

Internet Service Provider Benefits from Outstanding Customer Service Support

Consultant Joe Guentert, of Power Distribution Systems, Bristol, IN, designs mission critical power systems for clients in the financial and information segments who maintain vast amounts of data in central data centers. One of Guentert's clients, a major internet service provider, suffered an apparent equipment malfunction, and Cooper Power Systems provided crucial troubleshooting support to assess and rectify this condition.

"I spoke to the Cooper Power Systems service representatives back at Kyle, South Milwaukee, and received lots of help, cooperation, and replacement parts".

— Joe Guentert, Power Distribution Systems

The power distribution system Guentert assembled and commissioned for his ISP client employed eight Cooper padmounted transformers equipped with VFI interrupters and TPG controls for overcurrent protection. Six of the transformers serve two main feeders, with two units serving as back-up, ensuring the internet service provider's "dial-up" center would be online providing millions of on-line customers with dependable internet access.

Shortly after installation one of the back-up VFI equipped transformers unexpectedly tripped-out during an off-line test of the ground-trip block during inrush restraint function. The contracted independent electrical testing company conducting the test concluded that the TPG control was malfunctioning. Cooper was contacted and the Customer Service Group responded, sending a new replacement board overnight express. The board was swapped out without any improvement in performance.



Main feeder transformers keep ISP on-line 24/7.

Members of the Transformers and Kyle Distribution Switchgear groups formed a special team to analyze the failure mode. The team quickly developed a structured test procedure. Armed with an oscilloscope and primary current injection test set, Kyle Distribution Switchgear personnel traveled to the job site.

Using the new test procedure and Cooper's primary current injection test set, the ground-trip inrush restraint was tested and found to be operating correctly. The test was then repeated using the original testing gear and methodology employed by the contracted, independent electrical testing company. The ground-trip inrush restraint functionality tested faulty — now a variable could be isolated and identified.

Further analysis revealed that the contractor's primary current injection set was injecting a small amount of current into the TPG boards while the test set power switch was in the off position. The current was enough to power up portions of the control board and initiate the ground trip block functionality before the test was performed. Upon commencement of the actual test, the TPG board would time out to the selected time-current curve instead of the selected ground-trip block delay.

Mystery solved. Cooper isolated the problem to a test set used by the contracted testing service and provided additional training to prevent recurrence of this problem.

Through the collective efforts of Cooper's multi-disciplinary team, two customers — Joe Guentert of Power Distribution Systems and his internet service provider client, realized the value of Cooper's customer service program as it looked beyond the hardware to solve a perplexing problem.

"Cooper was very helpful, proving to my satisfaction that the system was operating as it should, and also made a very convincing, persuasive case to my client that fully satisfied them".

— Joe Guentert, Power Distribution Systems

Kyle® Distribution Switchgear

- Substation Breakers
- Substation Reclosers
- Line Reclosers
- Sectionalizers
- Padmount Reclosers
- Microprocessor-Based Controls
- Capacitor Switches
- General Purpose Switches
- Distribution Automation Switches
- Transfer Packages
- Padmount Switches
- Subsurface Switches
- Padmount Fault Interrupters
- Subsurface Fault Interrupters
- Expanded Website Support at www.cooperpower.com
 - Software Training
 - Interface Software Downloads
 - Expanded Literature Database
 - E-mail Help-Site
 - Cooper Power Systems Newsletter E-mail
- Specialized Hands-On Training Classes
- Factory and Regional Authorized Service Shops
- Worldwide Field Service
- Switchgear Support Group
 - 1-800-497-KYLE
 - 1-800-497-5953

After 60 years of continued customer service growth, Kyle® has an unmatched history as the leader in the distribution switchgear industry.

Even as we look to the future, we remain committed to that legacy.

**Innovative
Products**

**Exceptional
Customer Service**

Contact your Cooper Power Systems Representative for additional information.

The Quality System at Cooper Power Systems, Kyle Distribution Switchgear is ISO 9001 certified.

**COOPER** Power Systems