



e-advantage



Estes and Red Dot Transit Times

Earlier this year our longtime ground transportation provider, DB Schenker USA, transferred its accounts to EFW (Estes Forwarding Worldwide). Now when Red Dot ships pre-paid product to you, EFW handles the logistics. In most cases, EFW services Red Dot using the Estes Express LTL ground network.

It should make no difference whose name is on the truck as long as you get what you ordered on time and damage-free. However, the transition from Schenker to EFW has brought noticeable changes in service, including transit times that are longer by a full business day or more. These schedules are consistent with what we've seen from other national LTL operations. However, we're accustomed to better service and know there's room to improve.

We're working very aggressively to define, isolate, and correct performance-related issues with EFW as soon as they happen. We want to hear your thoughts about EFW's performance so we can include them in our review (it's important to note the distinc-

tion between EFW and Estes Express, as they operate as separate companies).

For any operational questions, comments, or concerns, please talk to our traffic manager Tom Cass at tomcass@reddotcorp.com or 206-351-0695. The more specific you can be, the better.

As with any carrier relationship, we will do everything possible to ensure that we are providing you with a level of service that is consistent, timely, and cost effective. If there's something specific we can do to improve, please let us know.



Red Dot News

Save the Date

The 2013 Red Dot Distributor Conference will be held January 28 thru 30. Save the date and make sure your passport is current.

2013 Desk Calendars

Red Dot's desk calendars are the perfect way to keep your company's name and Red Dot products in front of valued accounts all year long. Red Dot will co-op all calendars at 50% with your company's available co-op balance. Contact Ron Hidalgo for order forms or details about pricing: ronhidalgo@reddotcorp.com or 253-202-4711. Order deadline is August 1.

R-3310: New Kit for Kalmar Yard Trucks

Yard trucks, mules, shunt trucks—no matter what you call them, Kalmar/Ottawa yard vehicles are made for productivity and comfort.

Now Red Dot is part of that mix. Our R-3310 under-dash unit is a drop-in replacement for the existing HVAC on 1998 to 2010 Kalmar YT-30 yard tractors. At 290 CFM, the R-3310 produces a 25% increase in airflow over the unit it's designed to replace.

It's an ideal choice when you need an exact-fit replacement that exceeds the performance and reliability of the original.

BTU: Cooling - 17,000 BTU/Hr
Heating - 25,000 BTU/Hr

Capacity: 290 CFM



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SERVICE TIPS

Snake Oil in a Can

Now that it's hotter than blazes out there it's a good time to remind customers and technicians alike about the damage that a one-pound can of refrigerant can inflict on A/C components and service equipment.

Sold at auto parts stores and through the mail, many of these products aren't pure R-134a but a toxic hydrocarbon blend. Check the MSDS for details.

Most contain a PAG lubricant and leak sealer. If the oil type and viscosity don't match the compressor's original

PAG oil, the manufacturer will analyze the oil and probably void the warranty if the compressor lunges. Sealant can plug TXVs and contaminate your service equipment.

If a system is losing charge, vehicle owners need to see a qualified A/C technician and find out why. Talk to your Red Dot Account Manager about refrigerant identifiers and other products from Yellow Jacket to help you protect your service equipment from a DIY charge-job.

This M915A1 is part of a convoy of nearly 100 historic military vehicles that will drive the Alaska Highway to commemorate its 70th anniversary this summer. Owner Ken Field restored the truck and added an R-9727 for the trip, which starts August 4 in Dawson Creek, B.C. "The Alaska Highway was used to supply forces in Alaska and airfields along the West Coast," Ken says. "This year we want to celebrate this important route and to honor our veterans and active-duty servicemen and women by showcasing these vehicles." The convoy is sponsored by the Military Vehicle Preservation Association and will travel 4,100 miles. For information, visit www.mvpa.org



Red Dot FAQ:

What's the deadline for truck-down orders?

The cut-off time to place a truck down order and have it ship same-day is 6 p.m. Central Time (4 p.m. in Seattle). Truck-down or emergency orders will ship the same day via either next-day or second-day service only. You can track your shipment via a link in the "PO Search" page of the eCommerce site.

SALES

Robert Gardiner – Cell: 206-310-2298
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Robb Morrison – Cell: 770-265-9943
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Jim Slogar – Cell: 216-533-8208
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Scott Dueringer – Cell: 602-317-2905
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MARKETING

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253-202-4711
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Leah Sattler – **Marketing Assistant**
206-394-3588
LeahSattler@RedDotCorp.com

CUSTOMER SERVICE

Craig Alexandre – 1-866-366-3811
6:30am - 3:15pm Monday - Friday
CraigAlexandre@RedDotCorp.com

Rita Jones – 1-800-364-9557
7:00am - 3:45pm Monday - Friday
RitaJones@RedDotCorp.com

Adrienne Saunders – 1-800-364-2708
6:45am - 3:30pm Monday - Friday
AdrienneSaunders@RedDotCorp.com

Kealy Ny – 1-800-364-2696
7:45am - 4:30pm Monday - Friday
KealyNy@RedDotCorp.com

WARRANTY & PRODUCT SUPPORT

Frank Burrow – 206-394-3501
Cell: 206-849-8816
8 am–5 pm, Monday–Friday
FrankBurrow@RedDotCorp.com

Ann Channer – 206-575-3840, x3632
6:30am–5:15pm, Monday–Thursday
AnnChanner@RedDotCorp.com

Mark Williams – 206-575-3840 x3339
6:30am–5:15pm, Monday–Thursday
MarkWilliams@RedDotCorp.com

Craig Channer – 206-575-3840, x3633
6:30am–5:15pm, Monday–Thursday
CraigChanner@RedDotCorp.com

Colleen Bowman – 206-575-3840, x3631
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All times are in the Pacific Time Zone

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