



## Newsletter

*"We Take Pride in Our Customers' Success"*

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[www.elmrepair.com](http://www.elmrepair.com)

REPAIR & REFRIGERATION, INC  
W141 Opportunity Lane  
715-352-2416

January, February, March 2018

### **Toys for Tots**

We would like to give a special thanks to our customers and area residents who dropped off toys for our toy drive. It is very much appreciated to see so many people come in and donate for a great cause. The winner of our R-Store gift card was Mike Boehm. Again, thank you so much for your continued support!



### **A New Face**

We would like to introduce, Logan Engel. He is a junior at Edgar High School. Logan will be working in shop maintenance and assisting techs when needed. In his



free time he enjoys four wheeling and riding motorcycles. In the summer time Logan works on a ginseng farm and enjoys driving tractors. Logan joined us on December 4<sup>th</sup>; we are very excited to welcome him to our E.L.M. Repair family!

### **Employment Opportunities at E.L.M. Repair**

We are looking for diesel/automotive technicians for our second shift, 3 p.m. until midnight. Previous experience is a must. We offer competitive pay, health insurance, 401K, AFLAC and paid vacation within the first year. Stop by our office to pick up an application today!

# Evan's Notes

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## How to Help Make Your Mechanics Job Easier: Customer Etiquette



At E.L.M. Repair we want all of our customers to be as pleased as can be. But sometimes, to make our customers experience the best it can be, there are a few things our customers can do to help facilitate that. This does not just cover E.L.M., but any mechanic shop. I suppose this would be considered a form of customer etiquette. So without further ado, here are a few things that customers should avoid doing, less they want to upset their mechanics.

**Providing Information:** It is much easier for a mechanic to know where to start when given a little information on what is going wrong. Imagine if anything was handed to you, and you were simply told, fix it. You might wonder well, is it even broken? How is it broken? What are the signs that it is broken? All of this information would give you proper starting points. If you have a stomach ache and go to the doctor to see what can be done. You don't just walk in and say help me, because the obvious first question they are going to ask you is how. So it is quite necessary to give as much information as possible, even if you don't know the proper terminology, just explaining the noise or symptoms can help us find the problem. This will not only help move the process of fixing your vehicle faster, but it will lessen the headache on the mechanic's part, and as a result, may lessen the cost you pay.

**Hovering:** Most mechanics will not mind you waiting around for your vehicle to be fixed, some may even not mind you watching them work. But that is not the case for all mechanics, and some downright do not like it. It's not as though they are doing anything dishonest, it's just the added pressure of having someone watch over their shoulder can be a bit much for some. In essence, it could be considered a form of stage fright. If you intend on watching the mechanic work, be sure to ask first if it's ok to view them. You have to remember that for the most part, being a mechanic usually means staying out of the eyes of the public. It's usually not a profession that is put on display, and it may be the reason a person chose to be a mechanic in the first place. Perhaps it was so that they didn't have to deal with and answer customers' questions. They prefer it in the back with nothing but their tools and thoughts. Also, on top of watching them work, it's especially bad if you pester them with questions as they are trying to finish the work on your truck in a timely manner.

**Keep Calm:** When it comes to money, most people don't want to spend more than they feel they have to. This is especially true in today's economic hard times. But when a mechanic tells you that something needs to be replaced or fixed that otherwise had not been anticipated, or when you see the bill for what is owed, there is no need to go bonkers in the store. Keep calm and stay collected. It was Michel de Montaigne that said, "He who establishes his argument by noise and command shows that his reason is weak." So by becoming heated, you not only show you're probably not telling the whole truth, but worse yet, you're just going to upset whoever it is you're talking with. So be smart, and try not to let your emotions get the better of you. Besides, it's easier to catch a fly with honey than vinegar, which means that if you're expecting a certain outcome, it's best to kill them with kindness. Otherwise you're probably not going to get what you want, and you'll end up being even more upset anyway.

**Wrongly Blaming Mechanic:** It is quite common for vehicles that are older or have not been maintained well to have more than one problem. However, most people won't think that the noise they hear can be a combination of multiple problems. So, once a single problem is fixed, you may well hear a different noise, but it's really the same noise as before, save for the part that's been fixed no longer makes a noise. So after the repairs, you may think that the mechanic has broken something, as a new sound is being heard.

However, the same broken parts may be producing the same sound, only it seems a bit different. So before you flip out and lose your cool, perhaps you can calmly ask the mechanic if they noticed the noise change and whether

or not anything else is wrong. There is no doubt they will understand what you are talking about. But remember, if they heard the noise and didn't say anything, there is a good chance they don't feel the noise being made is a big deal, or needs to be fixed immediately. So they've been honest by not trying to convince you to fix something that is not needed, or up sell you.

**Shopping Around:** It's ok to shop around for the best price. But there is no need to hide that fact. By doing that, you are being just as dishonest as you expect the mechanic not to be. If you take your vehicle in for a quote, let them know if you intend on looking elsewhere, or if you have taken somewhere else already. Let them know what the other mechanics have said, what they quoted and mentioned needed to be fixed. You may be pleasantly surprised. It could be that to be more competitive, the one shop will reduce its price to meet or be lower than their competitors. They may also let you know if suggested repairs are needed or not. Give respect where respect is due, and the same will be shown to you. If you are looking for an honest mechanic, you need look no further than E.L.M. Repair.

***Evan***

### **The Importance of draining your air tanks in heavy trucks to prevent freezing.**

There is certainly a lot that goes into 'winterizing' your heavy trucks in order to keep them in top working order during the cold months. Draining your air tanks is a very important part of truck maintenance because it helps to prevent freezing in your air lines and all of your valves. Once you have freezing in your air lines or your valves, it causes your air not to build up, costing you money for towing and could be costly situation.

