

Alternative Track

MOTIVE BATTERY CHARGER



CASE STUDY

Joynice. Taiwan IPC distributor cuts dispatch by 47%.

Joynice rents and sells IPC industrial floor scrubbers across Taiwan. After replacing its competitor chargers with the ALT-400 and ALT-700, technician dispatch dropped 47% and rental income climbed 60%.

FLOOR CARE TAIWAN ALT-400 + ALT-700

-47%	-32%	+60%	-36%
TECH DISPATCH REDUCTION	WARRANTY CLAIMS REDUCTION	RENTAL INCOME INCREASE	MACHINE DOWNTIME REDUCTION

AT A GLANCE	
CUSTOMER	Joynice, IPC industrial cleaning equipment distributor
REGION	Taiwan
APPLICATION	Floor Care
FLEET	Joynice's IPC floor-scrubber lineup, spanning 18 models across rental and direct sales
CHARGERS	ALT-400 + ALT-700
DEPLOYED	Across Joynice's Taiwan rental and service fleet
PARTNER	Direct from Alternative Track

The Challenge

Joynice rents and sells IPC industrial floor scrubbers across Taiwan. Customers regularly called in with battery complaints. In most cases the real cause was incorrect charging practice on the customer's side, not a battery defect. Without an objective record of how each pack had actually been charged, Joynice and the customer ended up in disputes that nobody could settle on facts.

The previous charger setup made things worse. Different Discover battery variants in the IPC fleet needed different competitor charger models. Joynice had to stock multiple SKUs, train technicians on each, and field support questions that came down to the wrong charger being paired with the wrong pack.

Supply was the third pressure point. Lead times from the previous suppliers ran long. Joynice struggled to keep chargers on the shelf, and when a rental machine needed a replacement charger the unit sat off the floor while everyone waited. Lost rental days hit revenue directly.

The Solution

Joynice moved to the ALT-400 and ALT-700 across the IPC floor-scrubber lineup. TREKon logs every charging event and exports the full history per charger. When a battery question comes in, Joynice now opens the data instead of arguing about it. The objective record settles the conversation, and customer disputes have dropped sharply as a result.

STP Tech handles the SKU problem. Technicians reconfigure output voltage, current, and charging algorithm on a single charger. One ALT-700, or one ALT-400, can be set up to suit different machines in the lineup. Joynice carries fewer chargers in inventory, and the same unit gets re-deployed across the fleet as duty changes.

Lead time closed the loop. Alternative Track ships inside a month, so Joynice keeps stock instead of waiting on suppliers. For Discover variants or other battery models that are not already in the algorithm library, Alternative Track's engineering team develops a custom algorithm within a week. Joynice does not have to redesign its fleet around what its charger vendor happens to support.

WHY THIS CHARGER

ALT-700

STP Tech lets Joynice's technicians reconfigure output voltage, current, and charging algorithm on the same unit. One ALT-700 covers multiple machines in the IPC lineup, so the same charger gets re-deployed as the rental fleet rotates.



The ALT-700 mounted inside the CT75e battery compartment alongside the Discover battery pack. One charger reconfigured via STP Tech covers multiple machine models in Joynice's lineup.

Deployment

The ALT-400 and ALT-700 rolled out across Joynice's Taiwan rental and service fleet, paired to the IPC scrubber lineup as machines rotated through the workshop. Supply runs direct from Alternative Track, with on-demand algorithm development handling any battery variant not already in the library. The arrangement keeps Joynice's chargers in stock and its rental machines on the floor.

The Result

Technician dispatch is down 47%. With TREKon's charge history available on demand, most customer battery calls are resolved on the data instead of with a site visit. Warranty claims are down 32% for the same reason. When the record shows the pack was charged correctly, the conversation moves on without a claim being opened.

Rental income rose 60%. Shorter lead times and reconfigurable chargers mean Joynice keeps machines available for rent instead of holding them off the floor waiting for parts. Machine downtime fell 36% across the fleet, reflecting both the supply improvement and the drop in mis-paired chargers being swapped out under load.

On the back end, the SKU count came down. STP Tech lets one charger model cover what previously needed several. Technicians spend less time picking the right unit and more time on the work that actually pays.

FROM THE DEPLOYMENT



Alternative Track · Motive battery chargers, specified for duty. ALT and LIT series.
alternativetrack.com · sales@alternativetrack.com · Hong Kong · Distributor network worldwide
Retrieved from alternativetrack.com/case-studies/joynice-taiwan · 2026-08-06