

## Customer Inquiry Calls – Over Discharged Low Voltage Batteries – New Braille Process to help you resolve quickly for your customer

Dear Valued Partner,

There are many instances where customers call in to request warranty claims when their battery is showing low voltage (0.5 -10V) and they cannot recharge it. This is generally not a battery defect/warranty and is caused by over discharge in the application of the battery.

Ensuring the highest quality in our products is fundamental to our values, and our analysis shows that 99.8% of these returned batteries were found to be in perfect operating condition after a recharge with a recovery battery charger.

To support customers who may over discharge a battery we developed our new battery charger range to include a recovery feature built in. At the touch of the “TUNE/RESET” button the customer can now recharge their battery even if it shows as low as 0.5V. Please ensure that a Braille battery buyer always purchases a Braille battery charger to go with it!



**Proactive Support for Older Charger Users:** Should any customer using our previous generation Braille chargers face a low voltage situation due to over discharge, as a proactive and goodwill gesture we will ship them a new Braille charger with the recovery feature built in! This should resolve their issue quickly and avoid returning/replacing batteries that are in fact as good as new.

Our objective remains unwavering: to offer unparalleled quality and product support. We believe this proactive approach to solving the customers’ problem quickly will reduce time and cost for the customer when there is not a battery defect.

Regards,  
**Braille Battery Engineering**

