

e-advantage



Looking Forward to 2012

By Bill Jewell

It's almost 2012 and we're expecting another solid year in the aftermarket. I want to highlight a couple of reasons why:

2012 Catalog and Training

The 2012 Red Dot aftermarket catalog—now available for pre-order—will be our biggest yet. We're incorporating models from our acquisition of JBAR A/C in September, giving you access to the industry's most complete line of heavy-duty mobile HVAC units. More options mean more opportunities to make a sale and to satisfy your customers.

The 2012 Red Dot catalog will be published in March, later than usual to accommodate more models, applications, and other changes. The pre-order form is included at the end of this newsletter or contact Ron Hidalgo at 253-202-4711.

This is a great time to learn more about Red Dot products and HVAC in general. Call your Account Manager about product training, sales strategies, and other ways we can help.



Our Aftermarket Team

We've assembled a great team for managing aftermarket inventory at Red Dot. Mike Widdifield, Linda Becker, Marianne Heath, and I are here to make sure we have the products you want when and where you need them.

To help us forecast demand, talk to your Red Dot Account Manager now about planning and building Red Dot inventory for the coming year. No one wants to be caught short, especially when you have a big order.

If you're ordering online and see that Seattle or Memphis is out of stock in the item you need, don't take zero for an answer. Call Red Dot customer service. They can see who else has recently ordered the product you need and put you in touch. We appreciate your business and look forward to the coming year. If there's anything we can do to help you make a sale, please let your Account Manager know.

Thank you for a successful 2011. We're excited for an even better, more prosperous 2012.

Red Dot News

New Look for Our eCommerce Site

The eCommerce area of our website is getting a new look in early 2012. The functionality remains exactly the same as now—all the familiar links will be there so you can enter orders, search POs, view the catalog, and more.



Holiday Schedule

We'll be closed from Dec. 26-30 for the holiday break. Our final shipping day for 2011 will be Friday, Dec. 23, with business resuming on Jan. 2. If you have questions about expedited shipments and other transportation options, please ask your customer service representative.

WD Conference in 2013

We're scouting locations for our next Distributor Conference in early 2013. And yes, it'll be in a warm climate.

SERVICE DEPARTMENT

Test a Troublesome TXV

The work order says the operator is complaining of warm air coming out of the vents, and that frosty block-type expansion valve is your prime suspect. You hook up your gauges and, sure enough, the needles point to a stuck or closed TXV: low-side low, high-side high.

Before you swap out that valve, try this simple test to un-stick it:

1. Warm the diaphragm and valve body in your hand or carefully with a heat gun. Activate the A/C system to see if the low-pressure gauge rises.
2. Next, carefully spray a little nitrogen or any substance below 32 F on the capillary coil (bulb) or valve diaphragm. The low-side gauge needle should drop and read at a lower (suction) pressure. This indicates the valve was part way open and that your action closed it. Repeat the test, but first warm the valve diaphragm or capillary with your hand. If the low-side gauge drops again, the valve is not stuck.

3. Clean the surfaces of the evaporator outlet and the capillary coil or bulb. Make sure the coil or bulb is securely clamped to the evaporator outlet tube and the insulation is in place. Proceed with recovering refrigerant from the system.



If none of these tests causes the low-pressure gauge needle to rise or drop, the expansion valve is probably defective.

See You in Vegas

We hope you'll join us at the MACS trade show from Jan. 18-20 at the Rio in Las Vegas. For more details on our hospitality suite, contact your Red Dot Account Manager. Don't forget to stop by and visit us at Booth 509.

See you there!



SALES

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WARRANTY & PRODUCT SUPPORT

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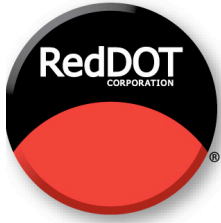
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All times are in the Pacific Time Zone

DECEMBER 2011

BUILT TO SURVIVE!



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Order Your 2012 Catalogs Now!

We are now accepting orders for our **2012 Units and All Makes Replacement Parts Catalog**. Please indicate below how many catalogs you would like to order and we will ship as close to that quantity as possible.

(Based on printer-press case quantities. Previous years were 10 catalogs per case)

Name

Company Name

Address

Cit/State/Zip

Number of Catalogs

PLEASE EMAIL or FAX TO

ATTN Ron Hidalgo

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FAX 1-800-535-6675