

Service Package

Service Contracts for all Material Handling,
Road Vehicles and Airport applications



Creating the future - the Exide Technologies way:



GNB Industrial Power becomes
E / a division of Exide Technologies
www.exidegroup.com

E / **ENERGIZING
A NEW
WORLD**

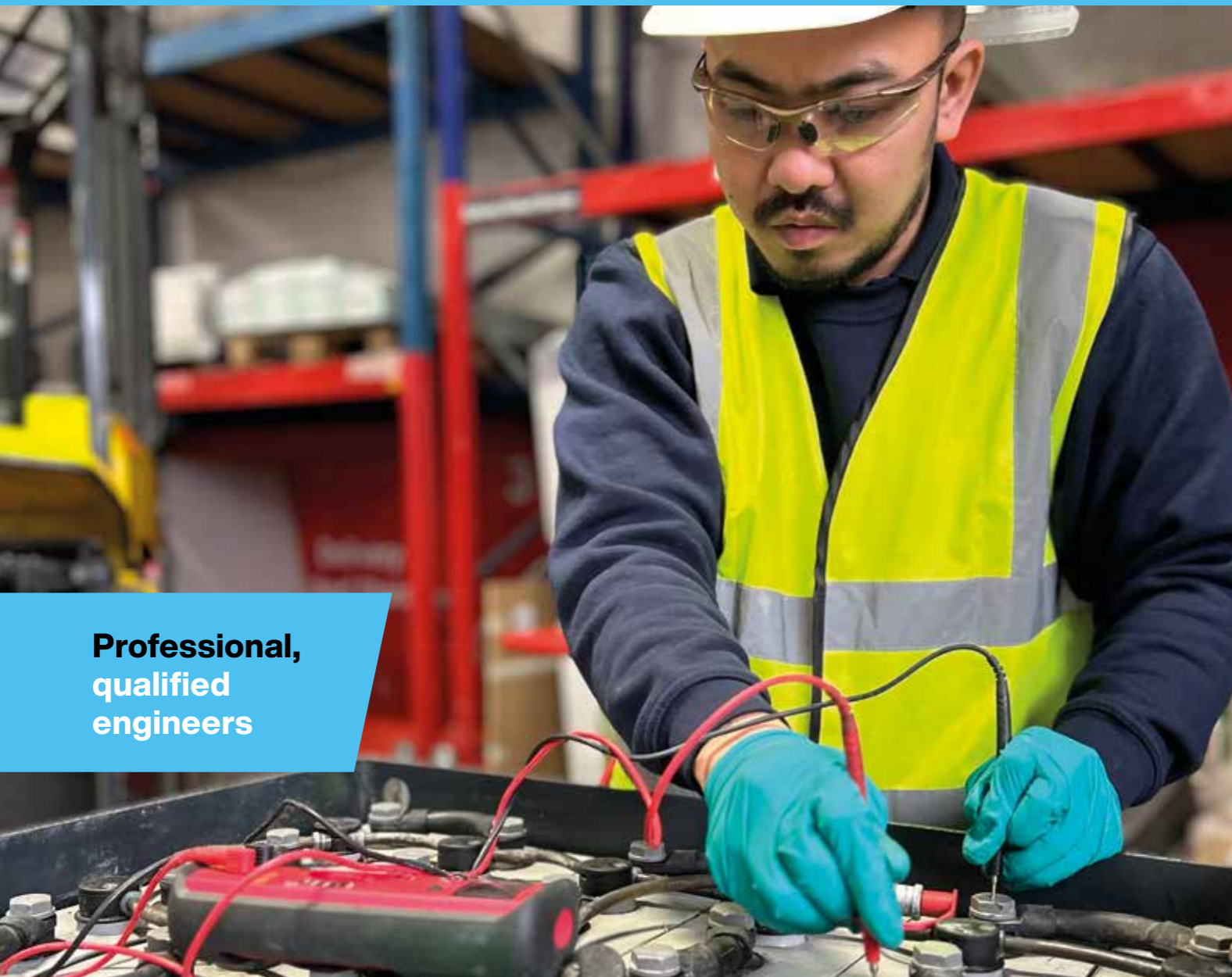
Preventative maintenance plans. Your investment protected.

An Exide battery is a reliable power source for your equipment, using the latest technology to deliver impactful results.

