

# Common Myth #10

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## **I can make more money by servicing older fire extinguishers than I can by selling new ones**

### **Description**

Maybe you can, but be careful. Many companies have policies regarding the repair equipment. Generally, if the cost of the repairs (or reconditioning) exceeds 50% of the replacement costs, many companies will – by policy – replace the piece of equipment.

If the cost to repair or recondition a piece of equipment exceeds 50% of the replacement cost, the company could spend a lot of money and still be left with an old piece of equipment that can still be damaged. No manufacturer's warranty will be available, no other guarantees are available and performance will be questionable. Who will back the repairs and/or the reconditioning?

Manufacturers' warranties are one consideration, and advancement in technologies is another. As an example, the cost to repair or recondition a cartridge-operated extinguisher may be more expensive than the cost of a new stored-pressure extinguisher; perhaps more than 50% of the cost for a superior High Performance extinguisher.

Labor costs are to be considered in the repair and/or reconditioning of older equipment. Are you really making the margins that you think you are once everything is added up?

By replacing the extinguisher you will give your customer the very latest in equipment, backed by the manufacturer with a new warranty. You will get a known profit margin, free of variable labor costs and you will avoid going against the customer's replacement policy.

Presented correctly to the customer, they may even appreciate your honesty and the opportunity to have an option.