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Rockwell Collins enjoys **service**  
that **soars**

***Hartzler reveals that renewing its UPS service plans with Eaton was not a difficult decision. "I still felt it was more important to stay with the factory authorized technicians," he explains. "I have a lot of confidence in their ability to come in and assess any problem."***

# Eaton customer service technicians help keep UPSs in top-notch shape for aviation firm



Eaton CSEs often take extra time to analyze and repair a problem

**Industry:**

*Communication and aviation electronics*

**Application:**

*Critical computer and mainframe equipment*

**UPS:**

*Eaton 9315, 9390, Powerware Plus 50 and flywheel*

**Service Coverage:**

*ProActive Service Plan*

**Eaton CSE:**

*Don Savage and Andrew Boche*

When it comes to citing desirable characteristics in an uninterruptible power system (UPS) service provider, most companies would agree that a technician's expertise in putting out routine fires would rank high on the list.

Figuratively speaking, of course.

But for Rockwell Collins — a recognized leader in the design, production and support of communication and aviation electronics for customers worldwide — this attribute literally took on a whole new meaning when Eaton® customer service engineers (CSE) Don Savage and Andrew Boche helped thwart a potentially combustive situation.

Anthony Hartzler, facilities electrical engineer at Rockwell Collins' Cedar Rapids, Iowa headquarters, recalls how several years back, he called in the two men late one Saturday night to examine what he believed to be an overheating fan on an aging UPS.

"We'd been planning to replace the UPS for awhile, but just hadn't gotten around to it yet," Hartzler explains of the 25-year-old unit. "We assumed one thing was causing the problem, and they came in and quickly analyzed the situation and found out that, no, it was actually a much bigger issue."

Indeed, to Hartzler's surprise, the CSEs discovered overheating input wiring in the UPS, which was clearly past its intended lifespan. "It could have resulted in a lot of damage," the engineer reveals. "They really saved the day."

"It would have been easy for them to give up and walk away and say, 'no, it's not the UPS causing the problems,'" he adds of the Savage and Boche. "But they stayed and kept looking until they found the real problem — which undetected, could have caused devastating consequences."

It is this dedication and product proficiency that Hartzler values most about the Eaton CSEs, who, in addition to

responding to emergency calls, perform regular preventive maintenance on the 11 UPS systems at the company's facility. Disbursed among 11 different buildings, the units range from older Exide Electronics models—which were rolled into the Powerware®-brand product line in 1996—to parallel redundant Powerware Plus 500 units to the newer Eaton 9390 UPS.

"The majority of the UPSs protect critical computers and our mainframe equipment," notes Hartzler. "They are very, very critical to our operations. If that equipment ever lost power, our entire company would stop working," he emphasizes. "It's never happened, and I hope it never does!"

Thanks to the company's service plans and the Eaton CSEs who execute them, Hartzler is extremely confident about the ongoing health and performance of the UPSs.

"They really keep them in top-notch shape," he says of Savage and Boche.

In addition to the fact that Eaton CSEs are all factory trained and authorized, Hartzler welcomes their ongoing product education, as well as their ability to perform the latest firmware upgrades on equipment.

"We value their expertise," he explains. "They are both very knowledgeable in all of the UPS products. Any time there is a problem, we truly rely on those guys to take care of us."

Another benefit afforded by Savage is the technician's familiarity with Active Power flywheel technology products, two of which operate in sync with the company's Eaton 9315 UPS. An alternative to chemical batteries, flywheel systems store kinetic energy—energy produced by motion—by constantly spinning a compact rotor in a low-friction environment. When short-term backup power is required due to fluctuating or loss of utility power, the flywheel rotor's inertia allows it to continue spinning and the resulting kinetic energy is converted to electricity.



**Eaton responds to over 2,000 emergency requests each year**

The Active Power CleanSource DC flywheels deployed at Rockwell Collins can be used in conjunction with a standby generator to enable a continuous power solution,

or stand-alone with a UPS for optimal power protection, as the unit provides additional versatility by supplementing or replacing battery strings in existing UPS installations.

“He’s the expert locally for the flywheel,” Hartzler says of Savage, praising the technician’s broad knowledge that exceeds specific UPS products and instead, extends to the company’s overall power protection solution.

In addition, Hartzler is always impressed by both of the CSEs’ explicit attention to detail and conscientious work habits. “They are very cautious and careful to make sure they get it done right the first time,” he reports.

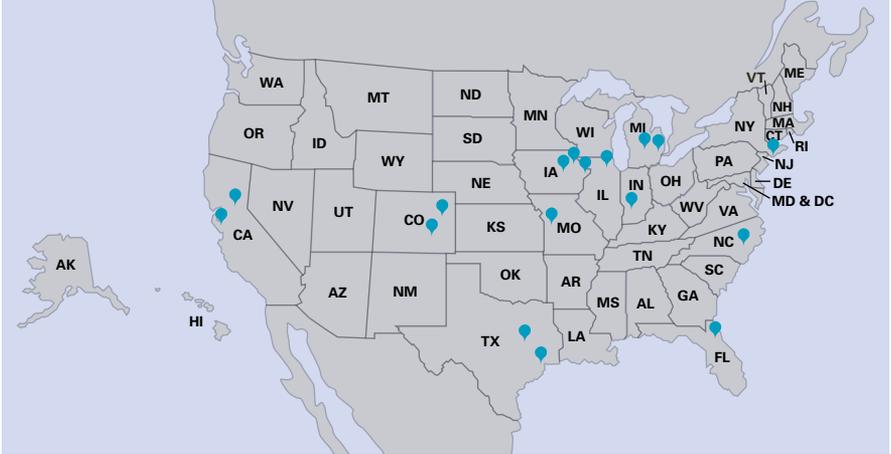
Furthermore, the pair has taken great care to follow up after any service issues, calling the next day to provide updates and promptly sending a full report of the work completed.

Acknowledging that third-party service providers “are always calling on me,” Hartzler reveals that renewing its UPS service plans with Eaton was not a difficult decision. “I still felt it was more important to stay with the factory authorized technicians,” he explains. “I have a lot of confidence in their ability to come in and assess any problem.”

Furthermore, the facilities engineer can’t help but notice a quality that sets Savage and Boche apart from other service providers. “They have a real eagerness to get the job done right,” he notes, adding that the CSEs are always willing to accommodate Rockwell Collins’ schedule. “Some of our systems have a 12-hour window to perform maintenance and that is on Saturday night,” Hartzler explains. “Andy and Don are very receptive to that. They truly understand the critical nature of the UPSs to our facility. No matter what, they will come out.”

In fact, the two have been known to respond to a call from Hartzler even before they are officially dispatched by Eaton. “They have provided service in anticipation of the formal call,” he shares. “They know it’s more important to serve the customer.”

To read more customer testimonials about our network of CSEs, please visit [www.powerware.com/UPSservices](http://www.powerware.com/UPSservices).



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