

FRONT COUNTER

Better By Design

By Robert Gardiner

It seems strange introducing a guy who's been with Red Dot for 33 years. But Larry Skaro is someone you should know about.

Larry has been involved with product purchasing here for more than 20 years, and now he's our first manager of aftermarket purchasing, dedicated to helping our customer service folks respond to the "can



you get me this?" questions we get from counter men every day.

Pure and simple, Larry's job is purchasing products for the aftermarket. With his experience in purchasing, Larry knows our product line and understands that the HVAC aftermarket is a right-now business. He's an important part of our commitment to providing the right aftermarket stock and the right time and a solid addition to Red Dot's aftermarket team.

PACKAGING REVIEW

One of the first projects Larry is heading up is a review of the pack-

aging on all of the aftermarket units beginning with the R-6100, R-9727, R-6160, and R-7830.

We hear the complaints and see the pictures that accompany damage claims due to rough treatment during shipping. We're acting on this issue and have already identified a sturdier box material which we will incorporate this fall. We'll also use more foam in critical areas. When you order a replacement part, you expect it to be ready to go when it arrives. So do we.



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

HELP DESK

Do You Have the Part? Check Online

By Scott Young

Do you have the part? That's the call we get again and again from folks wanting to know what we have in stock, how much it costs, and how quickly we can get it there. We're happy to answer, but there's another way to find out: look it up online.

About 40% of our orders are placed via our order entry program at www.rdac.com. It's easy to use: you click on "customer login"



to check stock availability, place orders, and see if your orders have shipped—all without having to make a phone call.

After you place your order, we send an email

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confirmation outlining your order status, your name and account number, billing address, shipping address, special shipping instructions, the parts, where they're stocked, the price, and the quantity you ordered.

The site is simple, with minimal graphics so it loads quickly. You can review past P.O.'s so you can see your order history. The price is right: online ordering is a free service. And most important, you can get all the information you need while you're on the phone with your customer, not one of us.

To get your own user name and password, contact Bill Jewell at billjewell@reddotcorp.com or 206-574-6566.

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

HVAC 911

Quick Connections

By Mark Williams

Bad connections and complicated crimping tools can take the margin out of a repair job in a hurry. But if you can handle a pair of pliers, you can create reliable hose assemblies quickly.

That's the idea behind Aeroquip E-Z Clip hoses and fittings. We sell a lot of them for field service because you don't need special tools or power, just three components: a flexible GH134 multi-refrigerant veneer hose; the E-Z Clip fitting with HNBR O-ring on the fitting's outer diameter for superior sealing capability; and a retention system that uses a clip and a cage combination to simulate the crimping action of a traditional hose socket.

You snip the hose to length using Aeroquip's handheld hose cutter, slip two clips onto the end of the hose, oil the end of the fitting, and insert it into the hose. Then, snap the cage into the groove on the nipple, slide the clips over the cage



and into the channels, and close the clips using the pliers.

We offer GH134 hose in both 50-foot lengths and spools in four different sizes: #6, #8, #10, and #12. And we supply an array of male and female E-Z Clip fittings, including straight and angled splicers, straight and angled O-ring fittings, bulkhead fittings, and fittings with charge ports.

Give it a try. You'll get a durable, flexible hose and fitting that exceeds SAE J2064 coupling integrity standards.

Mark Williams is Red Dot's warranty and product support supervisor. You can reach Mark at markwilliams@reddotcorp.com, and read more about the E-Z Clip system on page 178 of the 2005 Red Dot catalog.

Conference in Cabo

We've scheduled our 2006 Distributor Conference for February 2-4, 2006, at the Hilton Los Cabos Beach & Golf Resort near the southern tip of Mexico's Baja California Sur. The conference, for our top 50 WDs, is a place to learn more about the direction of Red Dot, our products, and trends in the industry. It's also a chance to have fun in a beautiful part of the world at a time where the average temperature is 75 degrees. (Or unwind after the MACS convention and trade show, which takes place the previous weekend.) Contact Bill Jewell or Robert Gardiner for more information, and see www.hiltonloscabos.com to check out the venue.



eBay has opened up new markets for old products. So Red Dot is working with the auction site to sell obsolete HVAC units and components.

Check out our storefront at <http://stores.ebay.com/Red-Dot-Corporation>. It won't always have items listed—eBay is not a regular sales channel for us—but from time to time as we clear out out-of-production inventory you may see items that you or one of your customers can use.

As for pricing, eBay is an auction site. While we suggest a price for a product, ultimately the buyer determines what it sells for.

Contact Numbers

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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.