

e-advantage



2012 Catalog Available Early March

November is usually the month we put the finishing touches on our Red Dot catalog of units and all-makes parts so it's ready to ship in January.

This year, we've shifted the publication of the catalog to early March 2012. It will feature new units, enhanced applications, and cross-references.

Join Us at MACS

Headed to MACS? The Mobile Air Conditioning Society's trade show and convention is Jan. 18-20 at the Rio in Las Vegas. We'll be at booth 509 and the Heavy-Duty/Off-Road training session will feature Red Dot's Gary Hansen. Red Dot will also host a hospitality suite in the Conga Room just north of the convention center



on Wednesday, Jan. 18, from 5-7 p.m. Ask your Red Dot Account Manager for details.

Meet Mike Widdifield

Mike Widdifield is our Master Demand Planner, a position we created earlier this year to forecast supply and demand. Mike reports to Bill Jewell.



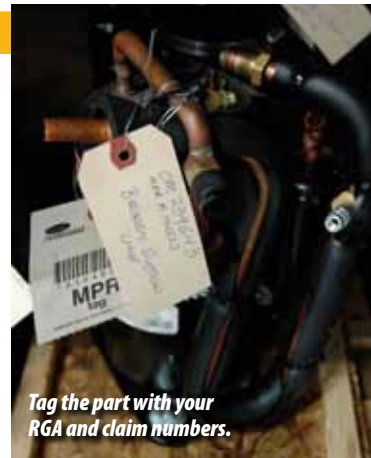
"My job is to help us make sure we have the products our customers need," says Mike, who's been with Red Dot for nearly 18 years. "I've done similar supply chain management work at Red Dot, but the difference now is that I'm dedicated to forecasting and planning at the corporate level. It should make a real difference in our ability to manage our product inventory."

WARRANTY CLAIMS

Pack Your Parts Carefully

When you file a warranty claim, sometimes we need the part back for further examination. A careful packing job can speed your claim. Here are three tips to remember:

1. Write your RGA (Returned Goods Authorization) number on your packing slips and specify that the package is for the Red Dot Warranty Department.
2. Tag the part itself with your RGA and claim numbers.
3. Please pack carefully. A part that's damaged in transit is harder for us to diagnose.



Tag the part with your RGA and claim numbers.

Cool Tricks

Check out Red Dot on **Trick My What?**, a new reality series on CMT hosted by John Schneider that's a combination of Dirty Jobs and Trick My Truck for working trucks and heavy equipment.

Red Dot Account Manager Charles Wilkes installed Red Dot units on three projects featured in the show, including a 1979 International Trans Star 4300 Septic Tanker. "The truck owner is based in Crystal Beach, Texas, and like a lot of businesses it's been hard after Hurricane Ike hit in 2008," Charles says. "This old truck was in rough shape, and the only air it had was what came up through the holes in the floorboard." Charles installed an R-7830 supplied by Thermo King of Houston. This reliable, high-performance unit is a perfect fit for the tricked-out International.

Check out Trick My What? on CMT or see full episodes online here: <http://bit.ly/sojLzp>



SERVICE DEPARTMENT

How to Make Any Electrical Connection Weathertight

By Gary Hansen

You can't beat a strong electrical connection (in fact, no service truck or shop should be without our Red Dot Electrical Connector Assembly Kit, RD-5-11966-0P).

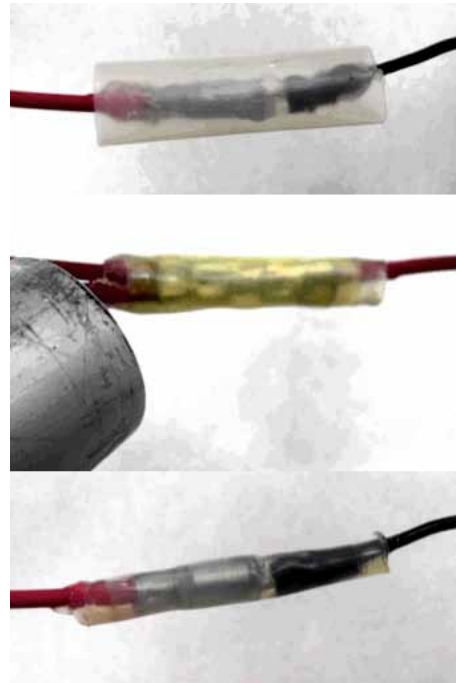
However, if you need your inline electrical connection or splice to be sealed and weathertight, here's a quick, simple way to do it:

Step 1. Cut a 2-inch piece of heat-shrink and slide it over either connection end.

Step 2. Make the electrical connection.

Step 3. Apply hot-melt glue, silicone, or non-conductive electrical grease to the connection.

Step 4. Slide the heat shrink tubing over the electrical connection (top photo), heat it up (center), and you'll have a secure, sealed connection (bottom) that will stand up to the worst the weather has to offer.



Holiday Schedule

Red Dot will be closed Nov. 24–25 for the Thanksgiving holiday, and from Dec. 26–Jan. 2, 2012, for the Holiday break. Our final shipping day for 2011 will be Friday, Dec. 23. If you have any questions, please contact your customer service representative.

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All times are in the Pacific Time Zone

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