



# e-advantage



## 5 Tips for Making Annual Stock Returns

**F**rom October through December, we process annual stock returns. If you're planning an annual stock return, here are five things to consider before you start the process:

### 1. Read the Returned Goods Policy

The policy states procedures for eligible goods, packaging, shipping, inspections, re-stocking and handling charges, and crediting your account. It all fits on one page. If you don't have a copy, talk to your Red Dot customer service representative.

### 2. Establish the Value of Your Return

The value of your annual stock return must a) exceed \$1,000 in cost; and b) not exceed 5% of the dollar value of your purchases during the previous calendar year. Annual stock returns cannot be offset by any Red Dot program offerings.

If you're a distributor with more than one location, you can return up to 5% of your previous calendar year's purchases as a whole and then submit an overall offsetting purchase order or orders. Submittal of the request must be done by the bill-to location. Credit will be issued to the bill-to location.

New this year: any annual return accompanied by an offsetting order is subject to a 10% handling fee. Without the offsetting order, the restock fee remains 20%.

### 3. Make an Offsetting Purchase

Annual stock returns are to be accompanied by an offsetting purchase order equal to or greater than the dollar amount being returned.

### 4. Do You Have an RGA Number?

After we receive your request and offsetting order, we'll issue a Returned Goods Authorization (RGA) number and assign a date by which you must return your stock to Red Dot. The physical stock return must be received prior to the assigned date or your return will not be processed until the next available date.

### 5. Is the Item Eligible?

Return of any product is limited to five years from the package date except for rubber-related products, which are limited to two years from the package date. We do not accept tools, refrigerant hose fittings, or receiver-driers that are contaminated by moisture.

This is an important time of year for managing inventory. You want to balance the parts and products you have on hand with what you know you'll need for customers in the winter months.

If you have questions about our policies for returning merchandise, or need ideas about how to improve turns of your HVAC inventory all year long, talk to your Red Dot account manager.

## TechTalk

### Prepare for Low-GWP Refrigerants

As low-GWP refrigerants come onto the market with 2013-model-year vehicles, we're hearing more about what shops can expect.

"I think we'll see contamination issues like the industry experienced during the transition from R-12 to R-134a," says Red Dot VP Gary Hansen, who attended the 2011 SAE Alternate Refrigerant and System Efficiency Symposium last month. "If you service both light and heavy-duty systems, which will still use 134a, take steps to reduce that risk."

Gary's advice: ask your Red Dot Account Manager about Yellow Jacket refrigerant identifiers and service tools, as well as best practices for maintaining recovery and recycling equipment.



*We didn't design our R-9757 to prop up an overturned Cat scraper, but this machine's owner said our unit's stout construction kept it from rolling further onto the cab. Installed by Badger Truck Refrigeration in Eau Claire, Wisc., just a week before, the R-9757 kept right on running once the scraper was back on its wheels.*

## SERVICE DEPARTMENT

# Water Valves and Dirty Coolant

By Frank Burrow

It's amazing how much debris can accumulate in coolant. Some of it comes from the manufacturing processes for cylinder heads and other engine components. But coolant also carries a lot of material from heater hoses.

Hoses deteriorate from the inside out. Tiny cracks develop in the tubing, typically near the hose ends, which can allow coolant to reach and degrade the reinforcement yarn. The hose may look fine on the outside when in fact it's shedding on the inside.

Where does this debris go? It can turn up in water valves, causing them to plug and stick. If the valve is cable-actuated, and the driver or equipment operator feels a little resistance at the controls, he may try to force it and damage the cable or break the valve.



*Debris can degrade seals and lead to a water valve failure. The white residue indicates a leak.*

If your customer is replacing a broken water valve, remind him to check the coolant and replace any hoses that feel spongy, especially near the ends. Water valves are inexpensive but they sure aren't fun to deal with, especially when the new valve is going to be subjected to the same dirty coolant that helped plug the old one.

## Add a Photo to Your Warranty Claim

If you're struggling to put a failure description into words—"There's this thing on the side of the housing..."—take a picture of the part in question and email it to your customer service representative after you file a warranty claim.

Set your camera to the highest resolution or image quality possible. Include your claim number in the subject line of the email and, if you can, provide the number of the part as well.

A photo does not replace the standard online warranty claim form, nor does it replace a written failure description. But it can give us extra information we need to process your claim.

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All times are in the Pacific Time Zone

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