

# e-advantage



## Is that Compressor in Stock?

By Robb Morrison

It's a question we've all heard a lot this summer. No matter where you turn, the supply of Sanden compressors has been tight. It's been a frustrating time.

Not that your customer cares. His truck or machine needs an A/C compressor. So how can you help?



If we don't have the Sanden compressor you need, the best next step is to see if we have a comparable compressor from QUE. We've stocked QUE compressors for years (QUE is a partner of T/CCI). It's a quality all-makes product line.

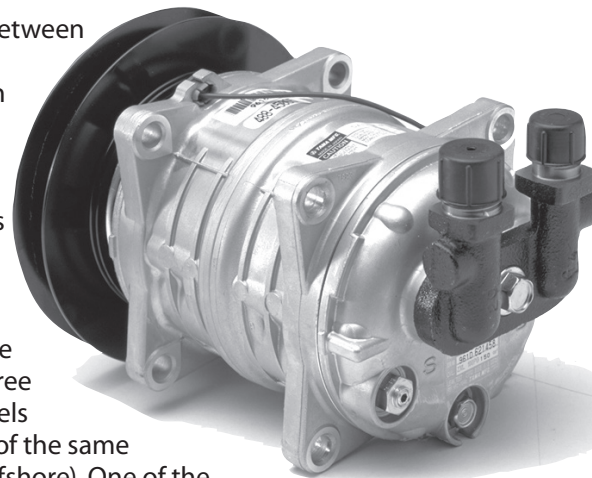
QUE does not have an alternative to every Sanden compressor, however. Here's how to know what we have in stock:

When you log in to your dealer page at RedDotCorp.com, go to "Catalog" and then "Search." Next, enter the Sanden part number you're looking for. You'll see one line showing the Sanden item and the quantities we have on hand. Below it, another line will show the item number with a "Q" after it, denoting a QUE compressor. Check the stock count and, if we have what you need, click the link to place your order.

Whenever there's a widespread shortage of any component, I'm concerned that customers will turn to will-fit parts of dubious quality and origin. Then, when the part doesn't deliver the performance or life they expect, they blame the manufacturer of the A/C unit. Or the WD.

As a distributor, it's important to be able to explain the dif-

ferences between a genuine OE part, an all-makes part, and a cheap will-fit (this isn't about where a part is made—I've seen all three quality levels come out of the same country offshore). One of the biggest differences is product support and customer service. That's where we come in as Red Dot Account Managers. If you have questions, we're here to help.



We see compressors returned that are fully functional and therefore not warrantable. Before you pull the compressor from the vehicle, take these steps to confirm that it really needs replacing:

1. Is the compressor rotation smooth?
2. Is the coil receiving more than 11.5 volts?
3. Is the coil resistance between 2.8 and 4.4 ohms?
4. Is the compressor capable of producing 350 psig or more? The system may have a low refrigerant charge because of a leak that needs repair, or a high-side blockage that limits refrigerant flow to the compressor.

## Red Dot News

### 2013 Desk Calendars

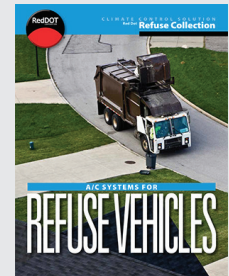
Put your company's name in front of your customers every day with Red Dot Desk Calendars. Order now and we'll co-op all calendars at 50% with your company's available co-op balance. Contact Ron Hidalgo for details: [ronhidalgo@reddotcorp.com](mailto:ronhidalgo@reddotcorp.com) or 253-202-4711. Deadline extended. Order by August 31.

### New Literature

**International TOP PARTS List:** Your reference to top movers for International trucks and tractors.

#### Refuse Trucks:

Our guide to Red Dot A/C for refuse trucks puts all our recommended condensers and A/C units in one handy reference guide. RD-5-13249-0P



**R-3310 Kalmar Kits:** Learn more about our new HVAC drop-in kits for Kalmar yard tractors.

## SERVICE TIPS

### Don't Forget to Flush

**F**lushing a system can partially or completely remove oil, sludge, piece of wear metal, and desiccant that's escaped the drier. But a bad flush job can do more harm than good. Scott Faivre of VMACS in Chesapeake, Va., offers these tips:

1. Do not flush through a metering device, drier, accumulator, or compressor. Remove or bypass these components.
2. Flush reverse-flow first.
3. Flush until the solvent is free of discoloration or obvious debris. Pay attention to the condenser and evaporator: they have nooks and crannies inside where contaminated material can become embedded and hard to remove.



4. Use compressed air to purge any residual flushing solution from components.
5. Never flush with water. Use an approved A/C flushing solution only. Remember that flushing removes oil from components so be sure to add any oil you suspect was removed. Your flush should result in a clean, well-functioning A/C system, not a compressor failure.

## SOUND OFF:

### A/C for a Pinzgauer

**A**s a sound engineer for film and TV productions, Neil Uchitel's job takes him to the ends of the earth. His vehicle of choice: a Pinzgauer 712, a 6WD all-terrain vehicle originally designed as a troop carrier (capacity of nine plus a driver).

The Pinz doesn't have factory A/C, and Neil needed cooling for comfort and to protect his equipment. He asked Thermo King Intermountain in Salt Lake City to help him spec and install a Red Dot unit.

Intermountain's Troy Evans and Jack McFarland recommended an R-9777. "The R-9777 has the capacity to handle a big cab space, and Neil wanted something low profile and basically worry-free," Jack says. "This was a fun



install. There was a lot of creativity and custom fabrication, and Neil was a great customer to work with."

Neil wrote about his Pinzgauer (<http://tinyurl.com/cozdov>) and posted a series of photos (<http://tinyurl.com/bvfjw5x>). For a unique R-9777 install, check them out.

*Do you have a unique or challenging installation? If you want to share details and pics, let your Red Dot Account Manager know!*

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All times are in the Pacific Time Zone