



e-advantage



Add Parts Sales With a System Flush

Heavy-duty A/C systems have long hose runs, large coils, and tube-and-fin condenser assemblies with multiple passes. There are lots of tight spots and low points where oil, sludge, desiccant, and other debris can hide.

Flushing is the best way to make sure you're removing it all while you service the system. It's also a great way to generate parts sales.

Get organized

Any time a customer needs to replace a major component is a chance to sell flush and all the service parts that are necessary to button-up the A/C system. Whenever you sell a compressor or other component that requires the system to be opened, be ready to offer a package including flush, an O-ring kit, receiver-drier, expansion valve, refrigerant, and oil.

Show clean and dirty oil

If you want to explain the benefits of new refrigerant, there's no better way than to show a bottle of dirty, brown, contaminated oil. Keep jars of fresh and dirty oil handy.

Remind customers that sludge and solid particles can clog expansion valves and orifice tubes, depriving

the compressor of the oil it needs to reduce friction and heat. Moisture in the system will turn acidic, eating the condenser, TXV, evaporator, and fittings from the inside out.

When a flush isn't enough

When a compressor fails, it explodes toward the high-pressure side of the system. Unless you flush out this debris, chances are good that the replacement compressor will fail as well.

What about the low-pressure side? The outbound explosion creates a vacuum, sucking debris up the low-pressure or suction side of the system. Instead of flushing the suction side or even the first hose that goes to the condenser, we recommend replacing the components and hoses instead. Better to start fresh than risk leaving contaminants in the system.

Schedule A/C flushes

We publish recommended service intervals for the compressor and belt-drive system, condenser, receiver-drier, expansion valve, evaporator, and other components (download a PM schedule [here](#)).

Make an A/C flush part of a PM routine. Schedule a system flush every 12 months for trucks in typical high-

way service or 750 operating hours for trucks in on/off-highway vocational service.

Don't miss out

Flushing the A/C system is an opportunity to sell service parts and other all-makes components—and vice versa. Talk to your Red Dot account manager for more ideas about turning service into parts sales.

Keep jars of fresh and dirty oil handy to show customers why they need to flush sludge and solid particles out of the system. As shown below, some levels of dirty oil will not qualify for a warranty claim.

WARRANTABLE



NON-WARRANTABLE



Red Dot News

SD7s Ready to Go

Get the best possible pricing on compressors right now, before demand picks up in the heat of the summer. Talk to your Red Dot account manager about our 2015 specials on Sanden SD7s. They're in stock now and will ship from Memphis.



Out of Stock? Look Again

Your Red Dot online order-entry page shows you the amount of stock on hand in Seattle or Memphis before you place your order. If you need a part that's not in stock, call Red Dot customer service anyway. We can review a part's entire order activity and suggest a source within the Red Dot distributor network.

SALES

Meet Scott Watson

There are few changes in life more dramatic than a new job and a new marriage. Scott Watson is tackling both within a six-week span.

"It definitely is an exciting time," says Scott, who was named Western region sales manager in March. "It's like I'm part of two new families now."

Scott comes to Red Dot from Noregon Systems, a technology company that helps heavy-truck owners and technicians analyze diagnostic data from their vehicles.

Prior to Noregon, he was a district sales manager at NAPA and MAC Tools.

"My focus has been on heavy-duty vehicle maintenance and parts distribution for more than 10 years now," Scott says. "When I visit a Red Dot dis-



tributor it's a comfortable feeling because I understand the high level of service that's expected in the heavy-duty aftermarket."

Since joining Red Dot in March, Scott has been out calling on distributors throughout the West. He took a little time off in early April to get married before hitting the road

again.

"With my wife, I'm fortunate to have a wonderful family," Scott says. "There's a family feeling at Red Dot, too, and I'm happy to be a part of it."

Scott Watson is based in Salt Lake City. You can reach him at 385-200-4802 or

ScottWatson@RedDotCorp.com

SERVICE TIP

Tips for Handling Refrigerants

Spring is always a good time to remind technicians about care and safety around refrigerants. Here are three tips to pass along:

- Exposure to refrigerant can irritate the eyes, nose, and throat, and contact with R-134a in liquid form can cause frostbitten skin. Wear safety glasses and use non-leather gloves (refrigerant can freeze skin where it contacts leather).
- Test for hydrocarbon blends. Sold as cheap substitutes for R-134a,

hydrocarbon blends may contain propane, isobutane, and other flammable gases. Keep cigarettes out of the shop and check for system leaks before doing any job that requires an ignition source (or may generate one).

