Case Study

Infra-Red and Falcon Electric Join Forces to Keep Verizon 911 Emergency Systems Running Smoothly

Have you ever wondered what would happen if the power went out at any of the 911 emergency dispatch centers? How would you react if the 911 operator told you the power was out, and they couldn't send help until it was restored? When people call "911," they need immediate help; they can't wait until a power line has been reconnected or a blown transformer replaced.

Tom McDonald, President of Infra-Red Building and Power Service in Holbrook, MA, understands just how critical it is to keep the 911 Fire and Police centers up and running smoothly. Verizon contracted with Infra-Red several years ago to service and maintain the Uninterruptible Power Supply (UPS) systems that back up the Verizon Enhanced 911 Systems at each center in Massachusetts, Maine, and Vermont.

There are over 400 on-line UPSs continually regenerating new, clean, and regulated utility power, thereby protecting these 911 centers from all manner of power events such as surges, spikes, sags, transients, brownouts, and blackouts. Many of the units are either 3kVA or 5kVA units with wall-mounted maintenance bypass boxes.

As a full-service power system maintenance company, Infra-Red is always concerned with system reliability. Tom McDonald has been servicing on-line UPSs from Falcon Electric for over 10 years, and he's been pleased with the quality of the products. According to McDonald, "When we have to go out on a service call, that costs us time and money.

With OEM accounts providing Falcon's reliable products in the field, we spend minimal time repairing them, and the customer doesn't have to worry about downtime. It's a win-win situation for everyone." McDonald added, "When you're protecting something as critical as Emergency 911 systems, you need a product as dependable as Falcon's."

Due in part to McDonald's perception of Falcon's product reliability, he just completed a system retrofit so that Maine's 911 Center consoles and communications centers work specifically with Falcon's on-line UPSs and wall-mounted maintenance bypass boxes.

McDonald said, "It's great to work with a company that you can depend on; not just to provide you with the best products on the market, but also because the staff at Falcon Electric is very responsive to our needs and the needs of our customers."

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>
> – Tom McDonald,
> President of Infra-Red
> Building and Power Service

Falcon SG Series 3-5kVA UPS Features:

- True Double Conversion On Line UPS Design
- Input Power Factor Correction
- Wide Input Voltage Window
- Pure Sinewave Output
- Precision Output Voltage Regulation
- Superior Brownout, Surge and Transient Protection
- Internal System Bypass
- Microprocessor Control & RS-232 Communications
- UPSILON® Monitoring & Shutdown Software

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