



# e-advantage



## Crank Up Your Winter Parts Sales

**A**s far as we're concerned, A/C season doesn't end when summer does. Make heater and A/C components part of your winter maintenance specials and you can generate parts sales and service business all year round. Here's where to start:

### A/C System Inspection:

Remind customers that the air conditioner makes the defroster more effective by removing excess moisture from the air. If customers missed their annual pre-summer A/C checkup, they should have their refrigerant charge and system components inspected now.

### Receiver driers:

An ideal PM item, the receiver-drier should be replaced once a year and the sight glass on the moisture indicator should be checked at every oil change or scheduled maintenance interval. A blue dot means the refrigerant is dry; pink, white, or grey indicates acid or moisture in the system.

### Filters:

Dust, lint, carpet fibers, and other impurities can clog the heat exchangers and reduce the efficiency of the heater system. It's a great time to check them out.

### Water valves:

Do they open and close completely? Make sure the actuator cables aren't stretched.

### Compressor and belt drive system:

Look for signs of trouble before a major failure. A visual inspection every three months can reveal discoloration on the face of the clutch hub (a sign of heat); oil or dirt around the shaft seal; proper alignment of the clutch pulley and crankshaft drive pulley; and glazing or cracking on the belts.

Whether your customer schedules PMs by the month, mile, or operating hour, make sure your HVAC parts promotions are in sync with lube intervals and other PM work. You'll find recommended maintenance intervals for a range of components on pages 616 and 617 of your 2009-2010 Red Dot catalog.

Use PMs to make every season A/C season. Talk to your Red Dot representative for more ideas about how to sell OEM-quality all-makes HVAC replacement parts all year round.



October 2009

## RED DOT NEWS

### ASK US ABOUT TRAINING

When you carry Red Dot products, you have access to the most knowledgeable field service representatives in the industry. Ask your Red Dot representative about how he can help you generate parts and service sales through the winter months and into 2010, including product training, merchandising ideas, warranty management, and "A/C 101" courses. We're here to help!

### NEW WD LOCATIONS

We continue to build the Red Dot distribution network with the addition of four locations operated by the Interstate Companies: Bloomington, Minn.; Billings, Mont.; Altoona, Iowa; and Sioux Falls, S.D. Based in Bloomington, Interstate is leading distributor of Detroit Diesel, Allison, and Carrier products in the Midwest and Plains states. For more information, visit [www.istate.com](http://www.istate.com).

# INTERSTATE PowerSystems

## SERVICE DESK

# Don't Take "Won't Blow Cold Air" for an Answer

**N**o one has time for vague failure descriptions. Literally. A work order that says, "A/C won't blow cold air" is going to soak up a lot of hours in the service bay compared to one that's more descriptive and thorough.

It only takes a few simple questions. Your conversation with the operator might go like this:

**Q: What's the situation?**

*A: Won't blow cold air.*

**Q: OK. When did the system stop cooling?**

*A: About an hour ago.*

**Q: What steps did you take when you noticed the lack of cooling?**

*A: I cranked it up to maximum cool. When it still wouldn't work, I turn off the A/C and just opened the window.*

**Q: Is this a new problem or have you noticed it before?**

*A: In the last few days I've had problems off and on. This is the first time it happened when I was close to a place that did A/C service.*

**Q: Do you get any cooling at all?**

*A: Yes, but it quits after a while.*

**Q: Do you feel any air coming through the vents from the blower?**

*A: Yes.*

**Q: When was your air conditioner last checked or serviced?**

*A: Maybe a year ago.*

**Q: Has the heater been used recently and did it work OK? Yes.**

**Q: Have you had other service problems in the last few months?**

*A: No. (If the answer is yes, ask when, where, and what was fixed?)*

So the A/C cools for a while and then blows warm air; the system hasn't been maintained in a year; and there are no complaints about the heater. It's possible there's a leak and a low-pressure cutout switch is cutting the circuit to the clutch, protecting the compressor. Based on what the operator said, the system requires a complete inspection to find the problem.

Now you can offer the operator some options instead of writing up a work order to "check things out." He can give you the go-ahead for full service and repair now, wait until you've inspected the system to determine cause and cost, or delay repair until he has some downtime available. And your technician will have a better handle on how to troubleshoot the problem.

## Red Dot Contacts: How to Reach Us

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**All times are in the Pacific Time Zone**