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FAQ's**Why won't my Neutronics Deluxe Identifier Purge Air from a contaminated system?**

The Neutronics Deluxe Identifiers including the Snap-On EEAC312X series and the Robinair 16910 will only offer the "Purge Air" option if:

- The refrigerant is 98% or greater R134a or R12 and...
- The air content is below 10%.

The air purge feature is not designed to evacuate a system or tank. It is primarily designed to eliminate the need for evacuating a system in the event that the technician took a little short cut during the initial evacuation.

To prevent air from being left in the A/C system, be sure to pull a full vacuum on the system and leave the vacuum pump on even after the gauges say the system is empty. A typical A/C system will require a minimum of 45 minutes on the R/R machine to become air free.

Have a comment or question? Email me at:
Peter.Coll@Neutronicsinc.com

Ultima ID Model #'s

RI-2004DX

Ultima ID Base Unit with Case

RI-2004DXP

Ultima ID Base Unit with Printer and Case

RI-2004DXB

Optional Battery and Charger

Increasing Profits From A/C Service

A new A/C service season is fast approaching and now is the time to re-evaluate the many ways to increase overall profits from this "I need it now!" service.

By now most of you reading this realize that there are few things more important to the consumer than keeping cool in the hot summer season. We have all seen customers come into the shop on bald tires, worn out brakes and a massive pull to the left where their only concern was getting the A/C to blow cold. You see, from their perspective, the car moved when they hit the gas, stopped (eventually) when they hit the brakes and changed direction when they turned the wheel. They figure that the car got them there in one piece but the ride was unbearable without ice cold A/C.

No worries, I'll fix it myself...

In recent years, we have all seen the onslaught of DIY products that claim to fix your A/C for less than \$10 or the DIY retrofits for \$34.99. To the professional repair shop, most of these products are great for business, often turning a simple leaking schrader valve into a major repair and major profits. Buying "10 degrees colder in a can" is rarely the solution to a malfunctioning A/C system yet these products are available through every major automotive parts chain and many major retailers.

The DIY'er Diagnostic Charge...

A wise automotive veteran once said, "Refrigerant Identification is a service and you should get paid for it". Alright, maybe he's not Einstein but he's right nonetheless. No A/C service should begin without first checking for A/C Sealant and identifying the refrigerant in the system. Each of these tests takes only a few minutes but with the seemingly endless supplies of "Magic in a Can" refrigerants and additives available to the consumer, these tests are necessary. Call it the \$20 DIY'er Diagnostic Charge to see if they tried to fix it themselves.

The Proof is in the Printout...

Paper printouts are a marvelous thing. They can save you from the wrath of the IRS at tax time, (they call these receipts). They can provide customer reassurance when you do an alignment even though most consumers wouldn't know a camber from a caster. Or you can simply demonstrate to your customers that you did it right. Try stapling the printout to the customer's service order and be sure to print one for your records.



The All-New Ultima ID from Neutronics includes a Built-In Printer (RI-2004DXP) for easy service billing.

The **ALL-NEW** Ultima ID™ Refrigerant Identifier is just like having a cash machine in every service bay! We've taken our 10+ years of refrigerant identification experience and combined it with years of technician and shop owner input to make the **Ultimate** Refrigerant Identifier.

Check out these Ultimate Features:

- **12 VDC Power!** No more hunting for an A/C outlet, just connect to the vehicle battery.
- **Internal, Rechargeable Battery Pack Option.** Don't have 12 VDC or can't get to the battery under all that underhood plastic? No problem! Run up to 50 tests without any power cords.
- **Blend ID,** alerts you when the Ultima ID finds an illegally installed blend refrigerant.
- **Built In Printer Option,** creates a printout of the test results to increase customer confidence and make billing for this important test easy and convenient.
- **Ultra Fast Test Time!** Turn on the Ultima ID and have a printout in as little as 70 seconds.
- **Fender Friendly Ergonomic Design** with protective rubber hand grips to protect the vehicle.
- **Large, LCD Graphic Display** with easy to read instructions and easy to use soft keys.
- **Rugged Storage Case** with space for an extra battery, battery charger, hoses and more.

To Subscribe to the Contaminator, visit our website at www.RefrigerantID.com In the unlikely event that you wish to stop receiving this incredible newsletter full of great information, please send your name and email address to info@neutronicsinc.com with unsubscribe in the subject.