- When servicing R-134a, R-12, and 1234yf systems, tools that come into contact with refrigerant (such as charging equipment and gauge sets) must be dedicated to one refrigerant or cross-contamination can occur.

SALES

Robert Gardiner – Mobile: 206-310-2298
RobertGardiner@RedDotCorp.com

Jeff Engel – Mobile: 630-235-1289
JeffEngle@RedDotCorp.com

Robb Morrison – Mobile: 770-265-9943
RobbMorrison@RedDotCorp.com

Jim Slogar – Mobile: 216-533-8208
JimSlogar@RedDotCorp.com

Charles Wilkes – Mobile: 904-219-3305
CharlesWilkes@RedDotCorp.com

Scott Watson – Mobile: 385-200-4802
ScottWatson@RedDotCorp.com

MARKETING

Bill Jewell –
Aftermarket Marketing Manager
Mobile: 206-979-7282
BillJewell@RedDotCorp.com

Leah Sattler – **Marketing Assistant**
206-394-3588
LeahSattler@RedDotCorp.com

CUSTOMER SERVICE

Need to reach someone in customer service but not sure who?

Use our general email address: amcustomerservice@reddotcorp.com.

Add it to your address book. Your email will reach all of us in aftermarket customer service.

Jared Hazen – 1-866-366-3811
Customer Service Supervisor
6:30 am to 3:15 pm Monday - Friday
JaredHazen@RedDotCorp.com

Rita Jones – 1-800-364-9557
6:30 am to 3:15 pm Monday - Friday
RitaJones@RedDotCorp.com

Kristina Wolbeck – 1-800-364-2708
7:45am - 4:30pm Monday - Friday
KristinaWolbeck@RedDotCorp.com

Danny Green – 1-800-364-2696
7:45am - 4:30pm Monday - Friday
DannyGreen@RedDotCorp.com

WARRANTY & PRODUCT SUPPORT

Frank Burrow – 206-394-3501
Mobile: 206-849-8816
8 am–5 pm, Monday–Friday
FrankBurrow@RedDotCorp.com

Mark Williams – 206-575-3840 x3339
6:30am–5:15pm, Monday–Thursday
MarkWilliams@RedDotCorp.com

Rene Andrews – 206-575-3840, x3632
6:30am–5:15pm, Monday - Thursday
ReneAndrews@RedDotCorp.com

Colleen Bowman – 206-575-3840, x3631
6:30am–5:15pm, Monday - Thursday
ColleenBowman@RedDotCorp.com

Craig Channer – 206-575-3840, x3633
6:30am–5:15pm, Monday–Thursday
CraigChanner@RedDotCorp.com

All times are in the Pacific Time Zone

New Product for April

OEM	Application	Year	Description	OEM Part Number	Red Dot Part Number	Available
Bluebird			Actuator	15310	71R8483	August 2015
Freightliner	M2	2003-2009	Actuator	VCC32000022	71R8485	August 2015
Freightliner	M2, 100-112V, FL50, FL60, FI70	2008-2010	Expansion Valve	VCCT1001838L, VCCT1001428N	71R8475	August 2015
Kenworth	T2000	1998-2010	Low Pressure Switch	650446BSM	RD-5-15504-0P	June 2015
Navistar	IH 5000, 9000	2001-2011	Actuator	3685800C1	71R8487	July 2015
Navistar		2006	Compressor	3611894C91	75R9622	June 2015
Navistar	5000, 9000 series all models with 4pin actuator and label G32063211A		Actuator	3524465C1	71R8489	August 2015
Navistar	9000	1999-2002	Condenser	3504377C1	77R8309	August 2015
Peterbilt	Conventional with signet A/C	1995-2006	Actuator	P93CAB0200-01S	71R8493	August 2015
Various			Compressor	QP7H15-4735	75R89652Q	May 2015
Various			12v Compressor	QP16-1687	75R89612Q	July 2015
Various			24v Compressor	QP16-1817	75R89614Q	July 2015
Various			Enginaire filtration system Model S with charcoal filter		78R5155	In Stock

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