



e-advantage



Catching Up With Que Products

By Robert Gardiner

Last month, we presented T/CCI with our 2012 Supplier Excellence Award for outstanding product quality, on-time delivery, and performance. This is the fourth straight year that T/CCI—maker of Que compressors—has received this honor from Red Dot.



We've offered Que compressors since 2007 and since then we've seen the Que brand gradually shift from being known as a "value" alternative to many customers' brand of choice in the aftermarket.

If you're stocking Que compressors, I want to share a few key selling points in case your customers have questions about T/CCI and the Que product line:

1. Designed and Supported Here

There must be a hundred companies making cheap A/C compressors in China. These manufacturers don't

design their products. They don't distribute them. There's no warranty or sales support. They just pump out compressors and ship them overseas to be sold out of a warehouse at a low price.

T/CCI is an American company that builds compressors in China at a facility that is wholly owned and managed by T/CCI. Its engineering, sales, and customer support staff are here in the

United States. The company is in control of the product from the start, and its testing and validation lab in Illinois is one of the industry's best.

2. Dedicated to Heavy-duty Markets

T/CCI supplies Que compressors exclusively to heavy-duty markets. On the OE side, its customers include Caterpillar, CNH, Thermo King, Carrier—global companies that demand excellence in design, materials, and manufacturing.

We've seen T/CCI apply that same commitment in the heavy-duty aftermarket.

The Que wobble-plate compressor has a 30-mm shaft bearing, bigger thrust bearings, stainless steel reed valves, and a little more copper and friction surface area on the clutch. It also uses double end-capped PAG oil instead of single end-capped PAG. We don't see any difference in the rela-



tive number of warranty claims due to manufacturing or design defects.

3. Excellent Availability

Sometimes, the choice of A/C compressor depends on what's in stock. T/CCI has been exceptional with product availability and providing the inventory we need at Red Dot.

As you evaluate compressors, you can count on seeing more options from T/CCI and Que to supplement our catalog. If you have questions or feedback about the performance, quality, or availability of any of the compressors we offer, contact your Red Dot Account Manager.

Red Dot News

Come Racing

See us in the pits: The Miss Red Dot U-95 hydro wraps up the 2013 racing season on Aug. 30-Sept. 1 at Lake Coeur d'Alene, Idaho, and Sept. 13-15 in San Diego. Learn more at OurGangRacing.com.

Desk Calendar Deadline: Sept. 1

Red Dot's desk calendars put your company's name and Red Dot products in front of valued accounts all year long. Contact Leah Sattler for order forms and details about pricing: LeahSattler@RedDotCorp.com. Order deadline is Sept. 1.

IN THE SHOP

Service Your Service Equipment

A/C work is one of the most profitable jobs at a heavy-duty shop. After the initial investment, the service equipment requires little to operate in terms of materials or a technician's time. All you have to do it keep the machines running.

We asked Ralph Vergara of Yellow Jacket about how to reduce the risk of exposure to blends and contaminated refrigerant:

"The first line of defense is a quality refrigerant identifier," Ralph says. "Get a good one and use it." In recovery equipment, stop-leak chemicals in cans of R134a can gum up the inner workings and attack rubber seats and plungers. If you get contaminated refrigerant in the storage cylinder, you can pass trace amounts along like a virus to virtually every other vehicle you service.

The next step is to commit to a preventive maintenance (PM) routine. A recovery station has a compressor, hoses, and filters that need regular attention. Most equipment today has built-in maintenance reminders, but managers need to make sure everyone

in the shop knows who's responsible for checking oil, changing filters, calibrating scales, and so on.

"Our equipment has a 10-hour service reminder for the vacuum pump and compressor, and I think that's pretty standard," says Ralph. At the very least, he says, change the compressor oil at regular intervals (simply adding more oil will risk overfilling it). Also, check the sight glass for the color of the vacuum pump oil. When it becomes amber or cloudy, it's time to change it.

Finally, the best way to protect your equipment is not to let in contaminated refrigerant in the first place. Educate customers by promoting regular A/C service intervals. Use refrigerant identifiers and refuse to service contaminated systems.

Properly maintained refrigerant recovery, recycling, and recharging equipment will last a long time. Talk to your Red Dot Account Manager about a PM schedule for your A/C service machines, as well as compressor oils, filters, and other service parts you'll need to keep them running.

SALES

Robert Gardiner – Cell: 206-310-2298
RobertGardiner@RedDotCorp.com

Jeff Engel – Cell: 630-235-1289
JeffEngel@RedDotCorp.com

Robb Morrison – Cell: 770-265-9943
RobbMorrison@RedDotCorp.com

Jim Slogar – Cell: 216-533-8208
JimSlogar@RedDotCorp.com

Scott Dueringer – Cell: 602-317-2905
ScottDueringer@RedDotCorp.com

Charles Wilkes – Cell: 904-219-3305
CharlesWilkes@RedDotCorp.com

MARKETING

Bill Jewell –
Aftermarket Marketing Manager
206-574-6566
Cell: 206-979-7282
BillJewell@RedDotCorp.com

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

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

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

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

Colleen Bowman – **206-575-3840, x3631**
6:30am–5:15pm, Monday - Thursday
ColleenBowman@RedDotCorp.com

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

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

All times are in the Pacific Time Zone