



From the desk of:

Ron L. Rathbone

TURN AROUND time for Rebuilding / recelling your batteries VARIABLES.

In-bound shipping averages two days from anywhere in the United States using Priority Mail and three days International.

[Battery Cell Manufacturers Time Impact](#)

Current Schedule: March 08, 2008: as quickly as our current work schedule and circumstances permit.

Custom Premium Rebuilding of:

ProPacs - -call - 82WH

Hytron100 Series - - call - 150WH

ProPac to Ni-MH conversions - call - 150WH

Hytron 50 Series - call - 67WH

TrimPacs - call - 45WH

Proformers - call - 29WH

Dionic 90 Series: Will do a run the last of April. - 104WH, However, we have:

New Lithium Ion for broadcast: 1 week - 65WH to 200WH, V Mount and Gold Mount that will charge on specific Anton Bauer Chargers and PAG Analyzers.

We receive hundreds of these per month for a reason. 19 years of experience, we are the teacher, we cut NO corners, and do NOT use cheap cells in our premium rebuilds.

[More Broadcast and Film Info](#)

[Ship To](#) and [Contact Us](#)

Please see note at the bottom of the page so that your order is not unnecessarily delayed.

EXCLUDING WEEKENDS, MAJOR HOLIDAYS, HOLIDAY WEEKENDS, HOLIDAY WEEKS, UNFORESEEN VENDOR ISSUES, UNEXPECTED HEALTH ISSUES, ILLNESS, OR EVENTS OUTSIDE OUR CONTROL INCLUDING, ICE STORMS AND ACTS OF GOD; WE ARE **COMMITTED** TO A QUICK TURN-AROUND OF YOUR BATTERIES AFTER ARRIVAL FOR REBUILDING / RECELLING; THIS IS **NOT A GUARANTEE**, IT IS A COMMITMENT. **A COMMITMENT WE WORK VERY HARD TO MEET. 99% OF ALL DELAYS ARE THE RESULT OF THE CELL MANUFACTURERS REVISED SCHEDULE, NOT OURS. IN-HOUSE DELAYS INCLUDE POSSIBLE HEALTH ISSUES, DOCTORS APPOINTMENTS, OR HOSPITAL ADMITTANCE. SO IF THERE IS AN UNEXPECTED DELAY PLEASE DO NOT TAKE YOUR FRUSTRATIONS OUT ON YOUR SALESPERSON. THEIR INCOME DEPENDS ON SMOOTH DELIVERY OF INCOMING BATTERY CELLS AND OTHER CIRCUMSTANCES OUTSIDE OUR CONTROL. OUR ABILITY TO KEEP THE LIGHTS ON DEPENDS ON THAT SAME SMOOTH DELIVERY. EVEN WITH PLACED BLANKET ORDERS, WE NOR OUR EMPLOYEES HAVE ANY CONTROL OVER THE US WAREHOUSE STOCK DECISIONS OF ANY OF THESE MANUFACTURERS!** Our bills come due monthly, not every other 16 weeks.

We are in a "sleeves rolled up" small business environment. Everyone here catches calls, writes up orders, receives, packs and ships, and helps the techs as needed. We custom assemble every battery pack to client specifications and we are very good.

Delays: To prevent cascading delays in delivery, persons working a tech bench are no longer interrupted with the question, "are my client's batteries ready?" Each interruption is at least two batteries that will not ship that day.

If allowed, this interruption cascades quickly so that not just those who are inconsiderate of our lost assembly time but other paying customers are also affected by this interruption, our nerves are shot, and then everybody's batteries are late.

My Good Reputation with My Customers is on the line and I'm NOT happy.

The newest delay is being caused by a few of your colleagues, (you know, the ones whose mother

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assisted them in the bathroom until they graduated high school or received a GED), filing credit card charge backs causing a set of problems so extreme that is covered in a separate document and html file. We have been forced to retain an attorney plus another aggressive attorney firm. The actions of these few bad clients cause delays plus more paper work for my good clients and an EXTREME expense to me and I intend to go after every single one of them.

We are SO Thankful that we receive hundreds of emails per day.

We are SO Thankful that we receive +/- 65 incoming sales calls and new orders per day. Between us we receive > 400 emails per day, and as we try to do all things, the voice mail will overflow. **If we add more staff we cannot compete with the Chinese and Still give you the Quality that has built our Excellent 19 year old company name and quality reputation.**

In addition we receive > 30 calls per day asking status of batteries in house. Every tech interruption is at least two batteries not built that day that should have been built that day and it accumulates in a cascading effect. To stop this cascading effect we have a new policy and Techs are not disturbed.

We custom assemble hundreds of new battery packs new inserts, and rebuild hundreds of different type batteries. We always have a lot to catch up on in returning telephone calls and emails. There is back office check in and receiving, front office sales entry, invoicing, and money processing, money management and purchase orders, and everything involved with battery assembly as well as rebuilding batteries, and then packing and shipping. There are many steps involved.

Please be patient and we will respond as fast as we possibly can.

As always, thank you for your business.

