



In this issue...

Welcome to the fourth issue of *Alert*. In this issue we introduce two new products and share some tips on maintaining your UPS and it's batteries. Our case study focuses on a complete power protection solution implemented at the Australis Professional Centre in Brisbane.

We hope you enjoy reading this issue of *Alert* and if you have any questions or comments, please do not hesitate to contact me on emily@nps.com.au.

Yours, Emily Keep, Editor

The Australis Professional Centre: *What UPS Doc?*

The Australis Professional Centre is a recently completed commercial premises located in Sunnybank, Brisbane. The Australis Specialist Centre, situated within the Australis Professional Centre has been purpose designed for medical specialist outpatient consultations.

The Australis Specialist Centre offers fully equipped, beautifully appointed and spacious medical consulting rooms, two day-use minor operating theatres and ample parking.

The Australis Professional Centre was first conceived in 2003 when Dr Khai Choong couldn't find any suitable buildings in the area for his Dermatology Clinic. Instead, he purchased a block of land on Beenleigh Road and built a facility designed not only to meet his immediate needs but the needs of a busy and growing specialist medical centre in the future.

Business Need

To safeguard the computer systems, CCTV cameras, alarm system, air conditioning, lighting and critical medical equipment from power problems.

How NPS Helped

NPS provided a multi-layered power protection solution which included a Surge Diverter on the main switchboard, a 10kVA UPS protected by a Surge Filter and a 28kVA Diesel Generator with an Automatic Transfer Switch to provide 2-4 hours of back up power. A full size rack was also provided to house the UPS, server, patch panel, switch/router and CCTV HDD recorder.



The UPS battery time required was minimal as the generator could provide full coverage within 2-3 minutes. It was critical however that the UPS' could smooth any potential power issues typically created by the generator. The UPS selected was an Eaton Powerware 9140 On-line Rack Mount UPS.

Result

"This solution ensures our critical systems will keep running even in the event of an extended power outage. We believe with our state of the art facilities and reliable power infrastructure we will attract more specialists to the centre.

NPS really took the time to understand my requirements and worked with me to develop a solution that took into consideration my practical and financial requirements. The salesperson was always easy to contact and quick to respond to my queries. During the implementation, NPS liaised directly with my electrician and the site foreman to ensure everything went smoothly.

I have no hesitation in recommending NPS to other businesses." Dr. Khai Choong, Dermatologist, Australis Specialist Centre, Brisbane

We wish Dr. Choong and his team every success in the future.



Steve Keep (NPS QLD Sales Manager) with Dr. Kai Choong and the Generator (behind).

Reminder: when did you last check your batteries?

How old is your UPS? If it's three years old or more then you will need a battery inspection and possibly a battery replacement.

UPS systems are there to protect our systems and data, whether due to loss of power or poor power conditions. We service our cars, boats, update software, even redecorate our homes without thought, but often forget to carry out battery checks on the devices that supply the protection for our businesses equipment and data. If the battery check of a UPS is left too late, then your hardware and data may not be protected by your UPS.

Batteries have a limited life span and most batteries are designed to have a maximum five year life cycle. This means they won't last forever and depending on the age of your UPS, the batteries may not be supplying your UPS with the expected run time you are relying on.

During April 2008 Melbourne experienced power failures all over the city. Many businesses found themselves without power back up because they had not carried out battery checks on their UPS systems. Suddenly businesses found that their servers, cash registers, computers, and phone systems no longer operated. A simple battery check of the UPS once it became three years old would have saved these businesses a great deal of time and money. The financial cost due to loss of time and data by many Melbourne companies in April 2008 was staggering.

Many businesses use daylight savings as their UPS battery check reminder. When daylight savings comes around this year, have your UPS batteries checked, and if three years has passed since purchase, have the batteries replaced.



NPS offer a battery check and battery replacement service for all brands and sizes of UPS. Our technical staff will inspect your UPS batteries and supply a written report on their condition. If they need replacing our staff will replace the old batteries with new and dispose of the old batteries. Disposal of old batteries in an environmentally sound manner is the last task often overlooked. NPS disposes of all batteries in a manner that is environmentally responsible and this is a task that all branches of NPS take very seriously.

Whatever the brand of UPS, your local NPS representative will be able to supply the batteries you require. Power protection is our business and battery replacement is one more service that NPS offers.

Tech Tip: Keeping your UPS in Shape

- Check your facility air conditioning is operating properly. Without it your UPS is at risk. Keep in mind that some units don't have a bypass mode, placing your critical equipment at risk if your UPS shuts down or fails.
- Check your air filters to ensure that they do not need to be cleaned or replaced.
- Remove any objects that may be blocking your unit's air vent and be aware of the UPS's overall environment. Paperwork, dust, and unnecessary clutter should be removed from the area.
- During summer and winter your facility is more susceptible to power surges, brownouts, and other power fluctuations. Your UPS will therefore be called to action more often, so prepare yourself and your facility for more alarm situations.
- Areas prone to extreme conditions are vulnerable to longer outages; be certain that battery runtime is sufficient and consider purchasing a generator if you have not already done so.
- Maintain an appropriate temperature for your UPS. While most UPS specify a high ambient temperature, the ideal temperature for batteries is approximately 25 degrees Celsius – and temperature fluctuations place batteries at risk.
- Have your batteries inspected to ensure they are relatively new and able to perform – keep in mind that the average life expectancy of a UPS battery ranges between three and five years.
- Inspections should increase in frequency in warmer climates to maximise UPS and battery performance.

