

## Chris's Corner: Take Ownership of Your Equipment

I am not arrogant enough to tell people how to run their businesses, but after 25 plus years in the business, I have come to a general conclusion that most operators and a few owners feel like their equipment isn't really theirs.

I say this because when a machine breaks or goes down, inevitably if it says Hobart, or whatever brand on it, it is not their fault, issue or problem. The fault lies with the manufacturer or the service agency, not the operation.

Why is this? Human nature, I suppose. You buy a brand new Chevy, Ford, Dodge or Toyota truck. You spend a butt load of money on it. You take care of it at first, hopefully, but then you start taking it for granted. You slack off on oil changes, changing the air filter, you let it get dirty and beat on it. It runs like a champ.

Just out of warranty, you have issues and you are upset. You tell everyone that you know, that you will never buy another, ***fill in the blank***, again. They just don't make them like they used too. Quality sucks. The service department of the dealer is a bunch of Pirates.

How many times have you driven down the road and come across a car that sounds like a weed eater on its last breath and is blowing blue smoke so thick, you can't see the road? Once a week, at least, I would say. What is the owner thinking? That the problem started on its own and will go away on its own? Was that vehicle manufactured and sold like that? Of course not, who would buy something like that?

It is the same story with what we sell and work on. Everyone starts out with the best of intentions. They spent a lot of money on this machine

and they're going to make sure it lasts. Over time, using the machine as a means of production and to make money takes precedence over maintenance and taking care of it.

We can't afford to slow down production for a day! We need more dough, let's double the batch. It's just a small leak. That is just a little noise. Hmm, I wonder where that screw came from. It seems to be running slower, taking longer to bake, not as hot, harder to push, harder to pull; maybe not.

Brand new machines look like 20 year old machines in five years if you beat the hell out of them.

It is your machine. Take care of it. Read the manual, follow the instructions, do the maintenance and it will work better and longer. Don't ignore issues, they don't just go away.

Yes, sometimes you will think something is wrong and when we show up, we can't see or make it do what it was doing. That is what is infamously known as the intermittent problem in the service industry.

However, more often than not, if you pay attention to what happens, how and when and can describe it in detail to us, we can fix the issue before it becomes a problem.

Problems cost you money. Lots of problems cause you to buy a new machine and start the cycle all over again.

It's your machine and your money, don't be naïve enough to believe that things break for no reason. Yes things wear out, and that, in and of itself, is a reason, but don't be a contributor to the untimely death of your equipment and then point the finger elsewhere.