

TRUE SERVICE WITH THE ED-18® TESTER

INTERSTATE BATTERIES® Outrageously Dependable® Customer Service



Follow these steps to get the most value out of your ED-18.

1 Discuss the test results with your customer. Show them the receipt.

The printout lends credibility to the test result. Cover these highlights with your customer.

- The OE CCA or Rated CCA compared the Measured CCA
- The result itself, whether Good, Good-Recheck Soon, Replace, or Retest
- The risk of failure and predicted temperature of failure
- The battery's age and the average battery life in the local region

2 Report all test results to the customer, good and bad.

Reporting every result shows the value of the battery test and builds your credibility for the inevitable day when your customer needs a new battery.

(See the back for some ways we recommend you share the results.)

3 Provide more information for a Good-Recheck Soon or Replace result.

In the case of a "Good-Recheck Soon" or "Replace" battery test result, talk about the battery's vulnerability to hot and cold temperature conditions. Simply tell your customer, "Replacing the battery now can avoid an inconvenient failure later."

4 Assess imminent failure risks.

Consider these warning signs. The ED-18 equips you with insight into the battery's health so that you can review all the relevant factors to serve your customers best.

- Ask your customer if they have noticed any problems starting the

vehicle or if the battery has been severely drained recently. Alone, these items are a risk factor; together, they're a formula for failure.

- Is seasonally hot or cold weather coming soon? Heat damage isn't always evident until temperatures drop and the vehicle demands more current. If hot or cold weather is just around the corner, warn your customer what this may mean to the battery.
- Consider the battery's age. Is it 3 or 4 years old? Previous hot or cold seasons may have already affected the battery, leading to a failure in the coming season.

BATTERY LIFE EXPECTANCY



- Extreme Cold - 51 months
- Cold - 56 months
- Mild - 47 months
- Heat - 41 months
- Extreme Heat - 30 months

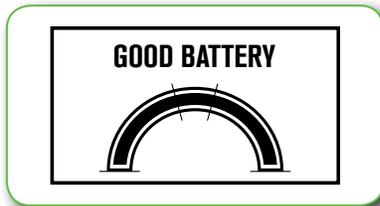
COMMUNICATING THE RESULTS

Here are some ways we recommend explaining the ED-18's test results to your customers.

GOOD

GOOD BATTERY:

"Your battery is in good condition. We recommend getting it checked again before temperature changes are expected."

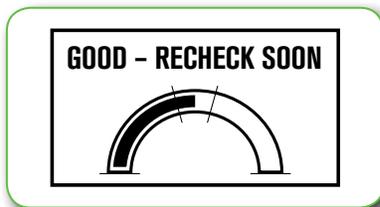


GOOD/RECHARGE:

"Charge the battery and return to service. We recommend getting it checked again before temperature changes are expected."

GOOD-RECHECK SOON

"Although it starts the vehicle, the battery's performance has begun to decline and may fail under cold or hot conditions. Consider replacing your battery before it is exposed to temperature changes. Replacing the battery now can avoid an inconvenient failure later."

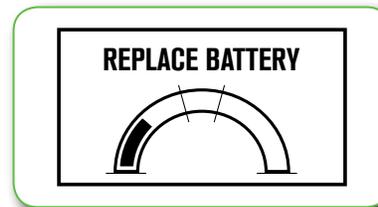


REPLACE

REPLACE BATTERY:

NOTE: To rule out charging system problems, replace the battery and perform a complete system test.

"Battery replacement is highly recommended. Although this battery may start the vehicle, it no longer meets the minimum requirements and is likely to fail if left in service, especially if exposed to temperature extremes. Replacing the battery now can avoid an inconvenient failure later."



BAD CELL REPLACE:

NOTE: To rule out charging system problems, replace the battery and perform a complete system test.

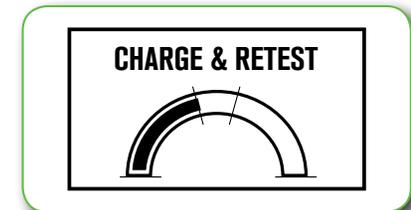
"A bad cell has ruined the battery. It's highly recommended that we replace it."

INCONCLUSIVE/RETEST

Here's what to do if your ED-18 gives you one of these rare test results.

CHARGE & RETEST:

Battery state of charge is too low for diagnosis. Fully charge the battery and test it again.



SIDE POST:

Retest the battery using side-post adapters.

FROZEN BATTERY:

Allow the battery to completely thaw before testing.

