



## Doosan Infracore Portable Power

Parts News – February 2011

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The Portable Power  
Parts team wishes you  
a good start for





# Doosan Infracore Portable Power

Parts News – February 2011

*Announcement!*

## Parts Sales & Marketing Managers change

We are pleased to announce **Michael Fuest**, former District Aftermarket Manager for Germany, Austria and Switzerland, as our new Parts Sales and Marketing Manager for Germany and Switzerland.

In a constant effort to better assist you in your parts business, we have redistributed the (PSMMs) territories and reorganized the compact Parts Sales and Marketing organization as follows:



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## Battery Maintenance and Storage Tips

### Battery Charge on Machine Inventory

#### ***New machine batteries should be boosted to 100% charge***

A key factor for long battery life is to maintain the charge level. The machine charging system is designed to maintain battery charge, not to fully recharge a low battery. On average, a machine needs to run for 15-20 minutes to recover from the battery drain at start up. The machine charging system may need several hours of run time to recover from the many start-ups during machine shipment.

#### ***Battery rest time before checking is increased from 10 to 60 minutes***

The voltage reading can change significantly within the first few minutes of loading or charging a battery. A voltage reading is only accurate if the battery has NOT been recently charged or loaded. Allow at least **60 minutes** after the battery has been charged or loaded before checking the open circuit voltage.

#### ***Battery charge in machine inventory should be checked every 30 days***

Local climates may expose batteries in machine inventory to extreme hot or cold temperatures. When battery open circuit voltage drops below 12.4 volts, the battery should be boosted at a low charge rate to 100% charge.

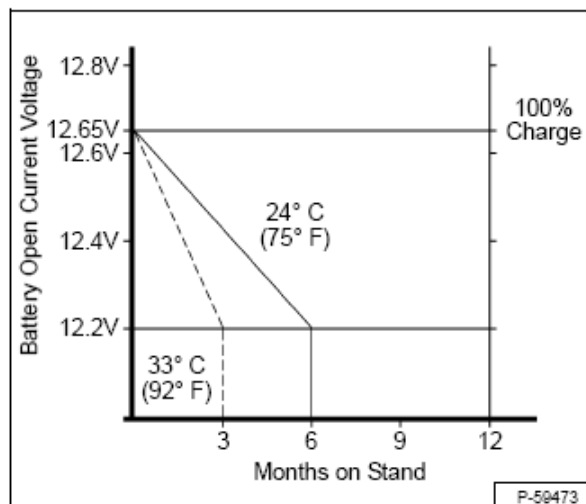
### Battery Stock Maintenance

#### ***A boost charge is required every 6 months of storage to keep the battery above 75% charge***

All batteries will slowly lose charge when not in service. When the batteries become discharged, a boosting charge should be administered regardless if the batteries are to remain in stock or are being prepared for sale. Display batteries must not be neglected.

#### ***Battery stock must be rotated on a strict first-in, first-out basis***

Storing batteries for long periods of time without recharging them may accelerate grid corrosion and form layers of non-conductive material between the grids and the active materials. This can result in a loss of capacity and early battery failure. All batteries should be stored in a cool dry place in an upright position away from the floor. **Batteries should never be piled.**







# Doosan Infracore Portable Power

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## Battery Maintenance and Storage Tips (Cont.)

### Preparing a Battery for Retail

If a replacement battery is removed from storage to be installed into service, check the electrolyte level in all battery cells. If required, add distilled or de-ionized water to bring all levels to the bottom of the vent wells. Do not open the vent caps on maintenance free batteries.

Keep the battery vents closed while charging the battery. Charging produces ignitable gases that must be routed through the battery vent cap or plug.

Charge the battery to 12.6 volts. A low charge rate (max 15 volts) and adequate time is required to bring a battery to 100% charge.

A high charge rate for a short period will not bring a battery to full charge and can cause the battery solution to boil. If the electrolyte bubbles violently while charging, reduce the charging rate until the bubbling action subsides. After charging, check the electrolyte level in all cells again to ensure the proper level.

