

An exclusive community magazine serving the residents of Reddendale, Henderson Place, Auden Park, Lakeland Acres, and Old Front Road

Neighbours

OF KINGSTON SOUTHWEST

BUSINESS PROFILE

FOR ALL YOUR PRE-OWNED APPLIANCE NEEDS!

By Bryce Murdoch, Photo by Bryce Murdoch Photography

Dependable Appliances is a Kingston-based company that both repairs and sells pre-owned appliances. Dependable is owned and operated by Tom Hinchey.

The company got its start in 1978. Tom had just moved into a new home and needed some appliances. He didn't have a lot of extra funds and decided to look into used appliances to see if he could save some money that way.

He started by buying two older dryers. They both needed some work, but he soon got them working like new. After both were in working order, he put an ad in the local paper to sell the extra one. Within a few days he had received numerous calls about the refurbished appliance. It was then that he realized that he had discovered a business opportunity, buying, fixing and reselling pre-owned appliances.

Tom was always handy with tools; he had a talent for fixing things. The repairs required to bring the used machines to their former glory require a wide-ranging skill set. Electrical, mechanical, welding and plumbing skills are all required to solve the puzzle of figuring out what the problem is and how to make the appliance work again.

When Tom receives a repair call, he starts with questioning the owners over the phone, asking a range of questions from what is wrong with the appliance to its model number. If he can, he does a diagnosis over the phone. All of these steps are taken before sending his fully equipped mobile repair van to their door. To make it easier on his serviceman, he writes out a list of parts on the back of the service order and makes sure that he has those parts when making the house call. Usually his team can fix the machine on the spot, keeping the cost down for the customer and prolonging the life of the appliance even more. Probably 90 to 95% of the time he can repair the appliance much more economically than replacing it.

If Tom is selling a pre-owned appliance, he makes sure it is in the best possible working order so the appliance lasts and his customers are as happy as possible.

Back when Tom first began Dependable, it was easy to find used appliances; he could quite literally buy them by the truckload. He would get them working again and sell them to his clients. As the years went on this became more and more difficult. Now anything over ten years old goes straight to scrap even though there still is life left in it; sometimes there is more life left in the old appliance than in the designed obsolescence of the newer generation of machines.

For example, it is widely believed that an old refrigerator uses significantly more energy than a new one, therefore making it more environmentally conscious to get a new one than keep the old. However, the fact is they use very little more. It is also very important to take into account the environmental impact of building a new appliance versus



saving and repairing the old appliances. Unfortunately, people seem to focus more on the aesthetic of their kitchens rather than being cost and environmentally aware.

When people redo a kitchen, buying new appliances is often part of it. Sometimes the look of the appliance is as important as the look of the rest of the kitchen including the cupboards and countertops. These are not the people Tom is trying to gain as clientele. But if you are looking for a way to save some money and keep your older appliances in good working order, you should give him a call. He is located at 3063B Princess Street, Kingston.

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