



e-advantage



Add Parts Sales With a System Flush

Heavy-duty A/C systems have long hose runs, large coils, and tube-and-fin condenser assemblies with multiple passes. There are lots of tight spots and low points where oil, sludge, desiccant, and other debris can hide.

Flushing is the best way to make sure you're removing it all while you service the system. It's also a great way to generate parts sales.

Get organized

Any time a customer needs to replace a major component is a chance to sell flush and all the service parts that are necessary to button-up the A/C system. Whenever you sell a compressor or other component that requires the system to be opened, be ready to offer a package including flush, an O-ring kit, receiver-drier, expansion valve, refrigerant, and oil.

Show clean and dirty oil

If you want to explain the benefits of new refrigerant, there's no better way than to show a bottle of dirty, brown, contaminated oil. Keep jars of fresh and dirty oil handy.

Remind customers that sludge and solid particles can clog expansion valves and orifice tubes, depriving

the compressor of the oil it needs to reduce friction and heat. Moisture in the system will turn acidic, eating the condenser, TXV, evaporator, and fittings from the inside out.

When a flush isn't enough

When a compressor fails, it explodes toward the high-pressure side of the system. Unless you flush out this debris, chances are good that the replacement compressor will fail as well.

What about the low-pressure side? The outbound explosion creates a vacuum, sucking debris up the low-pressure or suction side of the system. Instead of flushing the suction side or even the first hose that goes to the condenser, we recommend replacing the components and hoses instead. Better to start fresh than risk leaving contaminants in the system.

Schedule A/C flushes

We publish recommended service intervals for the compressor and belt-drive system, condenser, receiver-drier, expansion valve, evaporator, and other components (download a PM schedule [here](#)).

Make an A/C flush part of a PM routine. Schedule a system flush every 12 months for trucks in typical high-

way service or 750 operating hours for trucks in on/off-highway vocational service.

Don't miss out

Flushing the A/C system is an opportunity to sell service parts and other all-makes components—and vice versa. Talk to your Red Dot account manager for more ideas about turning service into parts sales.

Keep jars of fresh and dirty oil handy to show customers why they need to flush sludge and solid particles out of the system. As shown below, some levels of dirty oil will not qualify for a warranty claim.

WARRANTABLE



NON-WARRANTABLE



Red Dot News

SD7s Ready to Go

Get the best possible pricing on compressors right now, before demand picks up in the heat of the summer. Talk to your Red Dot account manager about our 2015 specials on Sanden SD7s. They're in stock now and will ship from Memphis.



Out of Stock? Look Again

Your Red Dot online order-entry page shows you the amount of stock on hand in Seattle or Memphis before you place your order. If you need a part that's not in stock, call Red Dot customer service anyway. We can review a part's entire order activity and suggest a source within the Red Dot distributor network.