



THE POWERLINE

OFFICIAL NEWSLETTER OF MK BATTERY | FALL 2008

IN THIS ISSUE:

MK Battery Launches E-Store

Customers can place orders 24/7

CA Earthquake Rattles MK Headquarters

Tech Tip

Chronic Undercharging

Spent Battery Disposal

What happens to your batteries after we pick them up?

HME Posters

Wheelchair Stickers

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October 28-30

MK Battery Introduces E-Store for Online Ordering



MK Battery products can now be ordered online. Authorized customers can place orders 24 hours a day / 7 days a week, receive immediate email order confirmation, track shipments/deliveries and view ordering history online. Available only to authorized MK Battery dealers & distributors. User registration and password login are required. Visit the E-Store at www.mkbattery.com for details.

MK Battery
Powering Mobility. Powering Life.

MK Battery... Your Recycling Partner

What happens to spent batteries after the MK Battery route driver picks them up from your shop? This is a question that is being asked more and more often as environmental protection and conservation issues continue to dominate the headlines. In the battery industry, recycling has become a significant issue as preservation of our limited natural resources becomes increasingly necessary.

At MK Battery, we pride ourselves on being an industry leader when it comes to battery recycling. While your responsibility for safe and legal battery disposal ends once our driver collects the spent batteries from your facility, ours only just begins then. Once we take ownership of these batteries, we follow strict chain-of-custody protocols to move the batteries to our EPA-approved recycling facilities.

Our state-of-the-art recycling system recycles virtually 100% of every used lead-acid battery collected. The batteries are dismantled and the components are separated. The lead is smelted and refined for use in SLA batteries for the automotive industry (we do not use recycled lead for sealed batteries used in mobility applications). The plastic cases are cleaned, ground, extruded and molded into new cases. The acid is reclaimed through a patented acid reclamation process that allows it to be recycled for use in new batteries thus avoiding potentially hazardous and environmentally threatening acid disposal. Even the sulfur fumes trapped during lead smelting are collected for production of liquid fertilizer which is then sold to the agricultural industry.



We are committed to implementing the highest environmental standards, through the use of state-of-the-art recycling facilities and a companywide dedication to environmental health and safety.

The collection and recycling of spent batteries plays an integral role in helping to not only preserve our precious environment, but also to offset some of the high raw material costs associated with the manufacture of lead-acid batteries. Please call our Customer Service department or consult your MK driver for details and join us in our continuing effort to protect the environment.

Retail Posters Now Available

MK Battery recently made available a retail poster for HME/Mobility showrooms. This full-color poster is an enlargement of the recent "I Shoulda Used MK" ad campaign which has been very well-received in the market. The poster is available free of charge. For yours, please call 1-800-372-9253 or consult your MK Battery Route Delivery Driver.



MK Battery proudly supports:

AA HOMECARE | NCART | NRRTS | CAMPS | NEMED | RESNA | PAMS | MAMES | PAMES | WAMES

TECH TIP

Want Better Battery Performance?

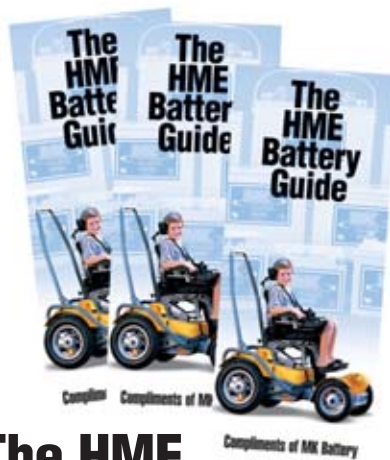
Avoid Chronic Undercharging!

MK Battery Shaken But Not Stirred

A magnitude 5.4 earthquake struck the greater Los Angeles area at 11:42 AM on July 29, 2008. The epicenter, located in Chino Hills, CA is approximately 22 miles from MK's Anaheim corporate headquarters and distribution center. The tremor, felt from as far away as Las Vegas, NV, rattled windows, shook pictures off the walls and caused the collapse of multiple racks of sealed lead acid batteries in the MK facility. Fortunately, nobody was injured and, though several batteries were cracked open, there was absolutely no spillage of acid and thus no environmental crisis to contend with. All damaged product was promptly removed from inventory. Although a traumatic, noisy and disturbing event, MK Battery experienced no interruption of service to its customers.



Several racks of sealed batteries collapsed during the earthquake but there was no leakage of acid.



The HME Battery Guide

Another free resource from MK Battery

Dispensing power mobility equipment carries with it a responsibility for imparting knowledge to the end-user relating to proper handling and use of batteries. The HME Battery Guide, published exclusively by MK Battery, provides safety and maintenance guidelines for the HME battery user in a concise, easy-to-read, full-color pamphlet. This valuable tool addresses proper and safe handling of sealed lead-acid batteries, proper battery charging procedures, types of batteries, and facts about performance and routine maintenance. The Guide also promotes the concept that batteries used in power mobility applications should only be supplied and installed by qualified wheelchair technicians through local HME equipment providers. Dispense The HME Battery Guide with every new wheelchair/scooter and with each battery replacement installation. For your free supply, call 1-800-372-9253 or consult your MK Battery Route Delivery Driver.



Stickers to Remind Mobility Device Users to Recharge Every Night

Chronic undercharging is the principal threat to the performance of sealed batteries used in mobility equipment. In many respects, undercharging is as harmful as overcharging. Keeping a battery in an undercharged condition allows the positive plate to corrode and the plates to shed, dramatically shortening life. Also, an undercharged battery must work harder than a fully charged battery, which further contributes to shorter life. MK Battery is now offering wheelchair/scooter stickers to help minimize such performance issues by reminding users to recharge their batteries nightly. These attractive stickers are available to MK customers free of charge for placement on dispensed power mobility equipment. For your supply, please call 1-800-372-9253 or consult your MK Battery Route Delivery Driver.

For years, technicians have worried about overcharging batteries used in mobility equipment. Not too long ago, large amperage chargers, designed and set for wet batteries, often caused sealed batteries to fail and wet batteries to dry out quickly. Today, the biggest threat to the sealed batteries we use is chronic undercharge. Why does this happen? Think of your customer. They frequently charge their mobility device at night and begin using it first thing each morning. They sometimes do not wait for the completion of the charging process. This problem is more significant with active users who may need more time to fully charge their batteries.

When a battery is discharged, Lead Sulfate is deposited on the plates. When the battery is recharged, the Lead Sulfate is converted back to Lead and Sulfuric acid. If the battery is not fully charged, some Lead Sulfate will remain on the plates. If undercharging takes place repeatedly, this Lead Sulfate will begin to crystallize which will eventually damage battery performance and impact longevity.

Why has undercharging developed into a problem? Chargers have become smaller in output and batteries are discharged more deeply with active users.

How can you identify undercharged batteries? The common symptom is poor running time. Check voltage on each of the batteries in a pair. If the voltage readings are very close, even when run down, there is strong possibility they have been undercharged. Full charging for a number of cycles may improve their performance.

What should you tell your customer to do? Always allow the mobility device charger to complete the charging process. The customer who fully charges their batteries each time will have better performance and longer battery life. We work hard at MK Battery to provide a quality power source for mobility applications. Proper charging will help to maximize the life and performance of the batteries and thus keep your service issues to a minimum while improving your customer satisfaction record.



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