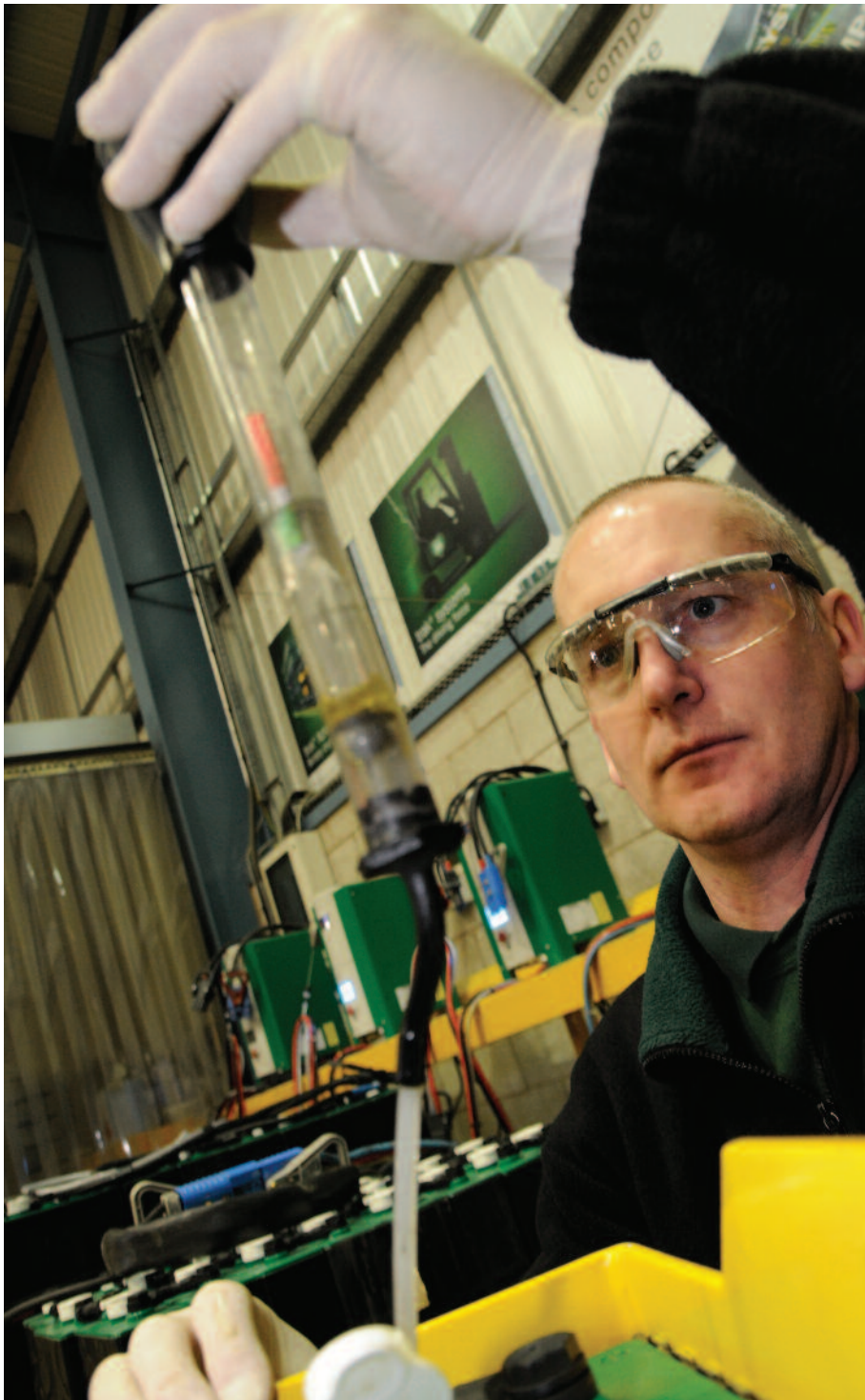


Your powerful partner...

