an extra item on every service. This is an additional \$29 fee which most customers gladly accept especially after we explain the benefits of extended tyre life and the additional safety aspects.
- **Extra Work:**
 - ✓ Brake faults: Over 8 weeks we have identified over 12 brake faults which we would not have detected with our previous on-road brake test method.
 - ✓ Using the weighbridge and suspension facility we were able to show evidence of work required which has already led to 2 x Spring upgrades on light commercials.
 - ✓ Alignment work: We have identified several alignment jobs that previously would have gone undetected.
- **Time and labour savings:** We save between approximately 10 minutes on every Roadworthy test. Which adds up to significant labour savings every week.
- **Latest Technology** – our customers are impressed we are providing them with the latest safety testing technology available.
- **Safety** – customers love our commitment to their safety and they also appreciate the easy to understand test printout providing proof of vehicle condition. This in turn helps support customer retention.
- **Customer referrals** – We have also seen our customers providing recommendations and referrals to others to bring their vehicles to us for service!

After carefully analysing the results of this period I know the additional profit and labour savings will ensure the machine is fully paid off inside 12 months!

I also took advantage of the Safe-T-Stop risk free rent to own offer which is an outstanding initiative!

In terms of the installation; **my machine is installed outside!** This helps maximise my workshop space. Safe-T-Stop factory technicians provided a professional service without interfering with the operation of my business. This was completed in one day and we were fully operational with the test lane by the end of day 2.

Safe-T-Stop is now part of our standard daily routine. As outlined above, we are now able to detect a range of issues that previously would have gone undetected.

I'm happy to recommend Safe-T-Stop as a great addition to your workshop to help grow and enhance your business.

Frank and Bryce Spiteri

Rincap Automotive

Milperra, NSW

