

A close-up photograph of a hand holding a glass test tube filled with a golden-orange liquid. The test tube is tilted, and the liquid is visible inside. In the background, a rack of several other test tubes is visible, also containing the same liquid. The background is a soft, out-of-focus blue. The Eaton logo is overlaid in the center of the image.

EATON

Argonne National Laboratory Keeps
UPS **Energized** with Eaton Service Plan

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Customer service engineer recognized for willingness to go above and beyond



Regular preventive maintenance visits by Eaton CSEs ensure optimal UPS health

Industry:
Federal government

Application:
Servers and infrastructure

UPS:
Eaton 9315

Service Coverage:
ProActive Service Plan and Battery Preventive Maintenance

Eaton CSE:
Shon Sadler

As one of the U.S. Department of Energy's largest research centers, Argonne National Laboratory is recognized for its excellence in connecting basic research to innovative technology. Because the DuPage County, Ill., laboratory supports more than 200 research projects — ranging from studies of the atomic nucleus to global climate change research — its ability to maintain continuous uptime to its critical systems is paramount to its success.

Helping to ensure high availability at the lab is an Eaton® 9315 80 kVA uninterruptible power system (UPS). "It protects our telephone system, multiple servers and a lot of our lab-wide services," explains Gary Schlesselman, Argonne's facilities management specialist for computing and information systems. "It's very critical."

That's why, when it comes to preserving the ongoing health and reliability of the UPS, the lab relies on a comprehensive

preventive maintenance (PM) service plan from Eaton. From performing regularly scheduled PMs to responding to any emergency calls to promptly providing answers to questions, Eaton's Customer Service Engineer (CSE) Shon Sadler delivers an exceptional level of service, according to Schlesselman.

Especially impressed by the CSE's willingness to always go the extra mile, Schlesselman recalls one occasion in which Argonne had ordered new batteries and cabinets, only to encounter an extremely challenging situation when attempting to gain access to the equipment's intended location.

"They couldn't bring in the cabinets with the installed batteries inside of them, because they had to lay the cabinets on their sides to get them through the door," Schlesselman explains. "But Shon came out and really took charge of the situation for us."

Not only did the CSE empty all of those cabinets by removing all the batteries, he was able to first get enough of the lab's existing UPS batteries to work in the interim, ensuring continuous high availability for the facility. "He spent a good day working on moving those batteries," Schlesselman reports. "He was very helpful."

Responsiveness is another quality that Schlesselman values in Sadler. Pointing to a recent instance in which the UPS sent out a fan failure alarm while he was on the way to work, the facilities management specialist recalls that while he didn't have Eaton's support number with him, he did have Sadler's cell phone number programmed into his phone, so he called and left a message.

"Shon responded immediately and explained to us that there was more than one fan in the unit, so we knew we didn't have to panic" Schlesselman recalls. "Then he came right out and replaced the part. It looked to us like it had the potential to be a big problem, but he was very helpful in explaining things to us."

Providing additional peace of mind to Schlesselman is the fact that Sadler consistently demonstrates a very high level of UPS expertise. "We tend to ask a number of questions," he notes, "and Shon generally knows the answers to all of them. If he doesn't," he adds, "he always goes and finds them."

Sadler delivers this same level of proficiency when

servicing the UPS. "He is very knowledgeable about the product line, and not just one product," Schlesselman reveals. In fact, when the lab recently purchased an Eaton BladeUPS® modular UPS, Sadler was instrumental in explaining how the solution should be installed. "He really helped me out," Schlesselman reports. "Shon is very responsive to the customer's needs. I really value that."

When contracting with a service provider, Schlesselman appreciates the quality and product familiarity available from the equipment's manufacturer. "My experience over many years is that Eaton does a really good job," he says.



CSEs such as Shon Sadler are highly trained to deal with battery installation, maintenance, replacement and disposal

Engaging in routine preventive maintenance is a decision that Schlesselman says is essential to safeguarding the longevity of the 9315 UPS. "I like that someone is looking at the equipment on a regular basis," he explains. "There are parts of the UPS that need to be tested to ensure they are functioning properly."

With routine PM visits, the UPS is inspected on a number of fronts, including calibration of all metering and protective features; functional testing of all transfer conditions; inspection of online performance of equipment with load; installation of system upgrades where applicable; review of alarm states, history and upgrade status; examination of interfaces to other powertrain equipment; a visual check on batteries and battery environment; and a written evaluation that provides an historical record of equipment performance.

"It's better to replace something under controlled conditions so there is no failure," Schlesselman points out. "PM is the best way for us to head off any potential failures."

Argonne further bolsters its protection with a battery service plan. Although UPS batteries are sold with a variety of published life spans, a

number of factors may cause a battery's useful life to be reduced. Because battery performance is essential to the ongoing health of a UPS, Eaton offers a comprehensive range of services specifically designed to minimize the risk of system downtime, including update-service, preventive maintenance and monitoring.

With Eaton's battery preventive maintenance plan, Argonne receives comprehensive check-ups of the entire battery environment, including measuring the cell voltage levels; assessing total battery terminal voltages; visually inspecting for leaks or bad cells; spot checking for connection torques; and testing of cell/unit internal ohmic values. At the completion of the battery PM, the lab is provided with a detailed written and graphic report of all battery tests and inspection results, as well as any recommendations for corrective actions.

"Our battery PM was just done," reports Schlesselman, noting that the lab's 9315 UPS includes three battery cabinets in parallel. "We received a full report that shows various trends. It's very important to look carefully at them."

To read more customer testimonials about our network of CSEs, please visit www.powerware.com/UPSservices.



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