Three “Must Have” Tools For A/C Service

Aside from a recovery machine, there are three more vital tools you must have to get a consistent return on your A/C work.

Tool #1 Refrigerant Identifier

No A/C job should be started without refrigerant identification. There are over 13 different kinds of refrigerant on the market today, and with the rise in DIY A/C work, you may have no idea what you're up against when you take on an A/C job. Before you work on a vehicle, you need to know exactly what's in it. It's the only way you can protect yourself against possible injury and prevent damage to your equipment from illegally installed blends and contaminants. Look for a unit with portability, all day battery power, and the ability to print a receipt so you can bill the customer for the service.



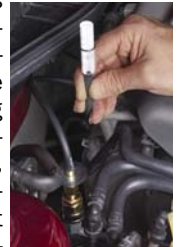
Tool #2 Flexible IR Temp Probe

Speed up your troubleshooting and you'll finish more jobs sooner. Nothing beats direct contact temperature readings of A/C system components for fast and accurate diagnosis. That's why a flexible IR temperature probe is so handy. It lets you reach hard to access parts and allows the IR sensor to be placed right next to the measurement point so you won't get incorrect readings caused by air movement in the engine compartment or adjacent hot or cold components in the IR field of view. Get a probe that can record "in" and "out" temperature readings, calculate the difference and display the readings for easy diagnosis.



Tool # 3 Sealant Detector

Every mobile A/c system should be checked for sealant before attempting recovery or repair. This is the only way to avoid equipment or component damage and the resulting revenue loss. A/C sealants are widely used by both professional technicians and vehicle owners. These sealants can enter A/C components and your recovery machine and cause damage by solidifying in solenoids and tubing. In many cases, they will void the component and equipment manufacturers warranties.



March 29, 2004.....Breaking News! Blend Refrigerant Contamination!

March 29, 2004....Exton, PA

Do you think blend refrigerant contamination is a thing of the past? Do you think it couldn't happen to you? THINK AGAIN!

Today, our Service Manager received a call from a customer just outside of Los Angeles California, we'll call him Steve, who had a few technical questions related to Freeze 12. Our Service Manager, Jack, was a little confused by the questions posed by the customer and asked if I would speak with Steve to try to help. I had Jack come to my office and we called Steve.....

Steve tells us that he has two refrigerant identifiers including a Snap-On EEC312C with the ability to identify the S.N.A.P approved blend refrigerants. Steve describes his question to us as follows:

'Whenever we get an R12 system in for repair, we use Freeze 12 to retrofit the system instead of R134a because it cools better. Last week we did a car and it came back this week because it was not cooling well. We connected our Snap-On identifier and it

showed the refrigerant as contaminated instead of Freeze 12.

STOP!

I asked Steve the following question. *If you retrofitted the system to Freeze 12 a week ago, how could you connect the identifier to the Freeze 12 fittings you installed during the retrofit?*

After a few moments, Steve said they had not installed the fittings yet. **YET!**, what do you mean **YET!** Maybe I am misled, but how could you ever let a customer leave with the wrong fittings? Not only is it a violation of Federal Law, but it is fraud.

The bottom line is this. Every day retrofits are done using blend refrigerants and every day a certain number of these are done without changing the fittings. Checking the refrigerant with an Identifier is mandatory in California and should be done in every state on every A/C job. Whether shops like this are just ignorant or flat out criminals is debatable, but in the end, you can never assume anything is the way it appears to be!

Tips & Tricks From the Factory & Field

Test Your Tools

With A/C season either underway or just around the corner, now is a great time to get you're A/C service equipment tuned up. Taking time to do a little maintenance now will ensure smooth sailing for the rest of the season.

- Changing your vacuum pump oil.
- Change your R/R filters
- Change your Identifier filter
- Pressure test your gauges and change any seals or o-rings that may leak

Get Certified

By now you should know that everyone in your shop that works on A/C systems needs to be EPA section 609 certified. If you or your technicians have not yet done so, you can take the test online at:

www.MACSW.org

The test is not too difficult and at only \$15.00, not very costly either. After you pass the online test, you can print a temporary certificate to have available while you wait for the real one to arrive in the mail.

New Shop Service Rates

Shop Services	Rate
Standard Service	\$50 / Hr.
If You Watch	\$75 / Hr.
If You Help	\$100 / Hr.
If you Supply the Parts	\$150 / Hr.
If you Tried to Fix It First	\$200 / Hr.