

# SERVING OUR TRADE PARTNERS



EXPERTISE IN STANDBY POWER



# TRADE PARTNERS

UPS Systems works in partnership with electrical wholesalers, value-added resellers, systems integrators and OEM solution vendors to provide uninterruptible power supply products and generators for inclusion within our partners overall power solutions.

## INCORPORATING POWER PROTECTION

As modern commercial and industrial facilities become increasingly dependent on microprocessors and process control, there is a growing need for the sensitive equipment involved to be protected by a reliable supply of clean power.

Increasingly, system manufacturers have identified a need to incorporate standby power capabilities within their offerings. Because UPS Systems has access to the product ranges of at least seventeen manufacturers, we are ideally placed to assist in the identification of suitable equipment.



## WHAT IS A UPS?

A loss of power, even momentarily, can cause electronic systems and sensitive equipment to crash. An Uninterruptible Power Supply (UPS) maintains power by switching instantaneously to batteries in the event of a power failure.

Although a complete power outage is an infrequent occurrence, another major reason for selecting an online UPS is to improve the quality of incoming power that is delivered to electrical equipment.

## UPS CAN BE SUPPLIED IN VARIOUS FORMS:

**OFFLINE** - this cost-effective UPS only acts in the event of a power failure. However there is a brief (5-10 milliseconds) period of downtime during switch over which may affect the most sensitive of computer equipment.

**LINE INTERACTIVE** - these UPS offer enhanced power protection over the basic UPS designs because they provide additional line conditioning. They can also cope with a wider range of input voltages without resorting to battery.

**ONLINE** - this type of UPS is placed between mains supply and equipment with power constantly fed through it. In the event of a mains failure, switch over is instantaneous with no breaks in the supply. Additional benefits include continuous power conditioning, ensuring the power supply to equipment is always clean and continuous and with increased reliability.

## WHAT APPLICATIONS IS A UPS SUITABLE FOR?

A UPS should be used to protect any electronic or electrical equipment where poor power quality or power loss may result in business disruption, data loss or safety issues, for example:

**COMPUTER SYSTEMS** - any business which relies on any computer equipment to maintain the continuity of their business requires UPS support in the event of a power failure to prevent data loss and ensure critical systems are maintained.

**FINANCIAL SYSTEMS** - ATMs and EPOS systems

**SECURITY SYSTEMS** - CCTV, access control systems, automatic gates and car park barriers

**PUMPS** - water and industrial applications

**REMOTE APPLICATIONS** - unmanned telemetry, communications, broadcasting or monitoring systems

**SAFETY SYSTEMS** - lifts, emergency lighting and public address systems





## OUR SERVICE PROMISE

To provide our trade partners with the UK's widest range of standby power products independent of any manufacturer. To choose a product solely on its ability to do the job required within budget and to back this up with the best possible service both before during and after sale.

### WHAT STANDBY POWER PRODUCTS CAN WE SUPPLY?

- As the UK's leading independent supplier of standby power products we maintain the country's largest selection of UPS and Generators from all of the major suppliers as well as cabling, switchgear and circuit protection.
- Our unique database of over 2500 products enables us to select the best equipment to match your customers' exact needs.
- We can find the best solution to match any given budget and pass on the benefits of price savings to you.

### OUR SERVICES:

#### HIGH QUALITY, PERSONAL ADVICE SERVICE AND SUPPORT

An increasing number of our partners rely on us for advice and support as they re-sell or integrate UPS products within their overall portfolio. Faced with a variety of power problems, it's often a daunting task to determine the size of system necessary to support a required power load, and under-sizing can have disastrous consequences.

One call to UPS Systems can provide instant answers and advice on the system which suits your customer's needs and budgets.

#### TRADE PRICING

Our distribution relationships with manufacturers allow us to offer many products at lower prices than can be obtained elsewhere.

Our Trade Sales team also provide discounts against standard end-user prices to help partners incorporate our solutions within their overall portfolio without compromising gross margins.

We can support mixed configurations of UPS from different manufacturers and as such, we are a natural source of service for companies with multi-vendor equipment.

