



## Battery Replacement Program

Cable operators are faced with the reality that over time, Lithium-ion battery packs will deteriorate and need to be replaced. While the estimated battery life is 6 -10 years, factors such as extreme operating temperatures and a number of sustained outages can accelerate wear out. With the large number of EMTAs deployed today, determining how to handle battery replacement is a high priority for cable operators.

The ARRIS battery replacement program makes it easy for the operator to proactively monitor and replace subscriber batteries.

The program offers numerous benefits for the cable operator.

- ▣ Reduce costly truck rolls
  - ▣ Battery installation is easy and can be done by the subscriber
- ▣ No inventory to carry
  - ▣ Battery packs are stocked and shipped from an ARRIS warehouse
- ▣ Eliminate disposal/recycling costs
  - ▣ Old batteries are shipped back to ARRIS for proper recycling
- ▣ Easy monthly billing
  - ▣ One invoice covering all batteries shipped that month

## Proactive Monitoring

On a regular basis, cable operators will perform a battery capacity test to monitor the performance of EMTA batteries. If the battery is performing below a certain threshold, considered to be near end of life, the replace battery alarm is activated. This alerts the operator a battery needs to be replaced.

## Fulfillment Options

ARRIS has two fulfillment options available

- ▣ MSO-sponsored Direct to Subscriber Fulfillment
- ▣ On-line Subscriber Purchase, and Fulfillment through [yourbroadbandstore.com](http://yourbroadbandstore.com)

## Battery Recycling

ARRIS understands the importance of recycling. A postage paid return label is included with the replacement battery, making it easy for the subscriber to return their old battery to ARRIS for proper recycling.



# Battery Replacement Program Fulfillment Options

