

**BATTERY  
SERVICE  
EXPERTS**

# BATTERY SERVICE EXPERTS

Lithium-ion batteries are widely used for energy storage in mobile devices, due to their high energy density. Especially the market for electric vehicles (EVs) has grown substantially over the last few years. Still, lithium battery cells remain costly, vulnerable and they must be handled with care. Maintaining these products requires knowledge and experience in the field of lithium batteries and battery management systems.

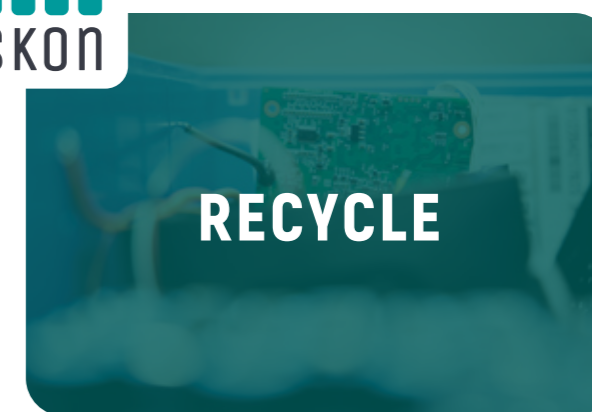
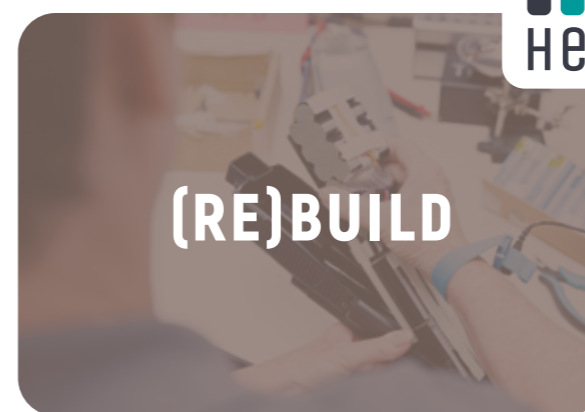
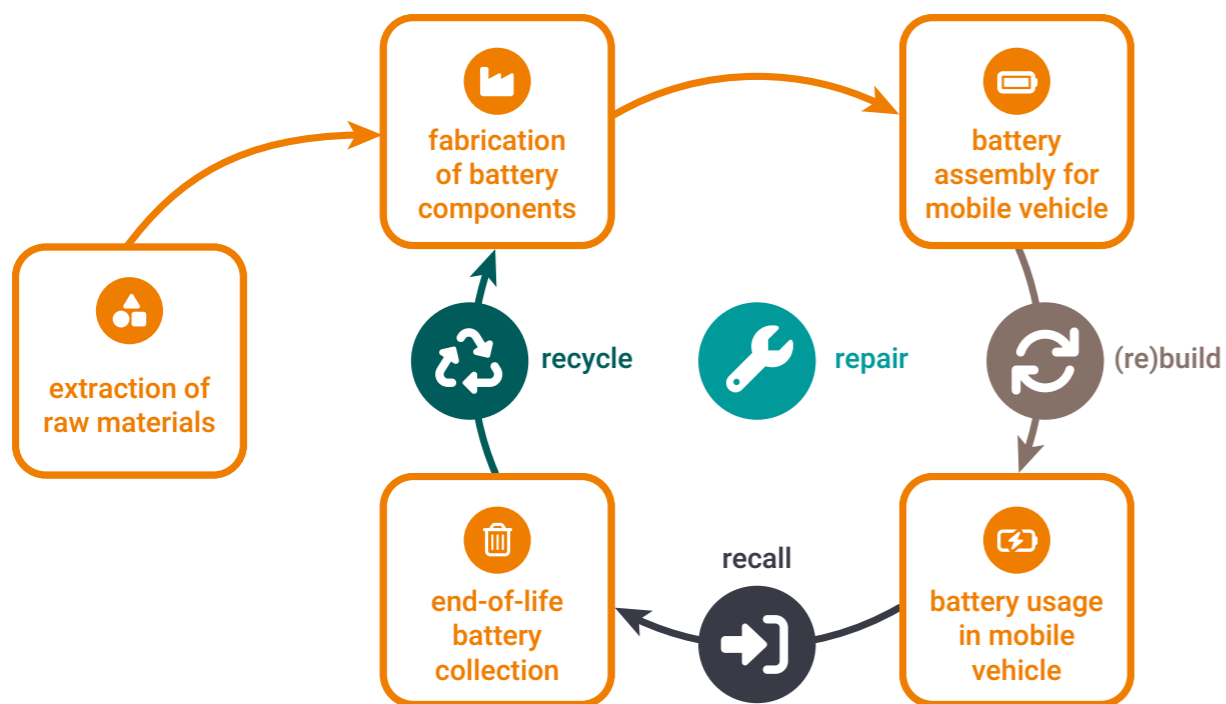
Heskon offers professional services for lithium batteries, from the moment the product is introduced to the market until the end-of-life phase. Our technicians are specialized in handling, repairing and testing large-sized li-ion batteries (capacity > 100 Wh).

