

Redarc SA trade tours

In late February 2010 a large group of customers from the local auto electrical trade gathered at our facility in Lonsdale, South Australia for an evening designed to generate awareness of the Redarc Smart Start product family. The evening commenced with welcoming guests to the home of Redarc and giving them an overview of our 30 year history and plans for the future. This was followed by tours of our manufacturing facility, allowing an opportunity for those present to gain an insight into the high quality processes used to manufacture Redarc products.

Many of the Redarc staff were present, including members of our Engineering Design team. Together, we enjoyed a light meal with refreshments, while it was great, for some of us, to put a face to a name which, for many years, had been a voice on the telephone.

We participated in an interactive technical presentation of our new products including our battery management system (see photo at right), allowing for working demonstrations and questions from the floor. This gave our guests an excellent understanding of the features and benefits of the new battery management system, in-vehicle DC/DC charger and dual battery isolator. Some guests were even lucky enough to leave with a door prize.

It was interesting to learn of the common experiences we shared with problems pertaining to in-vehicle battery charging and dual battery systems, e.g. charging dissimilar chemistry and brands of batteries, charging 12 volt batteries in 24 volt vehicles, voltage drop due to long cable runs and shortened battery life due to incorrect or nonexistent charging practices.

Happily, Redarc technical staff were able to provide technical tips, wiring diagrams and offer product advice to help overcome these issues.



The new BMS1215 battery management system



Redarc staff demonstrate one of our products to Peter Armstrong (Lonsdale Auto Electrical) and Darryl Morris (SA Auto Electrical)

If you would like to participate in a visit to Redarc and share in a similar experience, please do not hesitate to contact Mark Bruce or Michael Hammer by telephoning (08) 8322 4848

Redarc Electronics

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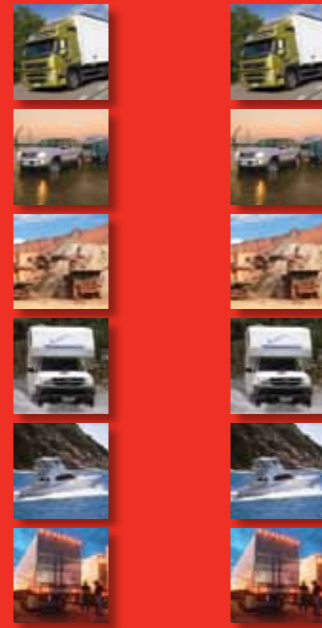
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Redarc in WA

It has been almost five years now since Mark Bruce, National Customer Development Manager for Redarc Electronics, moved from Perth in WA to Adelaide in SA to join the Redarc team.

During this time, Mark has travelled the length and breadth of our vast country, providing customer training and support to enhance our product and brand awareness particularly amongst the trade.

Mark has an auto electrical background with over 20 years experience from which Redarc customers have benefited enormously. Mark or Brucey, as he is affectionately known, is a renowned identity within the auto electrical industry both here and New Zealand for his knowledge and exceptional commitment to customer service.

In our commitment to customer service, the time has come for Redarc to expand our reach and reaction time to customer inquiries by locating a full time employee in the fast growing Western Australian region. Mark, whom welcomed the opportunity to return home with family and friends, was the obvious choice to fill this position.

Redarc has invested in a new Toyota SR5 Dual Cab Hilux and detailed it to stand out by covering it in spectacular Redarc livery. Mark will use this vehicle to travel throughout Western Australia where he will continue to provide outstanding customer support and specific product training.

Mark will also continue with his national commitments as Customer Development Manager, focusing on the states of Western Australia and Queensland along with the Northern Territory. He will also continue to assist with training and customer support at specific events in other states.

Mark's vast industry knowledge and intimate customer knowledge will ensure that he will continue to strongly contribute to the future growth and development of Redarc.

From all of us here at Redarc we wish Mark well in his ventures and look forward to his regular return visits to the Redarc facility in South Australia.

If you would like to contact Mark please call him on his mobile 0437 865 646 or email him at mbruce@redarc.com.au



His Excellency Rear Admiral Kevin Scarce AC CSC RANR, Governor of South Australia, Redarc Managing Director Anthony Kittel and Mark Bruce (Brucey)



CMI Toyota Southside new car sales consultant Ashley Earles presents the Hilux keys to Mark



Brucey's Hilux complete with the Redarc livery



Winter 10

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Thanh Duc Bui and Des Hutchinson - 15 years service

Redarc employees recently put down their tools to celebrate Thanh Bui and Des Hutchinson's milestone of 15 years service at Redarc. Both Thanh and Des were part of the original eight employees whom in 1997 continued in the employ of Redarc following the purchase of the business by Anthony & Michele Kittel.

Thanh celebrated his milestone on the 11th November 2009 and Des on the 18th April 2010.

Thanh is a quiet and conscientious worker and is currently undertaking a Traineeship in Competitive Manufacturing. He is a keen follower of sport and has a particular passion for tennis whereby he participates in social games. Thanh has recently married and purchased a new home.

Des is a jovial, 'happy go lucky' member of the Redarc team and now in his 60s has, more or less semi retired, working only on a part time basis.

