

STARMARK

SUPPLIERS OF SOME OF THE FINEST PRE-OWNED CARS IN DENMARK

Using CTEK products to deliver safe, powerful and efficient battery support during vehicle preparation and service.

ABOUT STARMARK

For more than 16 years, Starmark, part of the Ejner Hessel group based in Vejle, Denmark has supplied some of the finest used cars in Denmark.

For Starmark, as a certified Mercedes workshop, quality and customer satisfaction is key. Every single car that they supply has been rigorously checked and prepared by their in-house workshop to ensure that it looks and drives like it has just rolled off the production line. And with a sales team boasting more than 80 years of experience in selling used cars, Starmark customers are guaranteed a first-class customer experience.

THE CHALLENGE

The busy in-house workshop at Starmark has numerous service bays, where highly skilled and qualified vehicle technicians prepare and service the cars before sale. As part of the workshop's comprehensive vehicle service, technicians are required to undertake diagnostic and fault-code tracking and then if a problem is identified, system reprogramming. All of these activities need to be undertaken with the ignition switched on, without the engine running. This means that the vehicle's systems are operated solely from the power of the battery. Maintaining battery charge is critical to avoid unnecessary down time, lost vehicle data or even damage to sensitive electronics.

During all vehicle servicing, a battery support unit is attached to the vehicle to ensure constant voltage and guard against loss of battery charge and battery failure. For complex reprogramming work, technicians found that existing battery support units were struggling to meet power demands, in many cases, because of derating. Because these battery support units, were delivering high levels of power, over a relatively long period of time, they were generating a lot of heat, and so as a safety precaution are set to de-rate. De-rating, which is becoming a huge challenge to many workshops, was risking disruption to the diagnostic or reprogramming procedure.

Stefan Cargnelli, Workshop Manager at Starmark was looking for a battery support unit that delivered a 'clean', powerful and constant voltage, capable of supporting the battery during even the most demanding vehicle programming activities, protecting against re-programming and battery failures.



De-rating is a process whereby a battery support unit will reduce power output as the operating temperature rises - this is to protect internal components. At really high temperatures power output can be significantly reduced, risking disruption to the programming or diagnostic procedure.

"We were looking for a battery support solution to enable our technicians to undertake some really complex reprogramming work that with high power consumptions. The existing workshop equipment simply wasn't delivering the levels of battery support that we needed."

Stefan Cargnelli, Workshop Manager



THE SOLUTION

CTEK was asked to deliver a solution, and specified the PRO60, a highly efficient 60A battery charger and power supply.

The radical design of the PRO60 allows for convection cooling through a central cooling core, which eliminates the need for cooling fans and improves operating efficiency, reliability and protects against unit de-rating. Unique 'Resonant Converter' transformer technology delivers even high levels of current with total efficiency and stability. The PRO60 was therefore the perfect power supply for diagnostic or software flashing work – even for the high power demands of the Starmark workshop.

With its variable yet extremely stable output, due to inherently low voltage and current ripple as well as integrated safety features, the PRO60 would also be safe for the battery and the vehicle's sensitive electronic systems.

The PRO60 product was introduced to each Starmark workshop bay.

ABOUT THE PRO60

The PRO60 from CTEK is an innovative, versatile and highly efficient 60A battery charger and power supply, designed around the needs of the modern workshop.

With its unique combination of cutting-edge design, advanced technology and innovative features, no other battery management tool provides such a comprehensive solution to professional battery charging, care and support.

- For all types of 12V batteries, including Lithium (LiFePO4)
- Unique 'Adaptive' Charging Mode (Pat. Pending)
- Stable power supply with variable voltage selection
- High operating efficiency with fan-less cooling
- Safe and easy to use
- 2 year warranty

RESULTS

Since the introduction of the PRO60 into the Starmark workshop, technicians have been able to undertake the same rigorous vehicle testing and service procedure without delay or interruption. The PRO60 ensures that vehicle batteries and sensitive electronic systems are protected during vehicle service and reprogramming activities and that the job gets done in the quickest possible time.

Feedback from technicians is that the PRO60 is extremely user friendly, it has a simple user interface with just four buttons and a clear LCD display – they simply select supply mode, specify the required voltage and get on with the job in hand – safe in the knowledge that the battery is being fully supported.

“The PRO60 gives our technicians peace of mind supporting the battery in a safe and efficient way and most importantly protecting against any unwanted problems or delays.”

**Stefan Cargnelli,
Workshop Manager**