Heskon's expertise lies mainly in the field of electric vehicles, but it is not limited to EV batteries. Heavy electric power tools and other mobile devices that require large-sized batteries can be perfectly restored as well.

## SERVICE PARTNER CLOSE TO EUROPEAN SALES MARKETS

In recent years the organization has rapidly developed into one of the largest service centers for EV batteries in Europe. Nowadays the Heskon team consists of around 50 skilled employees.

Over 40.000 batteries have been rebuilt since 2019, making Heskon market leader in Belgium and the Netherlands, where the company is based. Over the years B2B activities have spread to other parts of Europe and Southeast Asia.



# REPAIR

## YOUR BATTERY REPAIR PARTNER IN EUROPE

When customers experience battery issues during or after the warranty period, it is vital for brand owners/dealers to have a certified European service partner to take care of these issues. With the approaching European legislation on 'Right to Repair' for consumers, a reliable service partner becomes even more crucial.

Heskon has the capacity to carry out major battery repair projects, and perform accurate capacity (SoH) or diagnostic tests related to battery performance.

### WHY HESKON?

- ✓ Inner components (Battery Management System, battery cells, etc.), as well as the outer case can be replaced in a safe and efficient manner.
- ✓ Our technicians have experience in solving charging problems and can recover deeply-discharged or imbalanced battery packs.
- ✓ Heskon's service center has a large battery (aging) test facility with over 50 diagnostic computers that can execute accurate performance checks.
- ✓ Repairs will be performed exclusively by trained technicians and using A-grade materials to provide a safe, high-quality product.
- ✓ Service contracts can be concluded for both short or long-term projects.



**At least 30**  
technicians are directly  
involved in the repair  
process, from which a  
significant part can be  
trained for your project



Our battery (aging) test  
facility has over  
**50**  
diagnostic computers

# OUR LOCATION



**HESKON**

📍 Enschootsestraat 56  
5013 BD Tilburg  
The Netherlands



**2,000 m<sup>2</sup>**  
service center  
in Tilburg

Heskon is located in Tilburg, a major logistics hub in the Netherlands, benefiting from a central geographical location in Europe

Due to its favorable location, Tilburg offers an abundance of logistics service providers and there are direct connections to the port of Rotterdam and Schiphol Amsterdam Airport

Tilburg has a direct train connection with the Chinese city of Chengdu and the province of Jiangsu, thus connecting different European hubs to Southeast Asia



# RECALL

## BATTERY RECALL FOR QUALITY OR SAFETY ISSUES

As a brand owner or manufacturer you can be held accountable when your device has any quality or safety problems related to the battery.

Heskon takes care of large-scale product recalls, where a team of specialists is trained to resolve product quality issues, possibly under the supervision of your own product or quality manager.

### WHY HESKON?

- ✓ Recall projects can be set up in collaboration with your team in a short amount of time.
- ✓ A dedicated team is trained to carry out the necessary checks with your specific diagnostic software and tools.
- ✓ We provide assistance in performing firmware updates when software-related issues are detected.
- ✓ Our technicians repair or replace the defective components and potentially unsafe parts of the battery.
- ✓ A central contact person is assigned to your project, who will make sure progress is monitored and communication lines are short.