D & F Cells:

Regarding high end "D" and "F" nickel cadmium and nickel metal hydride battery cells for use in specialized markets:

In the past we have born great heat from clients with no exposure or understanding of this worldwide problem with high end performance "D" and "F" battery cells, until explained by us. Then they are very understanding, but that does do remove the stress on the client, employee, or myself. Just as important, it does not remove the lost revenue. Therefore, we have broken brand loyalty and solicited relationships from Panasonic, and Sanyo on the required D & F cells required. **IF THOUGH THE LOSSES WERE PAINFUL WE NEVER OPTED TO FILL ORDERS WITH LOW END CHINESE CELLS!**

Each battery assembly is built to order with the latest production and best cells available, even if our vendors are late on delivery, we do NOT substitute cells. Comparative manufacturer cell specification sheets are available on this web site for value comparison.

Your battery packs are custom built using fresh premium cells. The only brands we use are Duracell, Energys-Hawker, Panasonic, Saft, and Sanyo. Between these five manufacturers we select only the best cell available for our shelves. We now also take into consideration their ability to fill their blanket orders.

Battery cells do not have an infinite shelf storage life. Therefore, we do not build up a bulk of battery packs to be left sitting on shelves to "hopefully" be rotated. This is one reason why you can buy a new battery and still receive bad performance. We are aware of rebuilders having cells sitting on their shelves from the last time they were in business. Or, for when they open again.

[Battery Cell Switch & Bait](#) As well as some VAD's and even AVAD's. We are also

aware that some people buy new battery packs with poor performance because they were built in Taiwan in bulk and shipped over to the US "manufacturer", for resale under their brand name. On occasion we turn new battery pack or rebuild orders faster than our listed time frame. It depends on how many orders are in-house, the size of the other outstanding orders, and the unexpected (battery cell manufacturers delays / push outs on blanket orders).

We build many batteries for broadcast, cinema, film, DOD – military, and other markets.

As you read the [FAQ's, 50+ Broadcast Battery Rebuilding FAQ's](#) you will be informed in detail of the steps involved in building you the best battery possible. Properly rebuilding a quality battery is time consuming.

Broadcast - film batteries: On a Premium rebuild it takes a certain, undefined amount of time, outside our control, to run a full diagnostic on Anton Bauer Power Charger InterActive Quad 2702's with DDM, deal with unexpected repair discoveries, make those repairs, and doing another set of tests before packing and shipping. Or with other batteries, Cadex, Christie, or PAG Analyzers. Absence, weather, Acts of God, Life, cause enough distractions and delays on finishing in-house orders. We commit to as fast a turn-around time as quickly as our current work schedules and circumstances permit.

We are a custom dry cell primary and rechargeable battery assembler as well as a custom rebuilder and we work very differently than generic and apathetic "amateur rebuilders" or a retail store franchise with amateur technicians.

[Amateur Work Examples](#)

We give diligent detail to each clients product.

New Assembly of Battery Inserts or Battery Packs on Volume / Mass Assembly Orders: These clients are organized, have planned this large dollar order, are in volume, and on a schedule. However they are still subject to any potential / unforeseen delays listed above.
Custom Assemblies: Same as recell without the required clean up of a recell pack.
Rebuild / Recell Packs: (Click each number to expand)

Order Processing Procedure

http://www.rathboneenergy.com/batteries/broadcast/battery_answers_battery_opened.htm

What cell do you recommend?

http://www.rathboneenergy.com/batteries/broadcast/anton_bauer_rebuilding/ab_cell_specification_s/abbrickcellspecs.htm

We assemble your battery pack

We test the battery insert before placing it into your battery case

http://www.rathboneenergy.com/batteries/broadcast/battery_answers_test_insert.htm

We run the detailed test on your batteries using Anton Bauer 2702 InterActive chargers with DDM before adding back the cover and sealing the case. A complete test takes an undetermined amount of time.

http://www.rathboneenergy.com/batteries/broadcast/battery_answers_test_insert.htm

How is my case sealed?

http://www.rathboneenergy.com/batteries/broadcast/battery_answers_case_seal.htm

Do you test my battery after the case is sealed?

http://www.rathboneenergy.com/batteries/broadcast/battery_answers_test_insert.htm

Your final test is with Anton Bauer 2702 InterActive chargers with DDM.

Broadcast Batteries:

<http://www.rathboneenergy.com/batteries/broadcast/broadcast.htm>

http://www.rathboneenergy.com/batteries/broadcast/broadcast_batteries_intro.htm

Note: Our clients really do appreciate our position in the following notes.

We have already made and are trying to meet our commitment. We cannot control the unforeseen or unexpected and can only force so many minutes into a day.

Special Needs: Sometimes clients will call with a special need in recelling. If their need is strong enough for them to pay **Priority Overnight 8:30AM freight** for their product **into and out of** our facility we figure they are in trouble, so we **"try"** to work them in quickly **WITHOUT compromising** our quality standards or **NEGLECTING** orders already in-house. All clients are equal.
YOUR EMERGENCY IS OUR EMERGENCY BEHIND THE EMERGENCIES ALREADY IN-HOUSE. First order in is first order out.