### Battery Maintenance after Retail

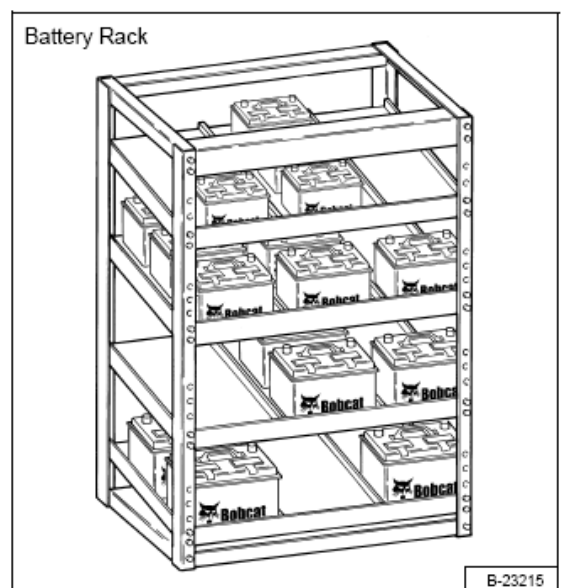
A routine check of the battery can be made during periodic fueling stops or service intervals such as engine oil changes. Keeping the battery and connections secure and clean will improve the service received from the battery. If the battery electrolyte requires top-off while in service, add distilled water or de-ionized water.

**Do not add acid.**

### Battery Service During Machine Storage

If storing a machine for an extended period of time, remove the battery. Verify the correct electrolyte level and fully charge the battery. Store the battery in a cool dry place above freezing and boost charge periodically.

Operation & Maintenance Manuals include information on battery maintenance and proper long term storage. Review this with your customers to promote battery life and customer satisfaction.





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## Learning Management System (LMS)

**Training** is a top priority at Doosan. We strive to offer you the very best training services. **Trained personnel** is paramount to your success. Fast and easy access to all training information will help you make the right choice at any given time.

**LMS** is a web-based application that will give you instant access to planning, registration, tracking and reporting of all training offers. It includes information such as the training catalogue & calendar, training history and reports.

These training sessions will be held in **English, French, Spanish, Italian, German and Polish**. Should you need a more personalized support or a quick training for your staff in another language, please contact Tania Terron (tania.terron@doosan.com) and she will revert to you with a personalized proposal.

**DON'T WAIT !**

**Go NOW to visit the LMS to discover our training catalogue and the training agenda for 2011! Seating is limited, so be sure to register as soon as possible in order not to miss this opportunity!**

[www.doosantraining.com](http://www.doosantraining.com)

View courses

Required

Enrolled in

Optional

By locations/dates

► By type


Important knowledge

Updates

Library

Urgent!

Announcement

  
[Compact Product](#)

| Product Line | Course Name   | Course Delivery | License Avail | Enroll                                   |
|--------------|---|-----------------|---------------|--|
|              | <a href="#">Compact Line - Product - Applications &amp; Attachments</a>             | Instructor Led  | Not Required  | <div>Not Started</div> <div>Enroll</div> |
|              | <a href="#">Compact Line - Product - Demonstrator Training</a>                      | Instructor Led  | Not Required  | Course Not Available                     |
|              | <a href="#">Compact Line - Product - Introductory Compact Concept</a>               | Instructor Led  | Not Required  | <div>Not Started</div> <div>Enroll</div> |
|              | <a href="#">Compact Line - Product - Product Update &amp; Competition</a>           | Instructor Led  | Not Required  | <div>Not Started</div> <div>Enroll</div> |
|              | <a href="#">Compact Line - Service - Introductory Training</a>                      | Instructor Led  | Not Required  | <div>Not Started</div> <div>Enroll</div> |
|              | <a href="#">Compact Line - Service - MX &amp; Roto Telescopic Handlers Advanced</a> | Instructor Led  | Not Required  | <div>Not Started</div> <div>Enroll</div> |
|              | <a href="#">Compact Line - Service - MX &amp; SSL Advanced</a>                      | Instructor Led  | Not Required  | <div>Not Started</div> <div>Enroll</div> |
|              | <a href="#">Compact Line - Service - MX Advanced (NL language)</a>                  | Instructor Led  | Not Required  | <div>Not Started</div> <div>Enroll</div> |
|              | <a href="#">Compact Line - Service - MX Advanced (RUS language)</a>                 | Instructor Led  | Not Required  | <div>Not Started</div> <div>Enroll</div> |
|              | <a href="#">Compact Line - Service - MX Advanced</a>                                | Instructor Led  | Not Required  | <div>Not Started</div> <div>Enroll</div> |



# Doosan Infracore Portable Power

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## Parts Department Business Management – Course

The Parts Department Business Management course is aimed at **all Parts managers** and explores the business side of a Parts Department in depth, highlighting financial factors, business facts and marketing opportunities, often overlooked in day to day activities. This highly interactive course will be delivered by an experienced training professional with true industry experience.