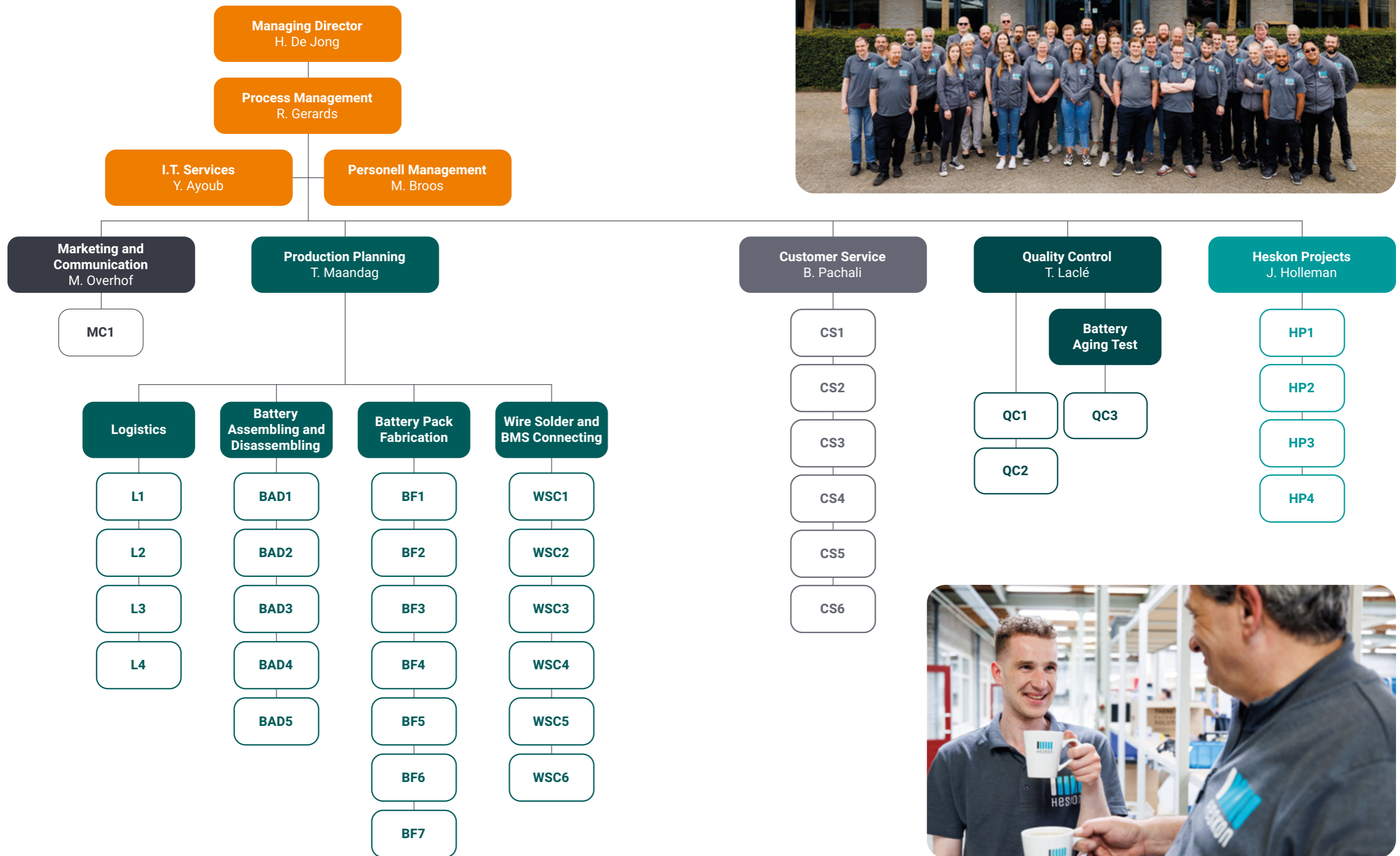


A team of specialists is trained to resolve product quality issues, possibly under the supervision of your quality manager



We can arrange a weekly or monthly transport to collect your batteries

# OUR ORGANISATION



# (RE)BUILD

## FABRICATION AND RESTORATION OF LITHIUM ION BATTERIES

Whether it's assembling, installing or restoring: Heskon constructs new battery packs for EVs and other large mobile devices, based on the customer's specifications. For various applications, our mechanics can assemble fully operating lithium batteries including the Battery Management System and all the necessary ports.

