



The Oracle Project

By Robert Gardiner

We're all in the business of selling. The more efficiently we process orders, the faster we can get product to you. To



make transactions faster and more accurate, we've upgraded our phone system, added bright people to our aftermarket team, and launched online order entry.

Now we're getting ready to introduce our Oracle project. Oracle develops software that makes it easier to coordinate various parts of a business. Everybody from the president on down to a machine operator can make decisions from the same data. During the next few weeks, we're going to enter the final stages of implementing this powerful suite of software.

Michael Hill is our Oracle "Super

User" for aftermarket order entry and customer service, and he's been working closely with our IT group. We're excited about Oracle because it integrates order management, distribution, and manufacturing. It's purpose-built for the pull-pack-and-ship aspect of our business, and will help us deliver quality product to you more quickly.

REMINDER: The deadline for our 2006 Opening Order Program is March 31. Talk to your customer service representative about locking in prices, pre-paid freight terms, and special pricing on compressors and other components.

Finally, I want to thank all of you who attended our distributor conference last month. If we're going to talk about business, there's no better place than Cabo.

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

Opening Order Program Deadline: March 31

RED DOT NEWS

DROP SHIPPING: We can drop-ship a part or unit in urgent, "truck-down" situations, but third-day air doesn't qualify. Next-day or second-day shipments will be sent "collect" to the required location.

TRANSIT TIMES: "Purchased product" now ships directly to you from Memphis, while complete A/C and heater units will be shipped prepaid ground from our Seattle location. Plan your transit times accordingly.

T/CCI COMPRESSOR LEAKS: We spoke to T/CCI Manufacturing about what appears to be oil leaking from compressors stored on their side. A rubber plug under the plastic shipping cap on top of the compressor is supposed to produce an oil-tight seal, but pres-

sure inside the compressor may cause weeping. T/CCI says there's nothing wrong with the unit, but an oil-stained box does look bad. T/CCI is looking for alternatives.

IN PRODUCTION: Our compact equipment OE-unit business continues to boom, which means new opportunities for service business and parts sales on the WD side.

- Red Dot is providing American Defense Systems, Inc. with air conditioners and heaters for graders, compactors, rollers, dozers and other road-building equipment in Iraq. The units are being installed in theater along with armor, bulletproof glass, insulation, and in some cases entire cab structures.
- We're producing OE units for John Deere's 200- and 300-series skid steers and its new line of track loaders.

Warranty Department

Ban the Juice

By Frank Burrow

Somewhere, at this moment, a truck driver in an auto parts store has a one-pound can of 134a with oil in one hand and a can of 134a with sealant in the other.



It's called "shooting the juice," and either quick-fix can lead to bigger problems than warm air blowing through the vents. If he chooses the can with the oil, he's going to void the warranty when the compressor manufacturer finds a type of oil that's not approved for the system. If he buys 134a with sealant—well, you can imagine the bill to flush the system and replace contaminated components.

It's also a busy time for guys hawking cheap hydrocarbon refrigerants and R-134a products with ingredients not certified for the heavy-duty A/C systems you service. This A/C season, remind your shop personnel to be vigilant about testing and recycling refrigerant. When you as a shop owner hook your gauge up to that vehicle, you're going to own whatever is in that system.

Also caution your customers about the consequences of shooting the juice. Drive home the need to follow regular service intervals and keep the driver's hands out of system maintenance.

Frank Burrow is manager of warranty and product support. You can reach him at frankburrow@reddotcorp.com.

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All times are in the Pacific Time Zone