

HYBRID BATTERY

FREQUENTLY ASKED QUESTIONS

1: **What is a Hybrid Drive Battery?**

A Hybrid Drive Battery is a large battery that assists the engine, providing power to maximize fuel economy. It is usually located behind the rear seats.

2: **Why do Hybrid Drive Batteries fail?**

Like most batteries, Hybrid Drive Batteries fail when they lose their ability to hold a charge.

3: **How can I tell if a Hybrid Drive Battery is wearing out (failing)?**

The vehicle will typically be less peppy and exhibit poorer fuel economy. It may show no/low charge in the morning when you start driving. Certain models will show a warning light on the dash and you will notice the engine revving as well as the battery cooling fan operating at a high speed constantly. Others will show the charge indicator rapidly fluctuate between charge and discharge.

4: **What is the typical cost for replacement through the original equipment provider?**

Dealerships charge around \$3,000 to \$5,000 to replace a hybrid battery and typically require additional components to be purchased. Our program offers everything needed to complete the repair.

5: **How long will it take to replace the hybrid battery?**

2 to 4 hours depending on the experience of the qualified technician. Hybrid Drive Batteries should only be replaced by a qualified technician.

6: **Will the Energy Display show the battery is full with a replacement battery?**

Healthy Batteries will rarely show full on the display. A Prius Hybrid Drive Battery operates between about 60% and 80% of charge to provide longer life. The display is designed to show the battery as half to three quarters full when it is operationally charged.

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7: What will my miles per gallon be after I get a replacement battery?

Actual miles per gallon depends on driving habits, terrain, and weather as well as maintenance factors such as gas engine state of tune, fuel, bearings and brakes.

8: How long should a battery last?

Most Hybrid owners get between 80,000 and 200,000 miles from their original batteries. Our replacement battery is warrantied for 12 months with no mileage limit. We replace the less durable parts in the battery packs with our own improved and upgraded parts and upgrade all cells to the more durable Gen2 design cells. These cells have been reconditioned through our proprietary processes and must pass durability testing before being placed in one of our battery packs.

9: How long will it take to get a remanufactured battery?

Product ships same day if order is placed before 3 p.m. EST.

10: Is it true that a remanufactured battery is just a junk yard battery?

A remanufactured component is one that has been rebuilt using repaired existing components and/or new components. Hybrid batteries are totally remanufactured and tested as complete systems including the battery computer or ECU, harnesses, copper buses, connectors, and frames.

11: If the pack has one bad battery can you just put one new cell in it?

When one cell has failed, the pack must be completely disassembled to replace the one faulty battery module. Such repairs are short lived at a relatively high cost, without guarantee. It is more cost effective to replace all cell modules at the same time because if one battery has failed, it is likely that the others are nearing the end of their service lives as well. Additionally, it is critical for proper function that all cell modules be at the same state of charge, so if one cell is replaced, it will not be in sync with the original cells.

12: What happens to the old battery?

It is shipped to our remanufacturing facility so that it does not wind up in a land fill.

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13: Is the replacement battery a knock off?

A replacement battery is a fully remanufactured original equipment assembly.

14: What year battery is the replacement unit?

It has no vintage per se, it is a fully remanufactured and tested assembly compatible with all model year vehicles specific to that particular part number.

15: Why do you need my old battery?

We require your old battery so that we are able to have the basic parts needed to build the remanufactured units.

16: Can I install a Hybrid Drive Battery myself?

Safety is an important concern when working with the electrical systems of hybrid vehicles, particularly when removing and installing hybrid vehicle batteries. Because of the high voltage that the batteries generate, removing and installing hybrid batteries is an inherently dangerous activity and can lead to serious or even fatal injuries. Suitable training is essential before removing, installing, or servicing this product which should only be attempted by a qualified technician.

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