When specific battery models can or will not be supplied by the manufacturer anymore, we also provide professional restoration services. Heskon can collect and rebuild batteries from users or retailers on behalf of the manufacturer. For end-of-life EV batteries many European consumers and retailers prefer this option over replacement batteries because of cost advantages and the shorter lead times.

### WHY HESKON?

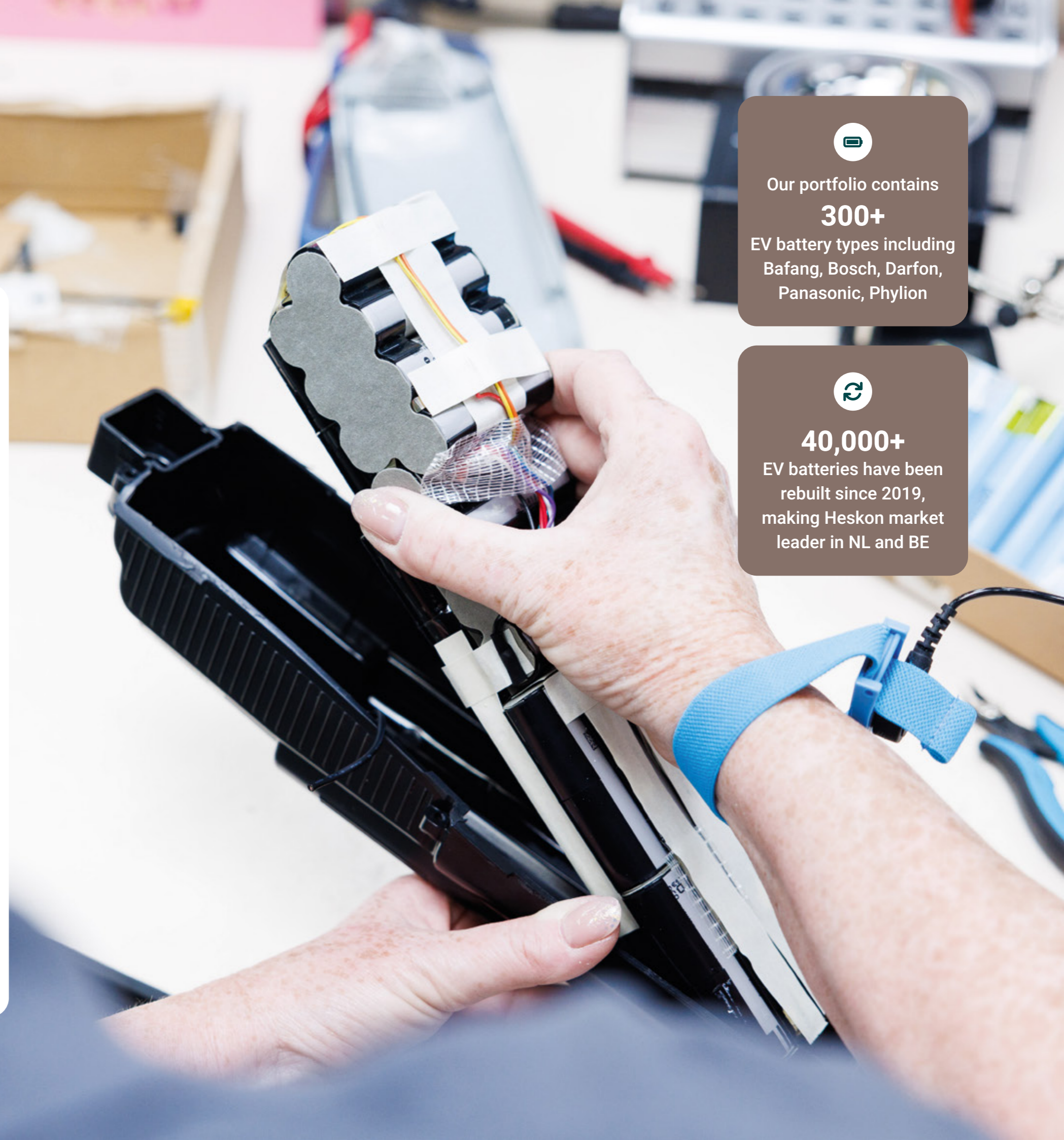
- ✔ A completely new battery pack can be constructed using A-grade battery cells based on the desired configuration.
- ✔ For end-of-life batteries we can assemble a new battery pack and rebuild the battery to its original state. Additionally, the original battery can be upgraded with higher-capacity cells.
- ✔ Used lithium battery packs are carefully dismantled for recycling after a rebuild.
- ✔ All batteries, restored or newly constructed, are subjected to an extensive State of Health capacity test.
- ✔ Every step in the production process is carefully monitored and logged in our order management system.



