



Dealer Best Practices

Scan the VIN When Testing

VIN scan is a new feature with the ED-18³. The VIN should be scanned before performing a battery test. Why?

- It saves the technician time by skipping steps.
- OE battery information (post type, chemistry, OE CCA) is automatically populated into the ED-18³.
- Printout will include:
 - ◆ VIN number
 - ◆ Vehicle information (year, make and model)
 - ◆ Interstate recommended replacement battery part numbers
- Customized printout for the consumer



Test Every Vehicle

The first key to a successful ED-18 program is that you test every vehicle that comes through the shop.

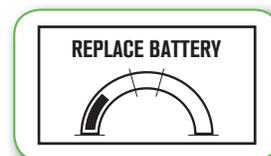
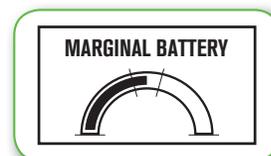
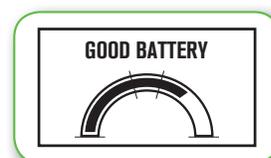
- Make sure technicians perform a battery test on every vehicle. One out of every four cars tested has a marginal or replace result.
- Add ED-18³ to your 25-point automotive check performed on vehicles.
- Create incentive programs among technicians to hit monthly test targets, such as 50 per month.
- Place the analyzer in a central location for easy access and visibility so technicians continually see the ED-18 and are reminded to use it.

Communicate All Test Results

According to a recent consumer study, **38%** of consumers purchased their last battery because they expected failure. This is why the second key to a successful ED-18 program is to communicate the test results (good, marginal or replace) to every customer. Good results give the consumer peace of mind that the current battery will not leave him or her on the side of the road. Marginal and replace results inform the consumer of the battery's life expectancy, allowing him or her to make an informed decision regarding preventive battery replacement.

Some recommended language to use when explaining the test results to the customer:

- **Good:**
"Your battery is in good condition and is performing well. Getting it checked again within a year is highly recommended."
- **Marginal:**
"Your battery may fail to start your vehicle below (fill in temperature based upon printout) degrees. Consider replacing your battery before it is exposed to temperature extremes."
- **Replace:**
"Battery replacement is highly recommended."



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Dock the ED-18³ Nightly

The ED-18³ must be docked each night on the docking station for (1) wireless transmission of test data and (2) charging of internal batteries.

- 1 Place ED-18³ into cradle, the printer-end first.



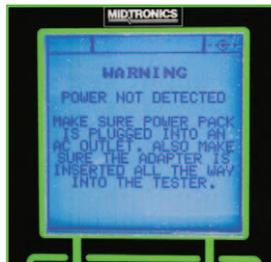
- 2 Push down on the display end of the ED-18³ unit while pressing up on the cradle until it makes charger connection. The display will light up and read “Charging Internal Batteries” when connected.



- 3 See that the AC charger has a red or green light illuminated.



- 4 If unit beeps or display reads “WARNING POWER NOT DETECTED,” a good connection has not been made. Remove from cradle and repeat steps 2 and 3.



- 5 If display is blank, you can verify the connection by pressing the power button. The display will light up and read “CHARGING INTERNAL BATTERIES.”