The course ends with a Post Course Road Map that participants can implement once back at the workplace. It is expected that a Post Course Report would be submitted four to six weeks after the course to demonstrate what progress has been made.


### CONTENT:

- *Parts facts*
- *General finance*
- *Department finance*
- *First fill rates*
- *Service levels*
- *Why customers buy where they buy*
- *Image and brand*
- *Marketing philosophy and strategy*
- *Increasing the parts business – growing the business*



### TARGET AUDIENCE:

This course is aimed at all Parts managers. These may be new to their management role, time served managers or supervisors who undertake management responsibilities or who are expected to take up management roles.

| Product Line   | Course Name  | Course Delivery | License Avail | Enroll                |
|--|--|-----------------|---------------|-----------------------|
|  | <a href="#">Business Sales &amp; Facilitation</a>    | Instructor Led  | Not Required  | Not Started<br>Enroll |
|  | <a href="#">Customer Care</a>                        | Instructor Led  | Not Required  | Not Started<br>Enroll |
|  | <a href="#">Dealership Management</a>                | Instructor Led  | Not Required  | Not Started<br>Enroll |
|  | <a href="#">Essential Sales Skills</a>               | Instructor Led  | Not Required  | Not Started<br>Enroll |
| <br><a href="#">DICE University</a> | <a href="#">Parts Department Business Management</a> | Instructor Led  | Not Required  | Not Started<br>Enroll |
|  | <a href="#">Rent to Sell Business Improvements</a>   | Instructor Led  | Not Required  | Not Started<br>Enroll |
|  | <a href="#">Rent to Sell Essential Concepts</a>      | Instructor Led  | Not Required  | Not Started<br>Enroll |

Not Started



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PROMO

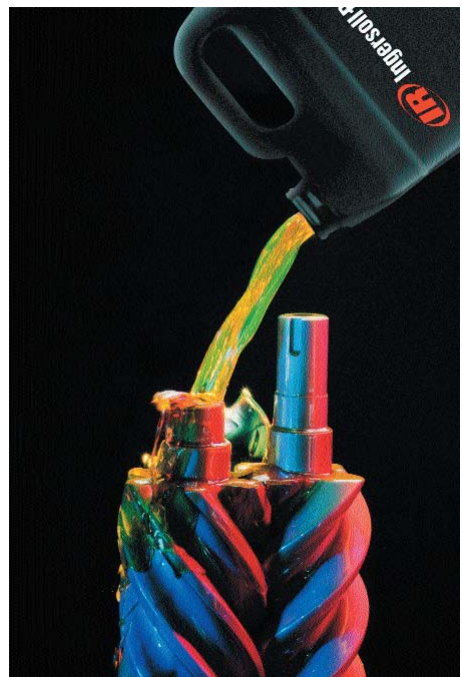
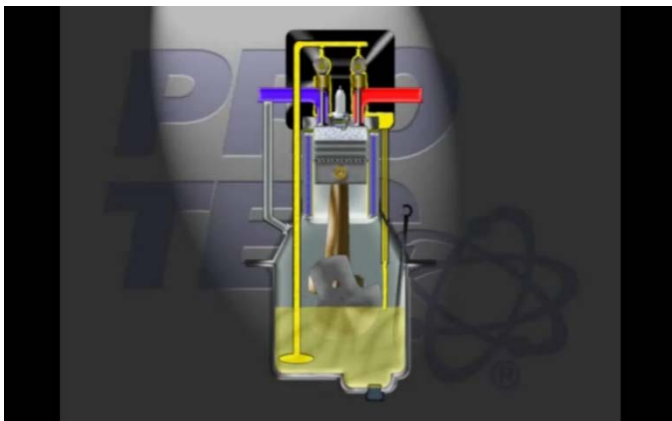
### February - March Promotions

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#### Filters and filter kits



#### Protec oil



Offer valid from 22nd February till 31st March 2011, exclusively on orders submitted through the E-Commerce Platform. Prices are ex-works and subject to change without prior notification.