#### AFTER-SALES SUPPORT

Post-sale, UPS Systems' support continues with:

- Maintenance and service contracts
- Remote monitoring
- Health checks
- Load bank testing
- Battery replacement
- Repair services
- Equipment relocation
- Equipment hire



Call the UPS Systems Trade Team on **01488 680 545**

## POWER SUPPLY PROBLEM DIAGNOSIS:

Although many customers will know that they have a power supply or quality issue, exactly what the cause is and then the way to correct it are often two very different subjects.

The first stage is to spot the opportunity that your customer requires a UPS or Generator (or both). The chart below provides a list of power "issues" which can be used to help to identify a need for standby power equipment.

Once you have identified the opportunity the next stage is to gather a small amount of basic information from your customer using the guide questions below on the chart, before ringing UPS Systems so that we can quickly and efficiently create a solution to fit in with your customers' requirements and budget and quickly provide costs and any other information you may find useful - all at no charge!

PROBLEM	SYMPTOM	CAUSE(S)	STANDBY POWER SOLUTION
<b>POWER FAILURE</b>	- Zero voltage condition lasting more than 2 cycles causing data damage, loss, file corruption and hardware damage	- Circuit breaker tripping - Power distribution failure - Utility (mains) power failure	- Offline Uninterruptible Power Supply (UPS) - Line interactive UPS - Online UPS - Standby generator (combined with UPS dependent on length of power outage)
<b>POWER SAGS</b>	- Voltages 80-85% below normal for short periods of time causing memory loss, data errors, flickering lights, equipment shutoff	- Heavy equipment load start-up - Large motor start-up - Power switching (internal / mains)	- Offline Uninterruptible Power Supply (UPS) - Line interactive UPS - Online UPS - Standby generator (combined with UPS dependent on length of power outage)
<b>POWER SURGE</b>	- Voltage rises above 110% normal load, causing memory loss, data errors, flickering lights and equipment shutoff	- Heavy electrical equipment being turned off	- Offline Uninterruptible Power Supply (UPS) - Line interactive UPS - Online UPS - Standby generator (combined with UPS dependent on length of power outage)
<b>UNDERVOLTAGE</b>	- Steady lower voltage state than normal causing data corruption, data loss and hardware failure	- Heavy demand on utility supply	- Line interactive Uninterruptible Power Supply (UPS) - Online UPS
<b>OVERVOLTAGE / SPIKES</b>	- Sudden rapid rises in voltage of up to 6000 volts causing data loss, burned circuit boards, total or partial electronic systems failure	- Lightning strikes / supply faults	- Line interactive Uninterruptible Power Supply (UPS) - Online UPS
<b>SWITCHING TRANSIENTS</b>	- Rapid voltage peaks of up to 20,000 volts of 10 to 100 microseconds causing data loss, component stress or damage	- Arcing faults and static discharge. Utilities correcting line problems	- Online Uninterruptible Power Supply (UPS)
<b>LINE NOISE</b>	- System lock-up, keyboard lock-up, data errors, data loss, storage loss	- Radio frequency interference (RFI) and Electromagnetic interference (EMI) from electrical motors, relays, motor controls, broadcast transmissions, microwave transmissions and electrical storms	- Online Uninterruptible Power Supply (UPS)
<b>FREQUENCY VARIATIONS</b>	- Change in frequency from normal 50/60Hz - Data corruption, hard drive crashes, keyboard lock-ups, program failures	- Erratic operation of generators - Unstable frequency power sources	- Online Uninterruptible Power Supply (UPS)
<b>HARMONIC DISTORTION</b>	- Distortion of normal line wave form - Causing communication errors, overheating and possible hardware damage	- Non-linear load transmission into the main line (e.g. copiers and faxes) - Switch-mode power supplies, variable speed motors and drives	- Online Uninterruptible Power Supply (UPS)

**THE FOLLOWING IS A SELECTION OF BASIC QUESTIONS FOR YOU TO OBTAIN THE MAJORITY OF INFORMATION WE WILL NEED SO THAT WE CAN QUICKLY HELP TO GENERATE A POWER SOLUTION FOR YOUR CUSTOMER.**

1. What application do they need standby power for?
2. Do they have an indication of the run-time (length of battery life) that they will need to cover?
3. Is the UPS likely to be free-standing or to be installed in a rack?
4. What is the overall power draw that the system is required to cover (in Amps, Watts or KW)?
5. Is there a generator on site?

...then call the **UPS SYSTEMS TRADE TEAM** on **01488 680545**

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