...total solution battery and charger servicing



 **HOPPECKE**
POWER FROM INNOVATION



Powering the service

HOPPECKE is the largest industrial battery manufacturer in European ownership, providing unsurpassed power to drive, lift and convey. Organic growth leading to a dominant worldwide presence in the industrial batteries business has been underpinned by over 80 years of solutions-based innovation and the application of high technology. HOPPECKE production and assembly plants are located in Europe, North America and Asia.

Renowned for its complete energy storage systems, HOPPECKE produced the first no-maintenance automotive battery, is the only manufacturer of external recombination systems, a world leader in energy for automatic guided vehicles and top international provider of power supply systems for the rail industry. Energy, however, relies on service and maintenance. To ensure availability, your energy requires quality support.

Dedicated Servicing

Battery and charger service has entered a new era. Today's HOPPECKE service solutions provide maximum flexibility and responsiveness, UK-wide and internationally. They are designed to help improve your productivity, protect your business, deal with health and safety issues – and demonstrate cost-effectiveness.

Best-in-industry support comes from the HOPPECKE teams of highly trained and experienced maintenance engineers and technicians, accompanied by a fleet of extensively equipped service vehicles. They are fast to respond and thoroughly professional as they carry out their tasks.

You can choose the support package to best suit your needs, including battery watering, cleaning, safety checks, annual inspections, energy consultancy and on-site familiarisation. Talk to an engineer from HOPPECKE, then enjoy the peace of mind of total solution battery servicing.

Battery & Charger Servicing? No Problem

Without energy, business grinds to a halt. Without servicing and maintenance, there will be no energy. HOPPECKE is a world leader in the development and manufacture of batteries and energy storage systems. It is equally successful at providing high quality after-sales service, allowing customers to concentrate on their core businesses, free from worries concerning battery installations.

Guaranteed Power

Comprehensive support is available and a fully qualified, specialist HOPPECKE engineer will be dedicated to your business. Not only is it a premium-class service, it is fast, too. Response within 24 hours is the standard, yet 95% same-day attention is being achieved, with a first-fix success rate of similar magnitude. The GPS-tracked service vehicles are fully stocked, but where additional parts are required, a mid-afternoon order will ensure next-day delivery. Best-available skills and technology are combined to give you guaranteed kilowatt per hour power.

The engineers are competent to complete full risk assessments. They can ensure that you are fully compliant with health and safety regulations. Environmental care is a key component of the HOPPECKE business and you have access to highly efficient batteries and charging systems that are cleaner and kinder. Engineers will remove and dispose of unwanted batteries for you – all part of the service.

Remote Control

In addition to on-site assistance, HOPPECKE technology is channelled to provide you with further, off-site resources. You can benefit from remote diagnostics tracking systems; remote monitoring and code fault reporting; data transmissions via GPRS and locally with digital pens and Bluetooth.

Extensive resources are pulled together to protect and further your efficiency and profitability. Battery servicing and systems support? Rely on HOPPECKE. No problem.

Fast & Consistent

- Range of maintenance packages
- Fast 24-hour response
- Fully stocked local vans
- Highly qualified specialist engineers
- Guaranteed availability of power
- Consistent quality of service



Keeping close to the customer

To suit your business

When batteries and chargers are vital for continued operations, any problems can prove very expensive. Avoid such risks. Think ahead and choose from three separate HOPPECKE maintenance schemes, the Starter Package, Standard Package and Flexible Package.

Battery watering

HOPPECKE servicing takes care of the topping up of your batteries to predetermined intervals. This leaves you free from spillage, under-watering or over-watering problems and associated costs.

Battery cleaning

HOPPECKE servicing cleans your batteries twice a year on average, for normal usage. That's an end to loss of capacity through leakage currents caused by dirty cell tops.

Annual inspection

HOPPECKE servicing checks each battery and charger thoroughly to give you an overview of equipment condition. This overview helps in budget preparation.

Annual safety check

HOPPECKE servicing tests your batteries and chargers once a year to see if they are safe and fit for purpose. This gives your company and its insurers reassuring proof of the safety for your equipment.

24hrs response time

HOPPECKE servicing guarantees to be on site within 24 hours. In most cases this proves to be same day. Downtime is reduced significantly.

