

Technical Help Line Available

Electrical Rebuilder's Association (ERA) members now have someone to call when they run into a problem rebuilding an alternator, starter or generator. A toll-free technical help line was established on July 1. Questions about charging and starting circuits for specific automotive and light truck applications will be answered as well.

The line is being operated by Bob Thomas of B&H Electric in Orange Park, Fla. He has been involved in the rebuilding industry for 30 years and has owned his own business since 1980. Thomas has authored numerous technical articles for the *Electrical Rebuilder's Exchange* and is a regular contributor to the Forums on the ERA Web site.

The line will be answered Monday through Friday from 8 a.m. to 4 p.m., Eastern time. Missed calls will be returned promptly.

"I don't expect to be able to answer every single question off the top of my head," Thomas said. "But I will search for those answers I'm unsure of and call the member back. I'm really looking forward to this new challenge."

The help line is the brainchild of past ERA President Mike Schroeder, currently serving as chairman of the technical committee.

"This help line will provide a needed service to members who cannot use our Web site," Schroeder said. "I'm really glad we were able to set this up."

The ERA Board of Directors committed to operating the help line for a six month period to gauge the response from the membership.