#### **Avoid Idling**

No amount of truck maintenance can make up for the amount of hours put on your engine when idling, so it is important to remember that you should try not to allow a heavy truck to idle during the winter months, unless absolutely necessary. This practice being hard on the engine—particularly during the cold season—it can also cause the discharge lines to freeze up and cause the compressor to fail. Therefore, before draining air tanks in heavy trucks, it is important to understand the tips for handling discharge lines as part of routine truck maintenance; this is especially true when long periods of idling are unavoidable.

#### **Handling Discharge Lines**

If discharge lines are not included in routine truck maintenance, it could cause serious issues with air brake systems. It is important to follow these guidelines during the winter months, especially if drivers are on routes that force them to idle for long periods of time. First, it is important to ensure that the discharge line itself is free from any kinks or water traps and that it is always sloping downward from the compressor discharge port. Next, if it is necessary to cross the lines over the frame rail at any point, these crossovers should be located as close to the compressor as possible. Also, be sure that lengths and diameters of the lines are correct for the vehicle. This is proper discharge line truck maintenance.

#### **Draining Air Tanks**

It is necessary to drain air tanks regularly as a part of routine truck maintenance on heavy trucks, even if your truck has an air dryer. Air dryers do help prevent water in the system. However, some trucks produce a lot of water in their systems. Any of the reservoirs in a brake system can accumulate moisture, and this moisture can turn to ice when it gets cold or below freezing outside. It is important to check the brake system for excessive leaking; if there is a lot of leakage, the system will pump in even more air and moisture that

what is typical. Aside from water and air, it may also cause contaminants to accumulate, and this can hinder the performance of the air brakes. This truck maintenance step is critical for ensuring that brakes continue to operate properly and for preventing damage.

### **How to Drain Tanks**

The absolute best way to drain these air tanks as part of wintertime truck maintenance, especially if there is no air dryer, is to drain all of them on a daily basis. To do this, you should turn the engine off and drain all the air by opening the cocks. In fact, the best practice is to leave the cocks open overnight so that all of the air and contaminants are completely drained by morning. If there are automatic drain valves installed, this will eliminate the need to drain the tanks daily, but you will still need to perform manual draining on occasion as part of basic cold weather truck maintenance.

### **Alcohol Evaporator and Injection Systems**

The processes for truck maintenance on vehicles that have alcohol evaporators and injection systems are a bit different. Before adding alcohol, it is important to first drain all of the air and moisture from the evaporator to ensure that there is no contamination. Next, add methanol alcohol to the system as per the vehicle's manual, and keep a close eye on the alcohol consumption for a few days. Normal consumption should not exceed between one and two ounces of alcohol per hour. Other forms of truck maintenance will need to be performed if consumption is greater than this. Trucks that operate in stop-and-start situations will consume more alcohol than vehicles that are used solely on the highway.

### **Other Truck Maintenance Tips**

There are other tips for air brake maintenance that should be observed along with proper air tank drainage for the best performance possible. Some of these include knowing how to thaw out frozen tanks and lines; only do so in a warmed building so that the integrity of the lines is not compromised with excessive heat. Never introduce flame to the lines as this can result in a fire or explosion. Finally, it is important to check the operation of automatic drain valves regularly. Cold weather truck maintenance is very important and can save time, money and even prevent injury.

Draining air tanks in cold weather months is one of the most important and often simplest forms of truck maintenance. Depending on the type of system you have and the type of weather you expect, the methods for draining these tanks and lines may differ depending on what truck you have.

Once your line are frozen and ice has built up there are two choices you have to remove the ice. One is to run alcohol into the main compressor line that pushes the air through your system, or put your truck in a warm place until moisture has thawed, allowing you to drain the system. Not always will the alcohol work, this will, depend on how much ice buildup you have in your lines. At E.L.M. we do sell Penray Air brake Antifreeze.

The only safe way, to know you will not freeze up is to always make a habit of draining your tanks.



***-A note from the parts department***

## Mary's Corner

This year's Christmas party was a huge success. We were so happy to have everyone attend. This year we had two milestones. Our parts manager, David Zunker has been part of our team for five years. David's five year anniversary was October 8<sup>th</sup>.

Also serving five years with us is Brad Martyn. He is nearing almost 6 years as his five year anniversary was February 27<sup>th</sup>.

We appreciate your time and dedication. That you as employees have stayed on board with us and continue to show your strength and knowledge here.

This year we changed up a few things and decided to play a few games. Below is a picture of the Cookie Face game. We will definitely be playing a few of these next year! Thank you again everyone for your continued patronage.



## Upcoming Events

January 1<sup>st</sup> New Years- E.L.M. Repair Closed

January 10-11<sup>th</sup> – Midwest Farm Show

February 14<sup>th</sup> – St. Valentine's Day

February 15<sup>th</sup> - President's Day

March 17<sup>th</sup>- St. Patrick's Day

March 22<sup>nd</sup>- 24<sup>th</sup> - Mid-America Truck Show Louisville, KY

March 27<sup>th</sup>-29<sup>th</sup> – WPS Farm Show

## RASPBERRY ORANGE WHITE WINE PUNCH

Items you need:

- 1 bottle of CK Mondavi Chardonnay
- 1 orange, sliced
- 6 ounces raspberries
- 1 ounce raspberry liqueur
- 1 ounce triple sec
- About 2 cups club soda

**Here's what you're going to do:**

Combine the wine, liqueurs and half of the oranges and raspberries (reserve other half for serving and garnish) in a pitcher. Refrigerate for 8 hours.

When ready to serve, add the club soda and stir.

Place the remaining fruit in glasses with ice and serve!

# E.L.M. REPAIR

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Return Service Requested



\*Can't come to us, we'll come to you\*  
All repairs and mobile air conditioning available