Extended warranty

HOPPECKE servicing extends the warranty of HOPPECKE batteries and chargers to meet your specific needs: no more unexpected costs for replacements.

Energy systems advice

HOPPECKE servicing provides a full analysis of the usage of your equipment. This gives an insight into the operation of your batteries and chargers and will optimise their working life.



Battery Watering	✓	✓	✓
Battery Cleaning		✓	✓
Annual Inspection		✓	✓
Annual Safety Check		✓	✓
24hrs Response Time		✓	✓
Extended Warranty			✓
Advise On Use of Energy Systems			✓

With the Flexible Package, you can choose whatever options you want according to your requirements.

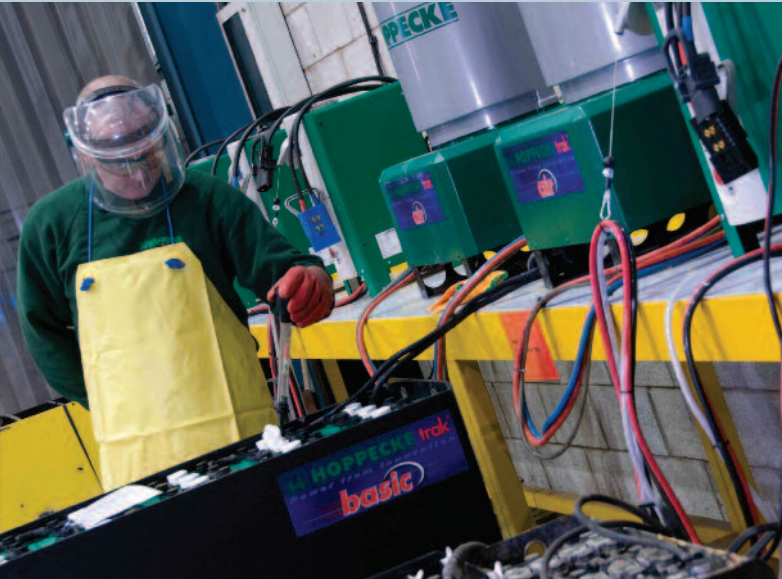
Production & Protection

HOPPECKE customers are users of batteries, chargers and associated systems who have decided they must optimise their power facilities, improve workplace health and safety, be environmentally aware and reduce downtime to a minimum. They know that planned servicing and maintenance improves safety, efficiency and productivity. HOPPECKE is their powerful partner.

Support from the industrial batteries market leader stretches well beyond its first class service and maintenance packages. Skilled engineers, employed directly, work within regional management structures to provide additional, wide ranging back-up.

Take advantage of a complete analysis of your equipment by commissioning a full site survey. Utilisation reports, full-cycle availability and call-forward systems are there to be employed to ensure optimum battery utilisation. Carbon footprint challenges can be addressed. Technical support personnel are accessible by telephone and e-mail.

HOPPECKE engineers have the knowledge and expertise to carry out full risk assessments. Health and safety in the workplace have to be priorities. In this connection, in-house training in the handling and care of batteries and systems not only reduces repairs but also encourages and facilitates safety.



Getting Started

HOPPECKE is as much a service provider as it is an innovative manufacturer. Extending battery life, making the most of the energy supply and doing it safely and assuredly are integral elements of that service.

Where do you start? To make it easier for you and to allow you to sample HOPPECKE service capability entirely free and without obligation, you can arrange for a battery room survey to be carried out.

Power from innovation



Motive Power Systems



Reserve Power Systems



Special Power Systems



Service



HOPPECKE provides safe, reliable power systems worldwide, staying at the forefront of industrial battery technology. Founded in 1927, its UK headquarters have been in Newcastle-under-Lyme, Staffordshire since the early 1980s.

HOPPECKE ensures energy solutions for a variety of industries. Motive power goes to automatic guided vehicles, fork-lift trucks, shelf-access equipment and storage mechanisms. Reserve power supports IT and telecoms, power stations, solar energy and

uninterrupted power supply. Specialised power is provided for overland and underground rail rolling stock, signalling and related systems. Fast, efficient service with a high level of commitment continues the partnership with HOPPECKE customers.

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