



e-advantage



4 Things to Do at MACS

The 2016 MACS Training Event and Trade Show runs from Feb. 10-13 at the Caribe Royale in Orlando, and as usual there's no shortage of activities on the schedule. Whether you're there to do business, see new products, sharpen skills, or just have fun, here are four things to add to your agenda:

1. Schedule a Meeting

Many of you know Mike Pease, who is now responsible for the strategic direction of our aftermarket business. He'll be available throughout the show for meetings with distributors. If you want to talk to Mike, ask your Red Dot sales manager to schedule a one-on-one.

2. See Us at Booth 214

In addition to Mike, Randy Gardiner, Gary Hansen, Robert Gardiner, and other members of our executive and sales teams will be at the show. Stop by the booth to learn more about our 2016 product lineup and see a 3D-printed model of our R-6101, complete with removable components. The

R-6101, an update of the R-6100 rooftop air conditioner, will be available in early 2016.

3. Learn About Leaks

Why are refrigerant leaks so hard to find? During Thursday's technical sessions, Red Dot Technical Steward Robert Brocx will take an in-depth look at conditions that cause leaks in heavy-duty A/C systems and clues to help you troubleshoot them more efficiently. Come learn from one of the industry's best.



4. Unwind After the Show

Once again Red Dot is hosting the official MACS meet-up, a chance for exhibitors to get together after the show closes. Join us in the Bonaire Room 1 on Friday from 4:30-5:30 p.m. to wrap up the week.

See you in Orlando!

Robert Brocx,
Red Dot Technical Steward

Red Dot News

Take Advantage of Seasonal Promos!

Time to be "ALL IN" with Red Dot seasonal promotions!

Check your inbox for our 2016 Promotions Booklet and tap into huge savings:

- Buy into a better pricing level and multiple releases with terms (deadline: March 31)
- Get special pricing on Sanden, Que, and T/CCI compressors
- Take advantage of special pricing on refrigerant hose

Our seasonal specials are a great opportunity to sit down and analyze your Red Dot product requirements, reach a new pricing discount level, and plan for success in 2016.

PDF booklets were emailed in early January (hard copies are in the mail now).



SERVICE TIP

Troubleshoot Heaters from the Ground Up

If your job ticket says “heater fan doesn’t work,” check the ground connection for rust, paint, grime, or some other obstruction at the terminus. If the motor doesn’t have a ground wire, its mount serves as a ground connection. Make sure nothing impedes the mount’s ground path.

Use a multimeter to make sure you’re getting full voltage to the motor. Once you know the voltage is adequate, you can then look for worn brushes, dirty squirrel-cage fans, damaged fan blades, and other more typical motor problems.

RED DOT ONLINE

eCommerce Site Updates

We’ve updated our eCommerce site to make easier to use. The next time you log in, look for these new features:

- New PDF Flyer Creator. Located under the “Media” tab, you can use this tool to create and customize your own ad flyer. Look for an email requesting a digital copy of your logo so you can automatically add it when you build your ads.
- Side-by-side parts comparison. When looking at a part you can

now click on the picture which will open in another screen. It’s a simple change that makes it easier to compare parts side-by-side.

- Updated Customer Info screen. Fields that are not filled in are now hidden from view. We want to be your go-to source for ordering heavy-duty units and all-makes parts online. If you have questions about how to use our eCommerce site, ask your Red Dot account manager for help.



SALES

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MARKETING

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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
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Kristina Williams – 1-800-364-2708
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WARRANTY & PRODUCT SUPPORT

Frank Burrow – 206-394-3501
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All times are in the Pacific Time Zone

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