

# Models M17 / T17

## Frequently Asked Questions



**Purpose:** This document is to share information with you about the new M17 and T17 to assist you in becoming more familiar with these products.

### Business and Timing Related:

1	Q:	What are the <b>KEY dates</b> for the M17 and T17?	
	A:	<ul style="list-style-type: none"> <li>M17 Quote Template Available</li> <li>Formal Launch (Website/Collateral)</li> <li>Order System Ready</li> <li>Production Start</li> <li>1<sup>st</sup> Public US Preview: Promat Show Chicago</li> <li>Shipment of Live Vacuum Wand Option</li> </ul>	March 4 <sup>th</sup> March 4 <sup>th</sup> March 8 <sup>th</sup> March 14 <sup>th</sup> April 8-11 Late May

2	Q:	What are the new Options being introduced?	
	A:	M17: <b>Direct Throw Sweeping</b> System T17: <b>Pro-Panel</b> Controls Both: <b>Pressure Washer, Live Vacuum Wand, Battery Quick Disconnect &amp; Fuel Cell Prep</b>	

3	Q:	Does the <b>direct throw sweeping</b> system prevent sale of any other option?	
	A:	No restrictions on other options	

4	Q:	Does the <b>Fuel Cell Prep</b> prevent the sale of any other option?	
	A:	Yes, neither the <b>Pressure Washer</b> or <b>Live Wand</b> can be installed on a fuel cell equipped unit. The same goes for an other battery specific features (ie <b>battery slide out</b> ).	

5	Q:	Does the <b>Pressure Washer</b> prevent the sale of any other option?	
	A:	Yes, options are limited for any given unit since they occupy the same space. The <b>Pressure Washer</b> is not compatible with: <ul style="list-style-type: none"> <li><b>Live Vacuum Wand</b></li> <li><b>Wet Vacuum wand</b></li> <li><b>Battery Slide Out</b></li> <li><b>Spray Nozzle w/Hose</b></li> <li><b>ES Extended Scrub</b></li> </ul>	

6	Q:	Does the <b>Live Vacuum Wand</b> prevent the sale of any other option?	
	A:	Yes, options are limited for any given unit since they occupy the same space. The <b>Live Vacuum Wand</b> is not compatible with: <ul style="list-style-type: none"> <li><b>Pressure Washer</b></li> <li><b>Wet Vacuum wand</b></li> </ul>	

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		<ul style="list-style-type: none"> <li><b>Battery Slide Out</b></li> </ul>
7	Q:	Are there any other exclusions?
	A:	Yes, the Battery connection assist lever will not be available if the customer selects the battery slide out option.
8	Q:	How will <b>battery watering</b> be handled with the <b>Pressure Washer</b> and <b>Live Vacuum Wand</b> ?
	A:	The <b>battery watering</b> system is made <b>standard</b> with these options to allow for easier battery maintenance.
9	Q:	Will we be able to sell the fuel cell?
	A:	No, the customers running fuel cell fleets will want to put their fuel cell in and have the fuel cell maintenance and warranty managed by one supplier.
10	Q:	Can any fuel cell be put into the M17 or T17?
	A:	No, the fuel cell is from PlugPower and is the 2300 Series.
11	Q:	Why did we select PlugPower's unit?
	A:	This is the fuel cell brand that is used by both Walmart and Amazon for their material handling equipment. Additionally, PlugPower is currently the leading provider of full turn-key fuel cell set ups that goes from the fuel cell in the unit to the hydrogen storage/fill station to the actual delivery of the hydrogen gas.
12	Q:	How will the Fuel Cell Preparation Kit work?
	A:	The M17 or T17 will be set up to receive a fuel cell at the customer's site. PLEASE NOTE: to get a machine prepped for fuel cell will mean that you will have to <b>ship the unit on a pallet</b> .
13	Q:	What is the <b>Pressure Washer</b> power?
	A:	The pressure washer's force is 2500 PSI @ a flow of 2 GPM or 5000 CU (Cleaning Units)
14	Q:	How is the Cleaning Units number calculated?
	A:	Pressure (PSI) multiplied by Flow (GPM) = 5000 x 2 = 5000 CU
15	Q:	Do any of the new offerings affect our ability to meet UL Type E and Type ES?
	A:	Yes, since the PlugPower fuel cell is not UL approved we will not be UL labelling the machines that have the <b>Fuel Cell Prep</b> option.