However, all great products need great support. An Exide service package for your Exide investment will ensure your battery is kept in peak condition, helping to deliver consistent results for your business. Regular topping and maintenance checks that are part of the service package will ensure the highest level of performance for your battery.

Why choose an Exide maintenance plan?

- Maximise uptime with scheduled preventive maintenance
- Fixed-cost flexible maintenance plans to suit your business requirements
- Professional, qualified engineers
- Original spare parts where required
- Protect your investment
- Preserve manufacturer warranty.
- National coverage (UK Mainland & Ireland)
- ServiceMax advanced field service platform



**Professional,
qualified
engineers**

Your Plan. Your Protection.

Inclusions	Essential	Premium	Ultimate
Battery topping	✓	✓	✓
Wipedown	⊗	✓	✓
Visual inspection	✓	✓	✓
Annual condition inspection	⊗	⊗	✓
Maintenance scheduling	✓	✓	✓
Fixed monthly pricing	✓	✓	✓
Exide qualified engineers	✓	✓	✓

Details about the plans.

Essential

Battery Topping	Monthly Visual Inspection
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Premium

Battery Topping	Clean	Monthly Visual Inspection
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Ultimate

Battery Topping	Clean	Monthly Visual and annual condition Inspection
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For more information contact:
0845 606 4111 | service.uk@exidegroup.com

Servicing elements.



Battery topping:

The electrolyte in the cells of your lead-acid battery is vital and needs to be kept at safe working level. At pre-defined intervals as part of a maintenance plan, our engineers will check the electrolyte levels and adjust them as required to meet the manufacturer's specifications. This will ensure that each battery is in peak operating condition.

As your battery charges, the electrolyte inside the cells will heat up. Consequently, some of the electrolyte will evaporate. This is known as 'gassing'. This, in time, will lead to the electrolyte level in the cells reducing. 'Overtopping' the battery before it is charged will lead to electrolyte being forced out of the cells and, subsequently, into the battery tray. This will damage the battery and the tray. The diluted concentration of electrolyte in the battery will lead to reduced battery performance.



Cleaning:

During day-to-day operation, batteries will pick up dirt. This dirt, combined with moisture from battery gassing during charging, will create a corrosive layer that will sit on top of the battery. If this is not cleaned, battery components – such as cell posts, connectors and bolts – are likely to be damaged and could cause the battery to fail. As part of our 'Premium' and 'Ultimate' plans, battery cleaning is included.

For batteries with excessive dirt build-up, Exide offers a steam cleaning service at an additional cost. Contact the service department for more information.



Visual inspection:

A visual inspection of the battery is carried out at every attendance. As part of these visual checks, our engineer will assess the condition of the terminal posts, bolts, links, cables and connectors, along with the overall condition of the battery itself.



Annual condition inspection:

All batteries have a limited number of charge cycles. Inevitably, your battery will reach a point where it hits this limit and can no longer sustain performance levels. This is the trigger for the battery to be replaced. A well-maintained battery will retain higher performance levels as it goes through its life, as opposed to a poorly maintained one.

It is not possible to determine the overall condition of the battery based on visual inspection alone. As part of our 'Ultimate' plan, you will receive an annual battery check, which includes a voltage and specific gravity check of all cells within the battery. This will assist in determining the internal condition of the cells within the battery. This will help to identify and cells that are close to end of life which can be addressed before they fail.



Maintenance scheduling:

Our team of service coordinators will schedule all activities as part of the plan for you. Our team will contact you prior to book a date and time convenient for you. This removes the hassle of managing your maintenance.



Fixed monthly pricing:

Fixed monthly costs that won't change throughout the term of your contract.



Exide qualified engineers:

All our engineers are fully qualified to maintain, diagnose and repair any battery. Most of our engineers have more than 20 years' experience – your battery is in safe hands.



ServiceMax.
Cloud based
after sales
service.

SERVICEMAX

All Exide's service operations are managed using a software called ServiceMax. This is a dedicated, cloud-based after-sales service SaaS (Software as a Service) application.

This industry-specific software enables Exide to seamlessly manage our end-to-end service operation, everything from dispatching work orders to our field technicians. It allows us to have a 360° view of all service requests and products, which are entrusted to Exide to maintain. These can be our products or even products manufactured by other battery providers.

