



PRESS RELEASE

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FOR IMMEDIATE RELEASE

HAYES HANDPIECE CELEBRATES 25 YEARS OF BUSINESS

CARLSBAD, CA—Hayes Handpiece Company announces its 25th year of providing local handpiece repair, products and staff training. The company, which is a family-based business founded by dental industry veteran John Hayes and his wife Jo Hayes, is now recognized as the largest independent handpiece repair company in the world.

In 1989, John and Jo Hayes started Hayes Handpiece Company in a 10'x10' garage space in the San Diego area. Prior to starting Hayes, John and Jo owned and operated California Dental Equipment Company, where they discovered that dentists needed a local source for fast, reliable handpiece repair.

Today, Hayes Handpiece Company remains a family-run business with son Joe Hayes serving as CEO. "Twenty-five years later, it's still very much a family affair," says Hayes. "My parents, both sisters, brother, cousin, and aunt are all very involved in the day-to-day operations."

Hayes suggests that the company's success lies in the basic business model that they have stood by over the years: providing local handpiece service, by factory-trained repair specialists. Although the company has branched out into selling products, and providing in-office staff training, they remain a specialty provider. "We really keep the focus on handpieces, and handpiece-related products," says Hayes. "We pride ourselves on being experts at what we do, so we can pass along that knowledge to our customers. Our product

sale isn't just about handing over a product. We really try to guide each practice on which products are going to serve them best, and educate our customers on how to maintain these products.”

Hayes Handpiece is also one of the few companies in the dental industry that has had major success in franchising. “While we have several corporate-owned locations, the majority of our locations operate as independent franchises,” states Hayes. “This really works in the customers’ benefit because each location has a vested interest in the success of the business. Our franchises work hard in the field to build their small businesses. They are in dental offices across the country providing hands-on, local service.” Each franchise also benefits from the power of the larger organization, with the ability to obtain premium parts and training that a lot of small repair companies do not have access to.

While staying in business for 25 years is an accomplishment on its own, the company can also boast 25 years of growth, even during tough economical times. In fact, Hayes has been especially important in the industry when times are tough. “We’ve found that even when many dental practices were cutting back on overall expenditures, Hayes could really help by offering economical repairs or reconditioned handpieces for sale,” explains Hayes.

As a way to stay ahead of the curve, the company continues to grow and expand. Most recently, Hayes has launched a new e-commerce website that includes repair and maintenance information, in addition to a variety of Hayes-approved products for sale including handpieces, handpiece accessories, maintenance products, instruments, high-quality consumables and more.

Hayes Handpiece Company is a franchise network of 85 individually owned and operated handpiece repair centers in the United States, Canada, New Zealand, Australia and the United Kingdom. Founded in 1989, Hayes focuses on providing the highest quality local handpiece repair service and sales to dental practitioners and laboratories. The Hayes corporate headquarters is located in Carlsbad, California.

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