



HydroLink™ Watering System

April 28, 2009

Master Distributor FAQs

1. **What is HydroLink™?** HydroLink™ is Trojan's new single point watering system which delivers accurate battery watering to help maximize battery life, provides significant time savings with a complete set of batteries filled in less than 30 seconds, protects the value of golf and electric vehicles by reducing damage from corrosion and improves overall battery watering safety.
2. **When is the HydroLink™ Watering System available?** We are accepting orders for the new HydroLink™ Watering System effective May 1, 2009 for 6-volt and 12-volt batteries. The HydroLink™ 8-volt battery system will be available in July 2009. Current lead-time is approximately three to four weeks, after receipt of order. *A new HydroLink™ Price Sheet will be sent separately.*
3. **When will customers be informed?** The public press release is scheduled for May 4th and marketing activities (web site, advertising, articles, etc) begin in May as well.
4. **Who is Trojan's partner in developing the HydroLink™?** Trojan selected Flow-Rite Controls to assist with the design and manufacturing of Trojan's HydroLink™ system. We merged the patent from Trojan's MasterVent™ with Flow-Rite's 38+ watering system patents to develop this new system.
5. **Are any golf car manufacturers already committed to installing HydroLink™?**
Yes, Yamaha will be launching their new June golf vehicles with the HydroLink™ Watering System option. Club Car and E-Z-Go are also evaluating the system, and we are confident that they will also offer it on their vehicles.
6. **What are the selling points for the HydroLink™ Watering System?**
 - **Fills Batteries in Less Than 30 Seconds** – With the HydroLink™ Watering System, customers can fill an entire set of golf car batteries in less than 30 seconds, which manually could take over 20 minutes per golf car.
 - **Independent Water Level Indicator** – Trojan's HydroLink™ comes with an independent, non-mechanical water level indicator that is simple to read. A white indicator means that the battery needs water and a black indicator means that the battery has enough water. The HydroLink™ indicator will not give a false reading, unlike products that utilize mechanical readers.
 - **Snake™ Tubing** – The new durable Snake™ tubing offers the quickest, simplest installation. The patent pending, one-piece Snake™ tubing eliminates the need for multiple connections, resulting in less parts and faster filling.
 - **Safety** – HydroLink™ comes with both internal and external flame arrestors making it the safest watering system available today. It also eliminates acid exposure while filling the batteries.
 - **Low Profile Design** – HydroLink™ will easily fit into any existing or new golf car and its low profile reduces the opportunity for damage to the watering system itself. It also eliminates potential interference with other components.
 - **Available Pre-installed on your Trojan Battery** – HydroLink™ is being marketed as "available pre-installed" on Trojan golf car batteries (T-605, T-105, T-125, T-145, T-875, T890 and T-1275). We are requesting that all Master Distributors and dealers offer the service of removing the Trojan MasterVent™ and replacing them with a

HydroLink™. Then with one simple snap of a single connection from the watering tube into each HydroLink™, the system is ready for customers to use.

- 7. How is the HydroLink™ system shipped?** For OEMs, the batteries can be shipped with the HydroLink™ pre-installed on the battery, a major time-savings to the OEM on the manufacturing line, or as kits per request.

For our Master Distributors, Trojan will ship the HydroLink™ system as kits based on the configuration you order (example: Yamaha 48V - 12V battery configuration). The kit will include the HydroLink™ vents, Snake™ tubing and installation/maintenance manual. *There is a minimum order of 5 kits per configuration.*

- 8. Why is Trojan not pre-installing the HydroLink™ for the Master Distributors?** We have had a lot of feedback in the past that stocking multiple battery SKUs is costly and difficult to manage. To limit the amount of battery SKUs that you have to stock, it is more effective for Master Distributors to order the HydroLink™ kit and then replace the current cap (bayonet or MasterVent™) with the HydroLink™ upon request from the customer.

