



Wales Millennium Centre

Case Study



About

The Wales Millennium Centre (WMC) is a multi-use theatre and arts venue located in Cardiff. The centre stages musicals, opera, ballet, circus and contemporary dance alongside the UK's largest programme of free performances.

Standby power, in the form of a static inverter, is necessary to support the emergency lighting in the theatre and front of house sections of the building. WMC contacted UPS Systems plc after recognising that their static inverter was aging and needed to be replaced.

“I found UPS Systems’ technical expertise, installation and commissioning teams most helpful.”

Bob Smith,
Wales Millennium Centre



The Challenge

The building's existing static inverter was 11 years old and had become obsolete with a lack of available spare parts. This meant it would be very difficult to repair should the unit fail, leading to enormous disruption to the business. Without standby power, WMC would be unable to open the main front of house section to the public or carry out any of their scheduled theatre performances, some of which had been booked years in advance. UPS Systems were therefore tasked with removing the existing unit and replacing it with a new static inverter. One of the main challenges facing UPS Systems was the lack of access; the building is in constant use from early in the morning until late at night and is open 364 days a year, a suitable time to replace the unit therefore needed to be arranged.

The Solution

UPS Systems were flexible and a plan was put in place involving multiple site visits to overcome the lack of access to the building. Due to the size of the existing static inverter, it needed to be completely dismantled in order to remove it from the building; this was no issue for UPS Systems who successfully removed the unit overnight to avoid any disruption. On a separate visit, again overnight, a new 40kVA Static inverter was installed, providing back up to the building's emergency lighting. UPS Systems also supplied WMC with a maintenance contract for the new unit with multiple service visits included to ensure it would not fail.

CLIENT'S PERSPECTIVE

"The project from beginning to conclusion from a customer point of view was seamless and without problem. This made my life, in charge of this critical project, easy."

Bob Smith, Maintenance Manager -
Wales Millennium Centre.

The Outcome

UPS Systems successfully updated WMC's standby power solution, replacing an obsolete unit with a brand new static inverter. The work done ensures that the emergency lighting is supported, meaning all scheduled theatre performances can go ahead.

Two service visits have since been carried out by UPS Systems' engineers, allowing WMC to relax in the knowledge that their static inverter will continue to support the vital emergency lighting.



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