NEW PRODUCTS

Introducing the Powersmart Premium PM10 Surge Power Filter!

The **Powersmart Premium PM10** is designed to provide secondary protection against power surges caused by external sources such as lightning strikes and electrical switching as well as providing a measure of protection from surge events generated on the secondary side of the filter. The unit has been designed in accordance with AS3100, AS1768, IEC61643-1, IEC61000-6-1, 2, 3, 4 and other standards and codes as applicable.

The PM10 is a 3-stage protection unit utilizing primary and secondary MOV protection in conjunction with an L/C filter. In addition, the unit also provides filtering of line harmonics and high-frequency noise with a cut-off frequency of ~10kHz and a nominal attenuation of 40dB.

Product Highlights

- 2 indicator lights are fitted to the unit for mains power and protection failure. In the event of MOV failure,

the 'Fault' indicator will light to inform the operator that the unit requires replacement.

- Surge suppression and filtering in a single package
- 3 stage protection (MOV, Inductor, MOV)
- Enclosed in metal enclosure

Applications

- Plug-in UPS systems – 10A max
- Servers
- Portable instrumentation
- POS systems
- Small Office systems
- Industrial/rural/surge prone sites

Operation

1. Find a suitable location for the unit. Unit requires free airflow for cooling. Do not stack items on top of the unit. Do not 'bury' under cables.
2. Connect equipment to filter using appropriate leads.
3. Connect to a suitable power outlet.



The Powersmart Premium PM10

As the unit has no power switch, it is important that the power outlet's switch be easily accessible.

4. Apply power. "Power" indicator should light. If not, check connections or test power outlet with a known 'good' device.

Part Number	Description	List Price ex
NPS-PS-PM10	Powersmart Premium PM10 Surge Power Filter, 10A	\$230

Available August 2008.

The Powerware eATS – 1U Rack Mounted Transfer Switch

The Powerware eATS rack mounted transfer switch is a new addition to the Powerware ePDU family.

The eATS automatically selects a source from its dual power inputs that is best suited to power critical equipment. The eATS continuously monitors both input sources and is designed for switching non phase synchronised AC power, with in-built surge protection, all in a 1U form factor. The eATS provides a fast transfer between sources to power critical equipment without interruption, ensuring the highest

level of redundancy to mission critical applications.

Ruggedised relays meet agency spacing requirements for out of phase switching, while still performing fast enough to minimise transfer time.

Five status LEDs indicate Output On, Primary and Secondary Sources

Available and Primary and Secondary Sources In Use.

Input Connections

- Dual 16A IEC320 C20

Output Connections

- 8 x 10A IEC320 C13
- 1 x 16A IEC320 C19



The Powerware eATS

Part Number	Description	List Price ex
PWATSSC20001	eATS, Basic, 1U, Dual IEC320 C20 Input, 8 x 10A Outlets, 1 x 16A Outlet	\$1,250

Available August 2008.

Leading Edge Group “Unleash Your Potential”

March 2008 saw the Leading Edge Group “Unleash Your Potential” National conference held at the Sebel Albert Park Hotel in Melbourne. NPS was proud to attend the trade show for the 4 days alongside 41 exhibiting distributors and vendors.

As a first time exhibitor we felt the conference was a great success, enabling us to meet with owners, management and staff from all over Australia. This exchange of ideas was of great benefit to all concerned, enabling NPS to display and discuss power protection technology.

“True Power Protection Specialists” is how we see ourselves and as such NPS displayed a variety of solutions, ranging from surge protection boards and filters, through to on-line UPS systems.

NPS looks forward to an ongoing and growing relationship with the Leading Edge Group.



David Dempsey from NPS talks to a Leading Edge franchisee.

Staff news

New staff member: Linda Smith

We are pleased to welcome Linda Smith who has joined NPS QLD as Reception / Administration Assistant.

New staff member: Karina Carbis

We also would like to welcome Karina Carbis to the Victorian Office in the position of Reception / Sales Support.

New Role: Tony Firth

Tony Firth, who has been with NPS Sydney for 5 years, has moved into the role of NSW Distribution Manager. Tony will be responsible for developing the distribution of the NPS range of POWERSMART surge boards and low end UPS systems in the IT reseller and electrical wholesaler markets in NSW and ACT.

Staff Profile

David Dempsey Sales – NPS VIC



Based in the Melbourne office, David Dempsey has been with NPS since September 2005 and is a highly valued member of the NPS sales team.

David's sales career began in 1998 in IT distribution and this industry knowledge has proven to be of great benefit to NPS and our customers. Currently, David is enhancing his skills by undergoing advanced sales training.

“I always enjoy new and challenging courses. It allows me to keep my knowledge up to date and stay ahead of our competition. I plan to use what I have learnt to assist my customers with their continuing growth in this ever expanding market. The time management skills I learnt were of great benefit to me, as I can now free up more time to focus on developing new business,” said David.

If only NPS supplied a Japanese rally car as the company vehicle, then David's enjoyment of work would never end. But if you need a Power Protection Solution, David will find it, no matter how big or small.

NPS spreads the power protection message at CeBIT 2008

Held in May at the Darling Harbour Exhibition Centre, Sydney, CeBIT is the leading technology business trade event in Australia with over 500 exhibitors.

As an independent power protection specialist, NPS was representing a variety of vendors including MGE, Eaton Powerware, LDU, LPI and Powersmart. Our display featured an Eaton rack/enclosure housing the new BladeUPS modular, scalable UPS solution data centres.



Mark Sewell and Tony Firth manning the NPS stand at CeBIT



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