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focus on **servicedepartment**

Sprucing up the service area

Many people think ergonomics and evaluating the overall look, layout and efficiency of the floor are things specifically reserved for the showroom.

Not the case, says Jeff Nelson of Nelson Automotive, whose company renovates service areas.

Take, for example, the renovation Nelson did for Maranello BMW in Vaughn, Ont.

Service manager John Bianchi complained the service area was hampered by a slew of problems and needed a facelift.

First was the appearance of the space – cluttered and tired-looking. The second problem was a lack of storage, especially for the custom BMW equipment. There were also complaints about the lack of room to work.

The final hurdle in the redesign was glare pouring in from the windows at certain times of the day.

Nelson said it could come up with a custom design for the space, and deal with all the problems at once.

Specialized tool cabinets were integrated into Nelson's NEOS system with roller cabinet and shelving so they could remain mobile.

Shop testers, which were often sitting on benches or getting in the way, were stored in wall cabinets with a slide-out keyboard – a move the company said would provide easy access and protect them from debris and dust.

To deal with the space problem, the tech areas were placed on an angle and Nelson's wall system was modi-



fied to obstruct glare from the windows and create a “uniform backdrop for the shop.”

Bianchi said the whole procedure involved consultation along the way, which allowed Nelson to modify its NEOS cabinets to fit the dealership's needs.

“We even got a perfect match to our corporate colours,” he said in a release.

Nelson said the NEOS system was the right pick for Maranello because of the flexibility

and customization options.

“The shop looks great,” Bianchi said in a statement. “In most shops, you see toolboxes of different sizes & shapes, looking cluttered. In ours, everything is nicely integrated, and all of it functional. As for the techs, they're happy, and BMW corporate is impressed too.”

For more information on the NEOS System from Nelson Automotive, visit www.neoscabinets.com, or call 1-800-277-6897.