



# e-advantage



## STEP Rebates for Sleeping Well Units

You probably know that Sleeping Well battery-powered A/C units (R-1200-1P and R-1205-0P) are SmartWay-verified and eligible for government grants and rebates, as well as a federal excise tax exemption.

They're also eligible for rebates under the Shorepower Truckstop Electrification Project (STEP).



Under the STEP program, rebates are provided for approved idle-reduction equipment that can be recharged and operated through an electrical connection at a plug-in site or that has the option to run on electrical power.

The program provides incentives of up to 20% of the installed price or to a maximum set according to the specific type of equipment. For battery HVAC systems the maximum is \$1,600 paid directly to the installer.



STEP rebates are open to individual owner-operators and to fleets.

Equipment purchases must be approved prior to installation and can be used to complement factory-installed idle reduction equipment on new truck orders. Rebate forms

can be filled out on-line, or downloaded, at [www.csswebform.org/WebForm/TSE\\_home.aspx](http://www.csswebform.org/WebForm/TSE_home.aspx)

### Sales Tip: Tracking Lost Sales

By Jim Slogar

You track the sales you make. What about the ones you lose?

One of the best practices I see in the field is the tracking of lost sales. Tracking missed opportunities because of stock-outs is the first step toward balancing your inventory with customer demand. Here are two tips to help you:

1. Whether you have a sophisticated CRM system or a pad of paper and pencil next to the phone, write down what the customer wanted and why you couldn't make the sale. Examine those items and reasons on a routine basis.
2. Beware of the "hero" stories—the ones where you go above and beyond to save the sale. Sure, they sound good, but the added expense of rush shipments and time away from making other sales can take away your margin in a hurry.

I know it's expensive to hold too much inventory, but low stocks can be just as costly. Talk to your Red Dot Account Manager about planning inventory and orders.

We can walk through your order history, identify patterns, and help you manage your inventory more effectively. At the same time, it helps create a forecast so we can make sure we're able to meet your needs.



## Red Dot News

### 'Amazing' 3D Prototyping

Rapid prototyping—creating physical objects from computer models—has come to Red Dot. We've added a Fortus 440mc production system to generate accurate, durable prototypes and production-grade parts out of high-performance thermoplastics.

The machine has a large build envelope and is about as fast as 3D printing gets.

"This is amazing technology. Now we're looking at being able to go from concept to functioning prototype in a matter of days," says Red Dot vice president Gary Hansen.

Come see our rapid prototyping process at work. The machine is at our Seattle production facility.



## SERVICE TIPS

### 4 Hidden Sources of Contamination

Even after you've cleared the clutter, some sources of A/C contamination are easy to overlook. Here are four places to look:

#### 1. Supplies

Refresh whatever supplies you had left over from last season, like PAG oils or seals that have been left exposed to air or moisture.

#### 2. Recovery Equipment

Your recovery station has a compressor, hoses, and filters that can harbor



Is your service equipment ready for A/C season?

contaminants and need attention after so many hours or jobs. Make sure everyone knows the PM schedule and who's responsible for changing

filters, calibrating scales, and so on.

#### 3. Vacuum Pumps

You want to be able to pull the deepest vacuum you can—at sea level, you should be down around 29.95 inches of Mercury or 1000 to 1500 microns—and evacuate all the air and moisture in the system. Service your vacuum pumps on the interval that the manufacturer suggests. It could be the number of jobs, the number of hours—it varies with the make, model, and use.

#### 4. Recovered Refrigerant

Use a refrigerant identifier to detect blends and contaminated refrigerant that can harm your service equipment. As low-GWP refrigerants come onto the market with 2013-model-year vehicles, we expect to see contamination issues like we had during the transition from R-12 to R-134a. If you service both light and heavy-duty systems, which will still use 134a, take steps to reduce that risk.

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. If it saves one expensive repair, it's worth it.

## Red Dot FAQ:

### What's a "truck-down" order and how quickly does it ship?

A truck-down or emergency order is one where the HVAC system is not working and needs a replacement part in the shortest time possible. If stock is available, and the order is received prior to noon Seattle time, these orders will ship the same day via either next-day or second-day service only. You can track your shipment via a link on your landing page in our online order-entry area.

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All times are in the Pacific Time Zone

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