



After Sales Support

SERVICE

EnerSys

Power/Full Solutions

After Sales Support

Service Contracts

EnerSys® provides a wide range of service contracts to many customers across Europe.

Our approach is flexible and we aim to tailor each contract to meet the business needs of the customer. Examples of types of service contract:

- Water topping-up
- Life time guarantee
- Preventative maintenance
- Regular inspections & repairs
- Charger servicing
- Management reports



Battery Care & Maintenance

Keeping your motive power batteries in peak condition will benefit your business. Batteries that are well maintained will give improved run times for your trucks and a longer service life. Always follow the manufacturer's Instructions of Use to ensure correct maintenance schedules are carried out. Always wear the appropriate protective equipment when working on traction batteries.

Some basic guidelines:

- Recharge the battery as soon as possible after discharge.
- Do NOT interrupt the charge cycle.
- Always allow the battery to be fully charged before disconnection from the charger.
- Ensure that the top of the battery is clean, dry and free from corrosion – this helps prevent short circuits.
- Inspect battery cables/plug for damage or wear and tear.
- Check the electrolyte levels and top up if necessary using the correct equipment, only use deionised water.
- Do NOT top before charge.
- Do NOT overfill.
- Do NOT top up with acid.
- Clean away any spillage after topping.



Diagnostics and Service



Battery Management

EnerSys® Wi-IQ™ has the ability to communicate wirelessly to download the battery key information for better diagnostics and service. The information can be transferred to the PC via USB by wireless communication. EnerSys has developed the Wi-IQ Reporting Suite, which enables customers to monitor all batteries equipped with

Wi-IQ devices. An ideal management system to keep on top of the performance of your battery fleet.

We can also design a fully integrated Battery Fleet Management System to suit your needs. Our service technicians & application engineers can up-load data from all your Wi-IQ devices and analyse a single battery or compile reports by battery/truck

family to assess your utilisation. This data can also be used to reduce truck downtime and drive up your productivity and profit! Wi-IQ Reporting Suite can enable you to carry out a quick diagnostic on any battery that shows a warning via the Wi-IQ LEDs.

Battery Chargers

EnerSys carry a large range of spare parts for motive power battery chargers. In addition to our own range of 50Hz and HF chargers, we hold stocks of spare parts for all leading charger makes commonly found in the market. We can supply controllers, pcb's, transformers, diodes, fuses, circuit breakers etc. In addition to spare parts, our Service Technicians can advise you on the right choice for replacement chargers, some even carry chargers for immediate purchase on their vehicles.

Roller-stands

EnerSys can supply a comprehensive range of roller-stands for changing and charging your spare batteries. Available in a wide range of sizes, single – quadruple configurations, with or without charger shelves and drip trays.

Charger Cable Retractor

This heavy duty, spring loaded retractor is an ideal way of protecting your charger cables and plugs. Simply feed the charger cable through the moulded bracket and the charger cable and plug will be suspended to prevent accidental damage by the truck or when changing batteries.



Spares & Accessories

EnerSys® carry a vast range of spare parts & accessories for motive power batteries and ancillary equipment. Our Service Technicians operate from fully equipped vehicles and carry a stock of:

- Battery connectors, insulators & cables
- Battery & charger plugs
- Single point filling systems
- Battery monitoring & test equipment

Battery Topping-up Accessories

The Hawker® Battery Water Cart is an ideal solution for topping-up your batteries. Compact and mobile, it can be used with a standard filler gun or pressure regulator for our single point filling system (BFS).



