

FRONT COUNTER

Warranties: Happier Returns

By Robert Gardiner

No one wants to see an HVAC part fail. A failed part, on the other hand, is something we most definitely want to hear about.

Understanding why components break helps us develop products that are more durable and a better value for you and your customers. Our warranty team works closely with our engineers to make sure they're aware of failure trends or serviceability issues.

The team leader is Frank Burrow, our warranty and customer support manager.

Before joining the warranty group in January, Frank spent almost 10 years in sales at Red Dot, so he knows our products well and he appreciates the sales side of your business. That means finding ways to build aftermarket sales, streamline claims, and ensure that our product engineers are aware of failure and serviceability trends.

Frank works closely with Mark

Williams, who's back with our warranty team after nearly four years on the sales-training side of Red Dot. Mark's the Answer Man here: his ability to diagnose problems

Experience and technology help streamline the claims process.

and explain them in plain English is a rare talent. He kicks off a regular column this month with a clip-and-save tip about receiver driers.

In the next several weeks, we'll roll out a new way to make the claims process more simple and efficient: a system that will allow you to file your warranty claims electronically.

Our electronic warranty claim form will reside on our eCommerce

site at www.rdac.com. There's no special training or software necessary, and the information required to file your claim online will be no different than what you need today.

When you file electronically, we promise to turn your claim around with a credit within 30 days, and we won't require you to return the failed part unless we need to validate your claim.

We'll fill your claim based on your description of the failure and diagnosis. Failure descriptions aren't as hard to write as you think. Read Frank's column this month on how to draft one that works.

Look for more details on our online warranty system in next month's newsletter.

NEW DISTRIBUTORS

I want to welcome eight locations to our network of independent warehouse distributors:

- ERS Cooling, Baltimore, Md.



- M.C. Repair, Elba, N.Y.
- Midlands Carrier, Omaha, Neb.
- BJK Truck, Hermiston, Ore.
- Truck Gen, Jacksonville, Fla.
- South Florida A/C Repair, Miami
- Gulf Coast Thermo King, Fort Meyers, Fla.
- Hawaii Mobile Air, Honolulu.

We continue to build sales and improve customer service, and expanding our dealer network is a key element in those efforts.

We post the names and contact information of our distributors online at www.rdac.com. Take a moment to check your listing. If the

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information we have is out of date, call one of our customer service reps and we'll correct it. See page three of the newsletter for contact information.

DID IT SHIP? IS IT IN STOCK?

You'll find the answers at www.rdac.com, on our online order-entry system. It can tell you what's in stock as well as the status of your order. I encourage you use it.

Marketing manager Robert Gardiner is responsible for aftermarket sales and customer service. You can reach him at robertgardiner@reddotcorp.com.

WARRANTY DESK

How to write a failure description that works

By Frank Burrow

The No. 1 reason warranty claims are denied is insufficient information. "It's broken" doesn't tell us what we need to know and probably will delay your claim as we look for answers.

I know it can be tough to find the words to explain what went wrong with a failed part. We're not looking for something long and involved. In fact, the simpler your description,



the better. Here are two examples of descriptions that work:

- **Expansion valve:** *Low-side pressure low, high-side pressure high. Poor A/C performance.* That's all we need to see that the expansion valve is restricted and probably has a charge head problem.
- **Blower motor inoperative.** *Excessive amp draw (30 amps).* There's a short in the motor, also a common failure.

Processing your claim quickly depends on your description of

why the component failed. Keep it short and sweet. Refer to your technician's work order or other documentation for an analysis of the problem.

And if you have a question about how to accurately describe a failure, talk to us. Our phone numbers, email addresses, and work hours are on page 3. We're here to help.

Warranty and customer support manager Frank Burrow has been with Red Dot for more than ten years. You can reach him at frankburrow@reddotcorp.com.

HELP DESK

Where's the part number? Check the grid!

By Scott Young

If there's one Red Dot part number you should commit to memory, it's this: RD-5-7835-0P. That's the number of the 2005 Red Dot unit and parts catalog.

When we get calls from people looking for replacement part numbers, most of the time the answer is right there at their fingertips in the Red Dot model replacement part grid.

The grid, which starts on page 162 of the catalog, is an easy-to-follow guide to part numbers for thermostats, PSI switches, expansion valves, blower motors, fan/blowers, driers, heater cores, evaporators, condensers, and filter sizes. It's the quickest, most convenient way to find the part number you need.

The catalog is the counterman's tool. If you need extra catalogs, call us and place an order. The case quantity is 16, and they're free.

Customer service manager Scott Young has 23 years of experience in the mobile HVAC industry, the past 10 with Red Dot. You can reach him at scottyoung@reddotcorp.com



Don't chance it. Change the receiver drier!

By Mark Williams

There are lots of good reasons to change the receiver drier whenever the system is opened for repair or servicing, but here's one of the best:



OEMs are using less and less desiccant in the receiver driers they install. On a heavy truck, for example, instead of the standard 8 or 15 cubic inches, the desiccant level may be 5 inches or less.

That leaves little margin for error should you decide to extend the change interval.

Moisture isn't something you want to invite into the system. Moisture and refrigerant combine to create hydrochloric or hydrofluoric acid, which attacks metal surfaces in the refrigerant circuit.

So don't chance it with a receiver drier. Change it.

Mark Williams is Red Dot's warranty and product support supervisor. You can reach Mark at markwilliams@reddotcorp.com.



Reduced desiccant levels mean less margin for error when moisture creeps into the receiver drier.

Contact Numbers

Aftermarket Customer Service Representatives

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All times are in the Pacific Time Zone
Just click on one of the email addresses above to send a message to one of the folks listed above.