



e-advantage



New Packaging: Handled With Care

If you've ordered a Red Dot double blower motor lately, you may have noticed something different. Not with the product itself, but with the packaging.

"Over the last 18 months, we've been working to redesign our packaging in response to warranty issues and requests from distributors," says Paul Davis, Red Dot Logistics Manager. Double blowers are the first Red Dot products to ship in newly configured packaging, followed by condenser cores later this summer.

"We want Red Dot packaging to be as appealing and efficient as possible," Paul says. "It should protect the product during shipping, but also present the product really well once it reaches the user."

Because HVAC components come in a range of sizes and shapes, each type presents its own special requirements.

"Take our double blowers, for example," Paul says. "I think we've all seen blower housings damaged by shock or vibration. The system we designed actually suspends and supports the component inside the box, reducing the likelihood of the product getting broken during transit. At the same time, the packaging isn't any more bulky than necessary. You don't have to worry about extra wrapping, foam, or other material coming off on the product. It looks like careful consideration went into the packaging, which it has."

Paul says packaging development will continue to be an important focus at Red Dot.

"With thousands of products shipped each year, the gains from better packaging represent big savings in warranty claims," he explains. "Packaging can also contribute to future sales. It reflects well on Red Dot and on the



distributor. When the installer opens a box, he should feel confident that the part inside is as ready as he is to get the job done. That confidence will keep him coming back."

What do you think of Red Dot after-market parts packaging? Let us know. Talk to your Red Dot Account Manager about how we can improve.



Red Dot News

Que Wins Top Supplier Award

This month Red Dot presented Que Products with our 2012 Supplier Excellence Award, our top honor for suppliers. The award recognizes exceptional performance in three areas: conformance of parts, on-time delivery, and product performance. As you're aware, last summer was a tough one for compressor availability, and Que proved itself to be a reliable partner. We'll take a closer look at Que Products and T/CCI in the next eAdvantage.

Order Red Dot Desk Calendars

Red Dot's desk calendars put your company's name and Red Dot products in front of valued accounts all year long. Contact Ron Hidalgo for order forms and details about pricing: ronhidalgo@reddotcorp.com or 206-394-3511. Order deadline: September 1.

SERVICE TIP

The Differences Between PAG & POE

The two common oils in heavy-duty mobile R134a systems are PAG (polyalkelene glycol) and POE (polyolester). They're very different, yet we still see confusion over which oils to use.

Polyalkelene glycol (PAG) is a synthetic oil used by most compressor manufacturers for their original fills. PAGs come in a range of viscosities and additive packages

designed to enhance properties such as lubricity or thermal stability.

A "double" end-capped PAG is one with no alcohol groups on the ends of its polymer chain, which greatly increases its stability and moisture tolerance. Even at high temperatures, the end-capped PAG will not react with moisture to form harmful acids.

Polyolester is a popular synthetic aftermarket lubricant because it is compatible with R134a, R12, and R410a. Hydrolysis is the main issue with POE oils: in the presence of water, the oil will decompose into acid and alcohol. The degree of hydrolysis is driven by the amount of water present; the speed at which hydrolysis occurs is dependent on temperature and the acid content (acids can act as a catalyst).

Either way, the result is bad news for a moisture-contaminated A/C system.

Check Viscosity

PAGs and POEs both mix and circulate with R134a. Whether or not they will



provide adequate lubrication is the issue.

Always check with the compressor OEM to verify the type and viscosity of oil you need. Using too much or too little oil, or the wrong type, can lead to increased wear, premature component failure, and the loss of your warranty.

If the OEM lubricant is not available, a double end-capped PAG of the same ISO viscosity as the original is the best choice.

Recommended Practices

Some aftermarket compressors today are shipped dry while others are prefilled with either PAG or POE oil. Installers must be certain not to intermix oils or use the wrong type of oil for the application. To get the service life you expect (and to preserve the warranty), check with the compressor supplier and verify that you're using an OE-specified lubricant type and viscosity.

SALES

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

Jeff Engel – Cell: 630-235-1289
JeffEngel@RedDotCorp.com

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

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

Scott Dueringer – Cell: 602-317-2905
ScottDueringer@RedDotCorp.com

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

MARKETING

Bill Jewell –
Aftermarket Marketing Manager
206-574-6566
Cell: 206-979-7282
BillJewell@RedDotCorp.com

Ron Hidalgo – **Marketing Specialist**
206-394-3511
RonHidalgo@RedDotCorp.com

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

CUSTOMER SERVICE

Craig Alexandre – **1-866-366-3811**
6:30am - 3:15pm Monday - Friday
CraigAlexandre@RedDotCorp.com

Adrienne Saunders – **1-800-364-2708**
6:45am - 3:30pm Monday - Friday
AdrienneSaunders@RedDotCorp.com

Rita Jones – **1-800-364-9557**
7:00am - 3:45pm Monday - Friday
RitaJones@RedDotCorp.com

Kealy Ny – **1-800-364-2696**
7:45am - 4:30pm Monday - Friday
KealyNy@RedDotCorp.com

WARRANTY & PRODUCT SUPPORT

Frank Burrow – **206-394-3501**
Cell: **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

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

Ann Channer – **206-575-3840, x3632**
6:30am–5:15pm, Monday–Thursday
AnnChanner@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