Our portfolio contains  
**300+**  
EV battery types including  
Bafang, Bosch, Darfon,  
Panasonic, Phyllon



**40,000+**  
EV batteries have been  
rebuilt since 2019,  
making Heskon market  
leader in NL and BE



# RECYCLE

## HANDLING END-OF-LIFE BATTERIES SUSTAINABLY

It is very likely that from 2025 the responsibility for the disposal of lithium batteries will lie with battery manufacturers due to new EU regulations. This is an important step in the transition towards a circular economy for li-ion batteries.

At Heskon we pay special attention to the processing of used batteries and make sure that end-of-life products are dismantled with care. We support manufacturers that want to handle used batteries in a responsible manner by re-using parts that are still in good condition. Other components are carefully sorted and prepared for recycling.

### WHY HESKON?

- ✓ End-of-life batteries can be disassembled: the battery packs are carefully deconstructed and prepared for further processing by specialized recycling parties.
- ✓ Lithium battery cells are separated from other components and classified for second-life application in electronics (e.g. home batteries, power banks) or for the recovery of raw materials.
- ✓ The process is partially automated by special disassembly machinery, which enables us to dismantle large amounts of battery packs safely and quickly.

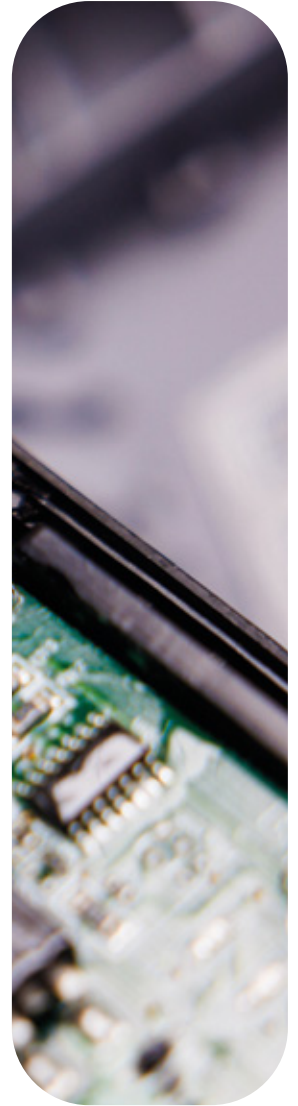
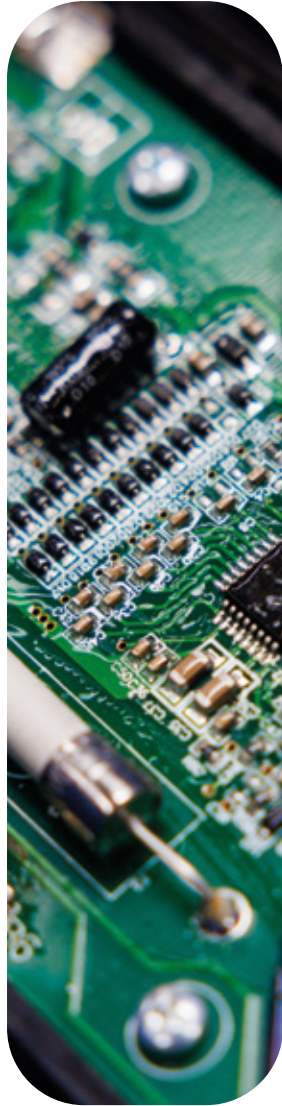


Battery packs are carefully deconstructed for further processing by specialized recycling companies



Products are prepared for recycling in a highly efficient way using special disassembly machinery





📍 Enschtsestraat 56  
5013 BD Tilburg  
The Netherlands  
☎ +31 (0)13 204 50 37  
✉ info@heskon.nl  
🌐 heskon.nl