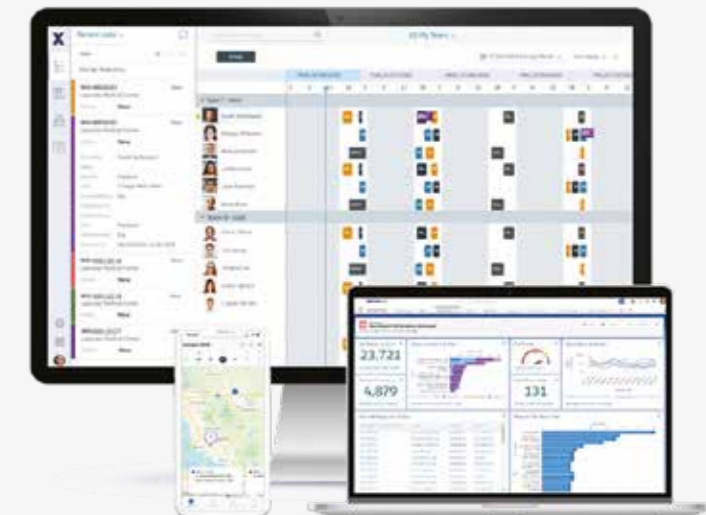
Our software provides our teams with live, on-site visibility of product serviced history, site visit history, and historical data about the product. This fully-equips our field technicians to effectively manage your fleet and requirements. Every visit our field technicians make to a customer site is recorded, in real time, and stored in our cloud complete with all product information, parts required and/or used.

All our system processes are 'paper-free', which allows us to automatically compute visit data into various PDF reports. These can be immediately and automatically emailed to our customer for their records, if required.

As you'd expect from a service organisation, we use our software to monitor our team's performance, including standard industry KPIs: Average Time to Respond, First Time Fix Rate, Mean Time to Complete and an array of other reportable analytics.

To ensure we're equipped, our software allows us to vary our field technicians' core van stock of spare parts, based on local requirements. This ensures that our field technicians' vehicles are equipped with most spares to facilitate our first-time fix capability – ensuring you get the most of your product and minimise any downtime to your operation.

All of our field technicians' stock holding is also managed in our system to automatically replenish key items which are used, ensuring that our vehicles remain fully stocked of necessary spare parts to ensure that we're always equipped to service your product.



Engineers always nearby



Other services.

Charger maintenance contracts:

Keeping your charger clean is vitally important to maintain its performance and protect it from component failure. Keeping the charger clean ensures the correct airflow is allowed through the charger to cool its internal components. Restricted airflow and dust build-up inside the charger will lead to excessive heat and, in turn, component failure. These repairs can be costly. We offer charger maintenance contracts which include, cleaning (external and internal), function testing, inspection and reporting to ensure your charger performs at its best and is protected.



Battery and charger general repairs:

Our qualified engineers can repair a diverse range of failures, from a complete tray/battery replacement to a corroded bolt. Our engineers carry a core stock of fast moving parts for both batteries and chargers on their vans to get your asset back up and running as quickly as possible.

Steam cleaning:

Our skilled engineers utilise advanced industrial steam cleaners to rejuvenate batteries, aiming to restore them to a condition as close to new as possible. This process removes all of the contaminated, built-up dirt and grime from the top of the battery, as well as the intricate areas, such as connectors, posts and bolts. This will protect these components from premature corrosion and failure.



Battery surveys:

We can offer battery surveys on fleets of all sizes to give your business an overview of your fleet's condition with recommendations on repairs or replacements.

Diagnostics:

Our engineers are fully trained and equipped to carry out fault-finding diagnostics to identify the root cause of your issue. On average our engineers have more than 20 years of hands-on experience.



**Not a
Product from us?**

No problem!
Our fully qualified engineers can maintain and repair batteries and chargers of all makes and models.

For more information contact:
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Energy that goes beyond.

- Transportation plant
- Industrial plant
- R&D facility
- Recycling
- Global HQ
- Principle sales offices
+ sales offices and distribution centers across the world



Subject to alteration

<p>All manufacturing plants ISO 9001 certified</p>	<p>All automotive plants IATF 16949 certified</p>	<p>All manufacturing plants ISO 14001 certified</p>	<p>All manufacturing plants ISO 50001 certified</p>	<p>Most manufacturing plants ISO 45001 certified</p>
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