

MK Battery



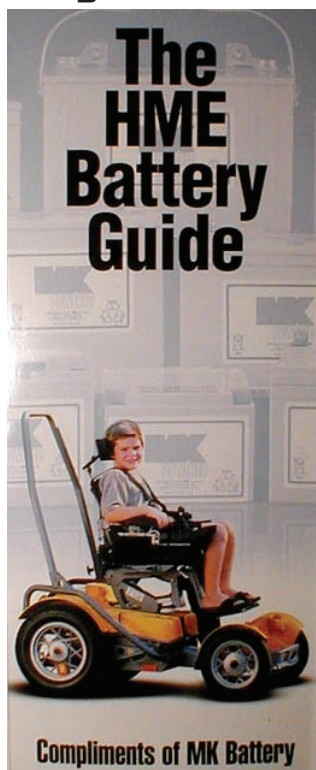
THE POWER LINE

OFFICIAL NEWSLETTER OF MK BATTERY

Volume 21
May 2003

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HME Guide for consumers
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available to all dealers
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WE WANT TO KNOW WHAT YOU THINK!

LOOK FOR THE MK SURVEY IN YOUR MAIL

Meeting your needs and assisting you in meeting your customers' needs are our primary concerns. In light of that mission we are asking you, our valued customers, to share your opinions of our products and services. Please take a few moments when the survey arrives to complete and return it in the included envelope. The information that you provide will help us find ways to better serve you, thus fulfilling our mission.

To keep your answers confidential, we have asked Press, Ganey Associates, an independent research firm specializing in customer satisfaction, to collect and process these forms and prepare a summary report for our office.

We know that your time is valuable and thank you in advance for your kind assistance. Your help will make MK a better partner for you.

TIPS From the TECH...

Reading Voltage: 24 volts or 12?



The Digital Voltmeter is still the most valuable tool in the Mobility Technician's arsenal for sealed batteries. The starting point for checking batteries is always the charge voltage. In 24-volt systems we know the chances for two bad batteries are less than 1 in 10,000. So what we need to determine is WHICH battery is bad or if either battery is bad. This is accomplished by checking the voltage of

each battery separately. As illustrated in photo 1, voltage for a pair of batteries can read in excess of 24-volts which can incorrectly be assumed to be a good set. However, as shown in photo 2, one battery has a voltage of 12.89 volts while the battery in photo 3 is reading 11.97 volts. Combined, the voltage of this set of batteries looks good, but clearly the battery in photo 3 is bad.

THE NETHERLANDS

A DIFFERENT APPROACH TO MOBILITY EQUIPMENT SERVICES

By Dennis Sharpe

During a brief visit to Holland in January, I saw a quite different approach to providing people with necessary mobility devices in comparison to the US delivery system. While some equipment is purchased outright, the government also leases mobility equipment from the HME suppliers. Leases last for three years and include full maintenance. The incentive is to keep equipment running as long as possible. This makes quality and durability a necessity, not a luxury.

Our longstanding relationship as an OEM supplier with Permobil, Invacare, Revatak, and Pride in Europe has provided positive exposure for MK Gel products in this market. Our dealer customers look to the Gel battery for the added life it provides. For that reason, Gel is the choice over AGM. In meeting many wheelchair technicians, or engineers as they say, their commitment to building a quality mobility package was quite evident. We're pleased they're including us as part of their program.

Two batteries in a 24-volt system charge and discharge together almost as one 24-volt battery. A wide voltage separation between two batteries indicates that you may need to replace both batteries. If both batteries read similar voltage, they should be fully charged before doing any further testing.

If both batteries are below 12.0 volts, the question becomes, "WHY?" Is the battery charger working correctly? Could there be a problem with the wiring or other components of the wheelchair?

You can determine the next step in the troubleshooting process once you know the voltage of each battery.

WELCOME SIMON WATKINS

NEW MK-UK SALES ASSOCIATE

We're happy to announce the addition of Simon Watkins to our MK Battery International office in the United Kingdom. Simon has been working in the Mobility market for the last few years and is very familiar with the NHS system in the UK. We look forward to Simon's contribution as we expand our services in Europe.

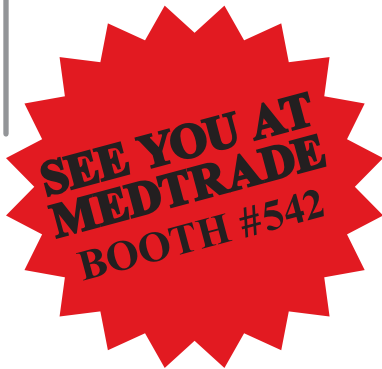
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AT/ReHab Council

NRRTS - Charter Corporate FON

RESNA (Rehab Engineering Society of N. America)

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PAMS

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ARE YOU HIP TO HIPAA?

Although it doesn't happen very often, sometimes our customers must provide us with information that may fall under the definition of "Protected Health Information." Because of this, we have been asked by a few of our customers to sign their HIPAA Agreements, and we have gladly complied. We'd like all our customers to know that if there is a time when your clients' information must be shared, we are able to supply you with a HIPAA Agreement, ensuring that your client's information is safe with us. Simply contact either David Brunelle in Anaheim or Rick Spiegel at the Baltimore DC for HIPAA issues.