



Dave McMullen
Director Of Marketing – Specialty Markets

April 1, 2014

Subject: Odyssey Warranty Revision

Effective 4/1/14, EnerSys has updated the standard Odyssey warranty and claims process. Key changes to the standard Odyssey warranty policy are as follows:

1. 10.00 or greater OCV for warranty consideration
2. Warranty registration of the product via the odysseybattery.com website
3. Expanding how to obtain warranty service for products purchased through:
 - a. Retail, Dealer or Wholesaler
 - b. Online
 - c. Directly via odysseybattery.com

Warranty claims must be submitted through the registration web portal. Brent Furr will provide further instructions, flow chart and example within the month of April 2014 under a separate bulletin.

Lastly, along with the new web based portal, there are a few changes to the Odyssey Warranty Claims Validation Procedure:

1. If a battery is received for warranty and has an Open Circuit Voltage (OCV) lower than 10V (Volts), it will not qualify for warranty.
2. At any point EnerSys may require all product for warranty claims be sent to Warrensburg for validation, at EnerSys expense for freight charges.
3. After EnerSys' inspection of the warranty claims, replacement product or a credit will be issued for those batteries that are deemed warrantable.
4. EnerSys may choose to hold certain distributors with extremely high warranty rates at a CAP percentage based off of their prior quarter sales.

If you have any questions or concerns, please contact your appropriate sales person.

Sincerely,

A blue ink handwritten signature of Dave McMullen, consisting of a stylized first name and a long horizontal line.

Dave McMullen

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