- 9. How many HydroLink™ configurations will Trojan offer?** There will be 5 standard configurations based on the top golf car OE offerings today:

Manufacturer	Vehicle	Electric System	Battery	# of Trojan Batteries	# of HydroLink Vents	Tubing
Club Car	DS	48V	12V	4	8	Snake Tube
Club Car	Precedent	48V	8V	6	6	Snake Tube
E-Z-Go	RXV	48V	12V	4	8	Snake Tube
E-Z-Go	TXT	36V	6V	6	6	Snake Tube
Yamaha	Drive	48V	12V	4	8	Snake Tube

For the Master Distributor channel, Trojan will also offer “universal” configurations, which utilizes an uncut clampless tube. This tubing allows for Master Distributors and dealers to cut tubing to adjust to older or less popular golf car configurations:

Manufacturer	Electric System	Battery	# of Trojan Batteries	# of HydroLink Vents	Tubing
Various	48V	12V	4	8	Uncut Clampless Tube
Various	48V	8V	6	6	Uncut Clampless Tube
Various	48V	6V	8	8	Uncut Clampless Tube
Various	36V	6V	6	6	Uncut Clampless Tube
Various	24V	6V	4	4	Uncut Clampless Tube
Various	12V	6V	2	2	Uncut Clampless Tube

- 10. Does HydroLink™ work on the Plus Series™?** No. HydroLink™ does not work on the Plus Series™ due to the water level indicator on the Plus Series™.

- 11. Will HydroLink™ obsolete the Plus Series™?** No. There will still be customers that do not want a watering system, which Plus Series™ is still the best solution for them based on the flip-top caps, water level indicator and embedded terminals.

*NOTE: When selling a customer a new battery, you need to ask them if they want to eventually install a watering system. If the answer is yes, sell them our **non-Plus Series** (Bayonet or MasterVent cap) battery, so that they can install a HydroLink™ Watering System in the future.*

12. What if the customer wants embedded terminals? We will also be adding the benefit of embedded terminals on all Trojan 6V, 8V and 12V non-Plus Series™ golf batteries by the end of June 2009. So all golf batteries, whether ordered with HydroLink™, Bayonet Cap or MasterVent will have embedded terminals moving forward. An exact cut-over date is not possible due to inventory on hand or in transit. So your customers will not lose this important feature if moving from Plus Series™ to a HydroLink™ Watering System.

13. What is the warranty on HydroLink™? Trojan's HydroLink™ comes with a full 4 year warranty. Trojan warrants that the HydroLink™ Watering System will be free of all defects in material and workmanship for 4 years after the date of purchase. If within 4 years of the date of purchase the HydroLink™ fails to perform, Trojan will repair or replace the HydroLink™ Watering Systems, free of charge. Warranty claims must be accompanied with a copy of supplier invoice to verify date of purchase.

14. Does the warranty cover the battery as well? Yes, if Trojan's HydroLink™ Watering System is the cause of the battery failure within the 4 year warranty, than the HydroLink™ warranty will also cover the cost of replacing the damaged Trojan battery as well.

15. What would terminate the HydroLink™ warranty?

- The HydroLink™ Watering System must be installed in agreement with Trojan's installation, operation and maintenance manual.
- The customer must follow the recommended watering and maintenance procedures outlined in Trojan's installation, operation and maintenance manual.
- The customer must use an **approved water delivery system from Flow-Rite Controls** (see below for details).
- The warranty is void if the HydroLink™ product is subject to misuse, abuse, inadequate maintenance or physical damage other than normal wear and tear.
- The warranty applies to the original customer of the product and is **not transferable**.
- The HydroLink™ Watering System cannot be transferred from one set of batteries to another set .

Customers should read the entire warranty statement on the Trojan web site to fully understand what voids the warranty.

16. What Flow-Rite water delivery systems are approved?

Flow-Rite has three approved water delivery systems:

- **Hand Pump Supply** - The hand pump water supply is perfect for the customer who has 1 or 2 golf cars and would like to use distilled water.
- **Regulated Hose Supply** - Flow-Rite's most popular water supply, the Regulated Hose Supply, provides an inexpensive option to pump operated units yet still allows for fast filling.
- **Deionized Water Supply** - Maximizes battery life by removing dissolved solids that are present in tap water and can lead to shortened battery life. Economical, the separate bed deionizer uses an ion exchange cartridge filled with non-toxic synthetic resins to remove impurities from you tap water before it enters the battery.

17. Will BFS, Philadelphia Scientific or other water delivery systems work with the HydroLink™?

No, other water delivery systems **will not** work with the HydroLink™ Watering System and should **not** be used. Usage of a non-Flow-Rite watering delivery system voids the HydroLink™ warranty and may damage the battery.

18. Will HydroLink™ work in non-golf applications?

Yes. HydroLink™ will work in non-golf applications, for example Material Handling and Floor Machine applications, as long as the customer utilizes non-Plus Series golf size batteries (T-605, T-105, T125, T-145, T-875, T890 and T-1275). The "universal" configurations would be used for these types of applications.