

Hello,

Idle Free Systems would like to inform you of changes to the process for claiming warranty on the Trojan Overdrive battery supplied with Idle Free eAPU products.

The Trojan Overdrive warranty is a two-year warranty and covers manufacturers defects only. It does not cover batteries that have reached end-of-life, or have failed due to other factors not considered a manufacturers defect. See the Trojan Overdrive warranty by following this link. http://www.trojanbattery.com/pdf/TRJN0520_OverDriveAGM31LimWar.pdf

In the past, when our dealers suspected a battery may have failed due to a manufacturers defect, they completed a form in the IFS dealer portal and submitted the information to Idle Free Systems. Our personnel evaluated that information and made a warranty determination. That determination was relayed back to the dealer as quickly as possible.

To streamline the battery warranty process between IFS dealers and Trojan, Idle Free Systems will no longer process Trojan Battery warranty. All Idle Free dealers will now utilize the Trojan Master-Distributor network across North America for all warranty issues. Follow this link to find the Trojan Master Distributor in your area. <http://www.trojanbattery.com/partners/master-distributor/>

Please read the attachment and feel free to contact our Technical Support team or myself with questions.

Technical Support 920-206-9333, ext. 1

Thank You,
Pat Fleishauer
Field Service Manager
(570) 850-6651