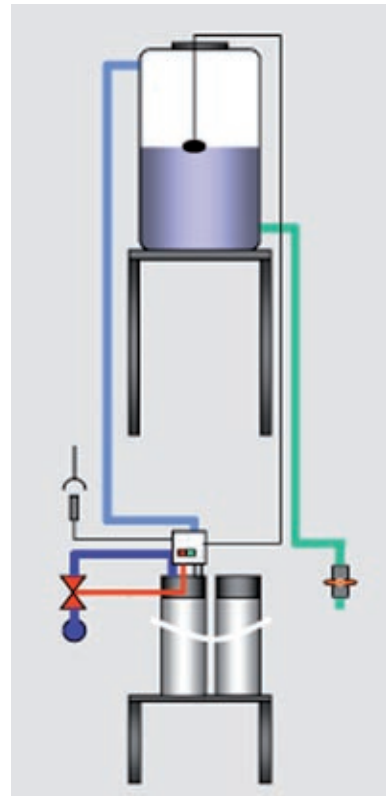
Single-point filling system



Topping up Gun (T.Gun Filler)



Battery topping trolley available in AC or DC



Water de-ionising station

Charging Room Safety Products

Motive Power batteries contain sulphuric acid which is a corrosive liquid. Necessary precautions should be taken when carrying out battery maintenance and service. You should always wear safety goggles, gloves and an acid resistant apron. It is strongly recommended to install the appropriate safety equipment in the charging area.



Emergency Eyewash & Shower

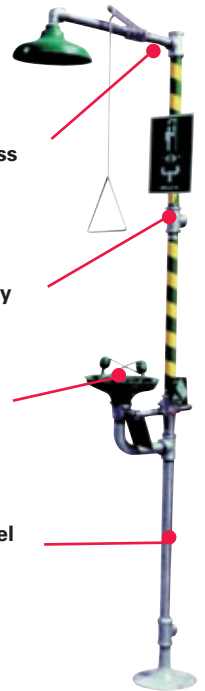
An emergency eyewash and drench shower is an essential safety feature in every charging room.

Chrome plated valve & stainless shower pull

High visibility with emergency sign

Eyewash with soft-flow anti-surge heads

Galvanised steel construction



Emergency Eyewash Station

An essential item for anyone using lead acid batteries with liquid electrolyte. Replacement bottles are also available.

Training

If your company would benefit from some training, our Service Technical Team will be pleased to help. We can offer training on the following topics:

- Battery care & maintenance
- Battery changing and compliance with Manual Handling Regulations
- Correct battery charging procedures
- Dealing with acid spillages

Please discuss your needs with your Hawker® Service Technician or follow the link below to find your local Service Centre:

www.enersys-hawker.com/contact/contact.asp?lang=e

Battery Recycling

Protect your environment - go green.

The Lead in our batteries is a material which can be recycled. As a responsible manufacturer, EnerSys® provides a recycling service for most types of lead/acid batteries. Secondary production of lead (recycling) from scrap results in less use of energy, less solid waste and reduces the consumption of mineral resources compared to primary lead production from ore.

But: Lead battery scrap disposal must be carried out competently to avoid environment and health risks.

Careful recycling is essential.

Please ask your EnerSys Service Engineer for advice. Our engineers can organise the following for you:

- Installation of a new battery in your forklift
- Organising one of the few registered recyclers to pick up your old battery
- You will get documented evidence to comply with legal requirements.





Wherever you do business, EnerSys® can support you with motive power energy. The Hawker® branded battery range, matched chargers and systems provide trouble free performance under the most demanding service conditions. Our strategically located manufacturing plants are efficient and responsive with a culture of continuous improvement and added value for our business partners.

EnerSys has an enviable position in technology leadership and with significant investment in research and development we intend to stay at the leading edge in product innovation. The recently developed energy solutions: Hawker XFC™ and Water Less® 20 batteries, Lifetech and Lifespeed IQ™ HF chargers, have defined new benefits for our customers: faster recharge, more machine availability, lower operating and investment costs, reduced carbon footprint. Our team of development engineers is driven by the desire to build the best energy solutions and works closely with our customers and suppliers to identify development opportunities. Our bias for rapid innovation means we get new products to market fast.

EnerSys's integrated sales and service network is dedicated to providing our customers with the best solutions and after-sales support for their business. Whether you require 1 battery or a complete fleet of batteries, chargers, a battery handling system and a state of the art fleet management system, you can count on us. EnerSys is the world's largest industrial battery manufacturer and we are dedicated to being the best.



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Please refer to the website address for details of your nearest EnerSys office: www.energys-emea.com

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