This allows him to fit in his other passions, being an avid caravanner, fisherman and house renovator.

Both Thanh and Des have made a great contribution to Redarc over the last 15 years. Congratulations to both of you and keep up the good work.



Redarc Managing Director, Anthony Kittel presenting Des with his 15 Year Service Award...



...and Thanh receives his award

REDARC INTERNATIONAL

Redarc has strong support in New Zealand

Just like in Australia, Redarc has strong support in New Zealand from our customers, distributors and the auto electrical trade.

In February 2010, Mark Bruce, National Customer Development Manager and Anthony Kittel, Managing Director spent several weeks travelling in excess of 2,500 kilometres throughout the North and South Islands of New Zealand. They visited customers to provide support and product awareness training whereby they gained first hand knowledge of the specific needs of the New Zealand market place.

It was evident from television and newspaper reports that the effects of the GFC had impacted on our neighbours more significantly than here in Australia. However, Mark commented that it was pleasing to note that the market is now showing signs of improvement with some 'green shoots' occurring.

Anthony and Mark were both delighted with the awareness of the Redarc brand throughout the country's various industries and business sectors, including Redarc distributors, truck dealers, RV and caravan manufacturers and the auto electrical trade. The product awareness training provided by Mark demonstrated that our Kiwi friends are very receptive to new technology and were keen to soak up information on the new Redarc Smart Battery Management System (BMS), In-vehicle DC/DC Charger (BCDC) and our trusted SBI12 Dual Battery Isolator.

We encourage our customers in New Zealand, if they require technical support, to contact us via email power@redarc.com.au and we will be pleased to promptly respond to their request.

The team at Redarc certainly appreciates the strong ongoing support for the Redarc brand that we enjoy in New Zealand - even though we are some 2,000 kilometres away.



Phill Johnson (parts manager) and Richard Farminer (owner) from Mount Auto Electrical, Mt. Maunganui NZ with Redarc's Mark Bruce



Jason & Paul Muldoon from P&B Auto Electrical, Hamilton NZ

Are ECU controlled and temperature compensating alternators causing you problems?

Redarc Electronics have fielded many inquiries from customers over recent times relating to the problems experienced by them with the charging of dual or auxiliary batteries in late model vehicles. Simply the vehicle alternator was never designed to fully (100%) charge the main vehicle battery. It was however designed to maintain the charge of the main vehicle battery and run the electrical loads (i.e. lights, air-conditioner etc.) once the vehicle is running. By introducing extra batteries into the vehicle charging system with the expectation that the alternator will recharge them from a partially or fully discharged state is not realistic.

These problems have been exacerbated with the introduction of ECU controlled and temperature compensating alternators. These alternators can be found in late model vehicles such as the Toyota Prado with the D4D engine. They reduce the alternator output voltage to approximately 13.5 volts when the temperature under the bonnet reaches its predetermined level. So the charging of dual or auxiliary batteries regardless of where they are located has now become more difficult.

New battery types (i.e. gel, AGM and calcium) also play their part in the ever-increasing challenge for the vehicle's alternator to fully charge the dual or auxiliary batteries.

Redarc Electronics have successfully provided a solution to this problem with the release of the BCDC1220 - a Smart Start microprocessor-controlled, in-vehicle, DC/DC 20 amp 12 volt, charging system.



BCDC1220 installed in a Pajero NT 2010 model

The BCDC1220, with its in-built smart battery isolator, will recharge and maintain the dual/auxiliary batteries to 100% by using one of its 3 charging algorithms (selectable on installation). The BCDC1220 includes special charging programs for Gel/AGM, standard (flooded) lead acid and popular Calcium type batteries and will step up the voltages to the required levels (from as little as a 9 volt DC input).

The BCDC1220 simply waits for the vehicle to start, sensing the charge from the alternator, and will then commence the charging of the dual/auxiliary battery. The first smart charging process is the 'Boost' stage. The BCDC1220 will then seamlessly switch to its second stage 'Absorption'. Once the battery has reached a fully charged state the BCDC1220 will maintain the dual or auxiliary battery at 100% with its third stage 'Float'.

The BCDC1220 was fully designed and manufactured in Australia by Redarc to overcome all the problems associated with the charging of dual or auxiliary battery systems, this includes:

- Alternator charging systems
- Paralleled dissimilar battery types
- Voltage drop over long cable runs
- Over-current battery intake
- 24 volt DC vehicles charging 12 volt DC batteries

If you would like further information on this product please visit our website at www.redarc.com.au or contact our friendly Redarc Product Support team by emailing power@redarc.com.au or telephoning (08) 8322 4848

RAVE REVIEWS

Redarc and Pat Callinan's 4x4 Adventures

Pat Callinan's 4x4 Adventures is a television series that was shown over the summer on Channel 10 and One HD. Redarc products were

extensively used by Pat throughout his trips and - to our delight - he absolutely loved them.

During the series Pat reviewed four Redarc products, namely the award-winning Battery Management System, Low Coolant Alarm, Remote Head Electronic Brake Controller, and Pure Sinewave Inverter. Pat's reviews of our products can be seen on our recently upgraded website at www.redarc.com.au/media

Watch out for the next series in late 2010.



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