Are my batteries ready?

Turn-around:

Battery packs have their own agenda, then you add in the user, an uncommon denominator, and anything can happen, so we do everything we are aware to do in order to bring you the best product and value.

We receive hundreds of battery packs per month for rebuild plus our volume assemblies in other markets such as our DOD, NASA, and the private sector. We are a "sleeves up" working facility including the officers of the company.

A primary rule is that no one ever interrupts a technician while running a battery cell welder, plastic welder, or assembly of a battery pack. This leaves a large opportunity for error, reduces job cost efficiency, and clients products do not get built on time.

We have always been known for great customer service, for humbly being proudly servant, and individual client s are given as much time and battery care information as they require.

We have had customers call in checking status of an already discussed battery or batteries, who have realized after hanging up, that we have LOTS of batteries to build for lots of clients. They call back and apologize to the sales person who has been so kind with them, actually making comments like, "You spent so much time on the telephone with me and in my head I am thinking I am the only client you have and then I realize different". Kindness is a Southern Genetic Enhancement. Thank you.

Fortunately we get several telephone sales calls per day, along with customer service calls, and standard business calls.

My technicians and I also want to give you great customer service, battery packs, timely, and are working diligently to build your battery packs with great quality.

Each of these calls that go past sales to interrupt a technician is a battery not finished that day. A few days later several batteries that should have already shipped are still on benches to be built. At this point, more clients are calling wanting to know the status of their batteries. The salespeople, whose nerves are being destroyed and reputation is also on the line, come back to assembly, nervous and ranting about a delayed set of batteries. Now the technicians are upset, nervous, and mistakes are made that must be reworked. A technician is on another call, and another battery did not go out that day.

Our rule has always been that NO salesperson is allowed into assembly during technical work hours. We cannot do this and build batteries correctly or quickly. The rule is now on the door to assembly.

Interruptions to technicians are unfair to everyone, (clients waiting on their products, salespeople, and technicians). They place production behind for all customers, and again increase's the incoming calls requesting the status on batteries. We are so grateful for your business, and know that all clients will appreciate that we will be the one's to control our assembly area.

Everyone's batteries will be built quicker without these interruptions to technicians, and everyone receives better service and turn-around.

Trying to reduce expenses in a bad economy we have removed the customer service positions. As of October 12, 2007, I now have in place new protocols with better communications between you and your salesperson so that salespeople are following as closely as possible your location and they will advise you on delivery as information is made available to them. Actually this was always my way of communication but as we have grown and sometimes staff leaves and new staff arrives, training is lost. Sorry. I am working to make all better.

Obviously, if you feel you must, You may call on your paid for battery product status and speak with a sales representative. A sales person will return your call when not doing other work. The sales person is not here to be beat up by anyone. Especially now that we are building lithium ion battery packs, NO sales representative is allowed in assembly. The sales people are made nervous, I on a bench myself, am made nervous, and they make my technicians nervous, and that causes more delays and opportunity for mistakes. I hope you appreciate that this is in EVERYONES" BEST interest.

If you have an urgent need and are paying early am delivery in and out of the facility you will receive a priority status if you have discussed you emergency with a salesperson and they have confirmed that we can fulfill your emergency expectation.

If you are pre-planning and have a time frame where you MUST have your batteries back by a certain date, discuss this with your sales representative, confirm that we feel it is attainable, barring unanticipated interruptions in battery cell delivery-which should not happen with our new vendor Sanyo, or all the staff getting a stomach bug, etc, place a reminder note in the box, and your salesperson is responsible to walk the floor daily checking approximate lead times or any unexpected issues that you need be made aware.

Procrastinators: Sometimes a client will wait until the very last minute to place their order. We will give every effort to accommodate. If a client request when their product will be shipped the dates we give are approximate or anticipated ship dates.

Squeaky wheels: Whether a client who has waited until the very last minute or a client whose product, for whatever reason, is taking longer than our normal time for recell or assembly; A client who consistently makes multiple calls or emails per day or in the same given delivery schedule over an order attempting to be placed in front of everyone else is simply distracting and slows us down. Drama clients are inconsiderate to us, all of our other paying clients, and will be placed last in line. Drama clients cause us drama and our drama then becomes the drama of a client who, like us, never asked for the drama.

Our vendors know their business better than we and we would never show our ignorance to their work environment by attempting to tell our vendors how to run their business. They do not explain themselves to us and we no longer explain ourselves to others. If a client request when their product will be shipped the dates we give are approximate or anticipated ship dates.

The bottom line is that even with all of our best intended efforts, like a well prepared meal, your batteries will be ready when they are ready. Special Circumstances happen that are just outside our control such as a cell manufacturer pushing back all blanket orders 16-22 weeks. Apparently all cell manufacturers are playing this game. It must be our thriving economy. Look back to the top of the page for Current Schedule.

If you have not figured it out by now we do not operate in any gray area so you have No surprises after the fact.