



e-advantage



3 Ways to Make Fall A/C Season

Spring, summer, fall, winter. Every season is A/C season as far as we're concerned. But as the weather cools down, it gets harder to stay busy with A/C work. Here are three things to add to your Fall checklist for improving sales and service:

1. Promote the PM Schedule

We publish a complete checklist of A/C-related preventive maintenance items and recommended service intervals on pages 598-599 of your 2011 Red Dot catalog. It's also available in the Resources section at reddotcorp.com.

Whether customers schedule service by the month, by the mile, or by the operating hour, sync A/C inspections with engine lube intervals and other scheduled preventive maintenance. Make A/C part of your pre-winter service specials. A properly maintained A/C system will deliver better defroster performance in the winter and reduce the risk of a surprise failure on the first warm day next spring.

2. Protect Your Service Equipment

We're seeing more evidence of unapproved refrigerants this year, including hydrocarbon blends and various R-134a products sold in aerosol cans.

Hydrocarbon blends are flammable and in a confined space may burn or explode in the presence of an open flame, spark, or cigarette. Canned refrigerant with sealant or oil can gum up needle valves and do more harm than good. Both can contaminate your service equipment.

Talk to your Red Dot representative about Yellow Jacket leak detection, evacuation, charging, and recovery equipment. You can work directly with Ritchie and get faster, more cost-effective access to the entire Yellow Jacket line.

3. Ask for Training

Talk to your Red Dot representative about a catalog review, including how to use our OEM-application and cross-reference sections. He can arrange Section 609 training for your technicians, help you streamline your parts inventory, and share ideas about how to build your HVAC parts and service business.



Red Dot's Jim Slogar leads a catalog training session.

About My Order...

Answers from Red Dot logistics manager Paul Davis

Why did my order come in two shipments?

We want the most efficient way to pick, pack, and ship your order. Sometimes, consolidating individual items into one box isn't it. That's why you may see packages of small parts arriving in advance of big-box deliveries. We don't want to delay one portion of your order because we're waiting to consolidate a shipment. By decoupling them, both orders flow more quickly through the DC.



When will my backordered product arrive?

We like to combine backordered products with a stocking order so it ships at no additional cost to you. You shouldn't have to pay another freight bill for a shipment that was delayed in the first place. If you don't want that to happen—if you want your backorder to ship as soon as it's ready—tell your customer service representative. It's the best way to ensure that the backorder is handled to meet your needs.

COOL APPLICATIONS

One Cool Mission

Orphans in Ghana get Red Dot A/C for their ride

Helping people stay cool in equatorial Africa is a challenge. But for Wayne Schepers, it became part of a mission.

Wayne, owner of Thermo King Michigan in Grand Rapids, was in Accra, Ghana, on a Christian mission earlier this year when he met the director of a foster home for eight handicapped orphans. Their car was a police

surplus Land Rover Defender with an air conditioner that had given up years before.

"Just to get the A/C running was going to take \$5,000 in parts," Wayne says. "I figured, let's put a new one on the roof."

He returned to Grand Rapids to find a rooftop unit that was both rugged and lightweight given the Defender's thin metal roof.

"I was talking to Jeff Engel, my Red Dot rep, and he suggested that maybe Red Dot would donate an R-9777," Wayne says. "And so they did."

The R-9777 is a rooftop unit with an engineered resin housing that helps keep the weight at just 65 pounds. Wayne installed it himself after reinforcing the roof of the Defender with roofbows from a trailer.

"It's going to work great," he explains. "We've sold Red Dot units for 20 years and no one makes a more reliable and easy-to-service heavy-duty roof-



Wayne Schepers installs an R-9777 in Ghana.

top system."

It almost didn't make it.

Wayne had to check the unit as oversized luggage. When the box arrived in Accra after transfers in Chicago and Washington, D.C., he breathed a sigh of relief. But then a customs agent stopped him short. "First she said there would be duty on the unit and that it would be expensive. Then she wasn't sure I could even bring it into the country. I would have to buy locally," he says. "She met with one supervisor, and then another. I'm thinking, I've come all this way...."

When the agent came back, "She told me to just go," says Wayne.

The foster program is thankful for how things worked out.

"Accra is a tropical climate and it's anywhere from 95 F to 105 F with 95% humidity," says Wayne. "I can't imagine those kids sitting in traffic without air conditioning. Fortunately, now I don't have to."

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