



Dear Valued Customer

As you may have learned through our recent press release, Franklin Electric has acquired the Stationary Power Division (SPD) of Midtronics, Inc. Midtronics SPD products will now be sold through Franklin Grid Solutions, LLC, a wholly owned subsidiary of Franklin Electric.

Franklin Electric is a global leader in the production and marketing of systems and components for the movement of water and fuel. Recognized as a technical leader in its products and services, Franklin Electric serves customers around the world in residential, commercial, agricultural, industrial, municipal, and fueling applications.

This exciting change creates new opportunities for investment in technology and support in the everchanging world of energy storage. Franklin Electric - Grid Solutions business will now offer best in class products, technologies and service for our combined customers and global users in the electric utility, telecommunications, data center and other related industries.

This acquisition represents the combination of two companies with strong corporate cultures that are deeply rooted in innovation and achievement. Our focus during this transition will be to continue to provide our customers with substantial value and the highest-quality products and solutions while we build a foundation for the future. We want you to know that we are committed to delivering these products, services and solutions to you with quality customer service. Until completion of integration, however, it will be business as usual with no changes in the way we work together.

We will be able to provide you many new services and areas of expertise in the future however, there are few things we want to point out that will not change:

- You will continue to work with the same points of contact in our company as in the past.
- The services we have always provided you in the past will continue to be offered.
- We will continue to operate from our current office in Willowbrook, Illinois. All the contact information for us will remain the same except our e-mail addresses will change. The convention for those addresses is [first name].[last name]@franklingrid.com.

**Grid Solutions**

7133 Monroe Street, Willowbrook, Illinois 60527 USA

franklingrid.com



**Franklin Electric**

On behalf of Franklin Electric, we appreciate your business and your continued support. We invite you to join us as we embark on this new chapter of our journey. If you have any questions about this exciting news and what it will mean for you, please contact any of us at any time. We have covered a few commonly asked questions in the next section.

Sincerely,

Balaji Swaminathan  
VP- Grid Solutions

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## FREQUENTLY ASKED QUESTIONS

Below are answers to some of the most common questions that arise from changes like this one.

- Will the company still be supporting its testers, monitoring and software products?  
Yes, no changes are planned with the product line. We will continue to focus on bringing and supporting the best battery test equipment, monitoring systems and software to manage your critical battery infrastructure.
- Does this include the automotive and other transportation-related products?  
No. This change is only related to the Stationary products, the Celltron® battery analyzers, Cellguard™ battery monitoring and Celltraq™ and Batterynet™ software solutions. Customers and distributors that work in both markets will be given separate accounts with the two companies.
- How do I contact you for customer support, orders, or other matters?  
Customers can continue to contact us via phone in the manner they always have contacted us.  
Emails can be sent to [michael.muhs@franklingrid.com](mailto:michael.muhs@franklingrid.com)
- Will I still be able to work with my familiar sales representative or field service/customer support representative?  
Yes, please continue to work with the same contacts that you always have!
- Will the business be moving?  
Customer support will remain in Willowbrook, Illinois. Products will be manufactured and shipped from the Franklin facility in Madison, Wisconsin. During the manufacturing operations transfer from Illinois to Wisconsin, we will have a small delay in order processing. Normal product shipments are expected to begin by late August after completion of the production move.
- How do I remit for open invoices?  
Please continue to remit as per the terms of your invoice. Future invoices will provide new remittance instructions.
- Will the name/brands be changing?  
Yes, the business is now under the “Franklin Electric” brand and products will be migrating under this brand in the weeks to come.



**Franklin Electric**

- Where can I find information on Franklin Electric Grid Solutions products and services?  
Please visit [www.franklin-electric.com](http://www.franklin-electric.com) or [www.franklingrid.com](http://www.franklingrid.com) for information.

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