

e-advantage



Red Dot Launches Mobile App

Search for parts, find distributors, and place orders with the Red Dot Mobile App, a free and simple way to access the industry's most comprehensive catalog of HVAC units and all-makes parts for heavy-duty vehicles and off-highway equipment.

Not everyone spends the day at a parts counter. With the Red Dot Mobile App, you can:

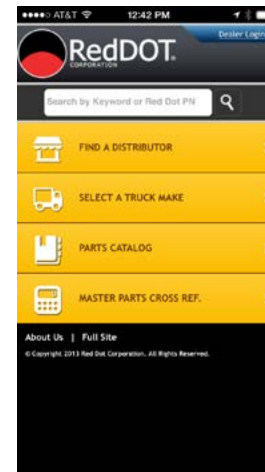
- Search the Red Dot catalog of HVAC units, components, parts, service equipment, and special offers
- Cross-reference items by truck make

and model

- Cross-reference Red Dot parts by OEM part number
 - Find a distributor by zip code or nearest your current location
 - Data updates automatically
 - Log in to your distributor page and place orders
- Find the right part and place your order from wherever your work takes you. The Red Dot Mobile App is available on these platforms:
- Android: Go to the Google Play Store and search for "Red Dot Mobile"
 - Windows Phone: Go to Marketplace

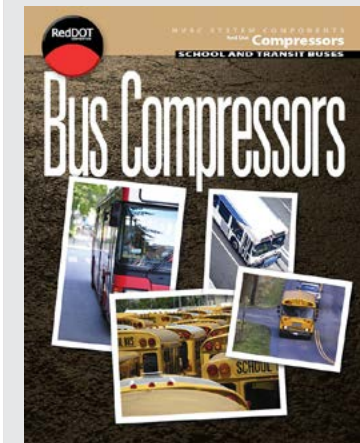
- Apps and search for "Red Dot Mobile"
- iPhone and iPad: Go to the App Store and search for "Red Dot Mobile"

For more information, contact your Red Dot customer service representative or Red Dot account manager.



Red Dot News

Red Dot Lit



Introducing our new Bus Compressor Cross-Reference Guide featuring QP/TM replacement compressors for school and transit buses. This brochure lists complete specs and RD numbers for 22 direct-mount and ear-mount compressors in 163cc, 215cc, and 313cc displacements. Go to www.reddotcorp.com/resources/product-literature to download a PDF, or contact your Red Dot customer service representative about ordering printed copies.

American LaFrance Parts Now Available



American LaFrance may be out of business (presumably for the last

time), but there are still hundreds of ALF fire trucks in service with OE HVAC units and R-4500 rooftop condensers from Red Dot.

These apparatus owners are going to need replacement and service parts, and we want to make those parts available to you.

For a complete HVAC parts list, log in to the Red Dot dealer site and go to "reference documents." You'll find

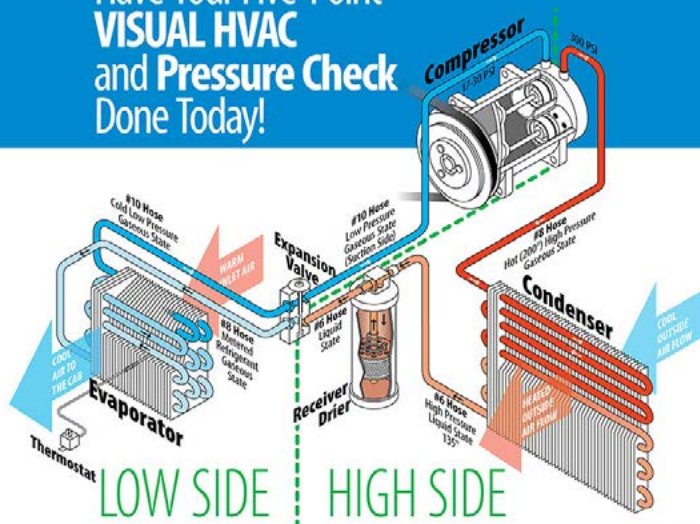
a master cross-reference list with ALF part numbers and corresponding RD-numbers, availability, and pricing.

Let your local fire truck dealers and service managers know that if they give you an ALF part number, you can supply the replacement or service part they need. Products ship direct from Red Dot.

IN THE SHOP...

Keeping Cool is No Sweat!

Have Your Five-Point
VISUAL HVAC
and Pressure Check
Done Today!



Five-Point Visual Check

- 1. Compressor and Clutch**
 - a. Clutch rotates freely
 - b. Labels intact
 - c. Mounting ears in good condition
 - 2. Condenser Airflow Check**
 - a. Fins straight
 - b. No debris blockage
 - c. Hoses properly secured
 - 3. Evaporator Airflow Check**
 - a. Blower on high – check vent CFM
 - b. No debris blockage
 - c. Recirculation filter check
 - 4. Receiver Drier**
 - a. Sight glass cloudy?
 - b. Frosted drier: blockage indication
 - 5. Hoses and Fittings**
 - a. Charge ports capped
 - b. No oil residue around fittings
 - c. Hoses show no sign of abrasion
- Bonus Refrigerant Pressure Check**



www.RedDotCorp.com

Our “5-Point Visual Check” poster reminds service technicians and parts people how easy it is to inspect the HVAC system during a regularly scheduled PM. This 25 x 35-inch poster outlines the steps to perform a visual inspection while the truck is already in the shop and avoid surprises on the road.

The posters are free and are perfect for the wall of a shop or parts area. To order, contact your Red Dot customer service representative. Keeping cool is no sweat!

General Email Addresses for Customer Service

Need to reach someone in customer service but not sure who? Use our general email address: amcustomerservice@reddotcorp.com. Add it to your address book. Your email will reach all of us in aftermarket customer service.

SALES

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

Jeff Engel – Cell: 630-235-1289
JeffEngle@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

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

Kristina Wolbeck – 1-800-364-2708
7:45am - 4:30pm Monday - Friday
KristinaWolbeck@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

Rene Andrews – 206-575-3840, x3632
Warranty Claims Analyst
6:30 – 5:15
ReneAndrews@RedDotCorp.com

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

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