

real life

A STORY FROM THE FRONT LINES OF POWER PROTECTION

When computers flash error messages and bring everything to a halt, it may not always be the computer's fault. Sometimes AC power quality is the culprit. Claim Jumper Restaurant found out how much trouble power disturbances can cause when their system was repeatedly crashing.

Clean Power Now on the Menu at Claim Jumper Restaurants

The restaurant industry has become far more than food. It is food, service, and equipment, along with electronic devices for taking and tracking orders, inventory and sales, small printing devices in the kitchen, computers, terminals, and more. Even with all the high tech bells and whistles of the industry, Claim Jumper Restaurant doesn't seem to have difficulty generating an atmosphere from the gold rush days of the 1800s. "Great food served in generous portions, friendly, professional service and excellent value" is the Claim Jumper formula for success.

Part of Claim Jumper's success is using state-of-the-art electronic equipment in running its business. Javelin, who recently acquired Posnet, is a leading manufacturer of this equipment for the restaurant industry and supplies Claim Jumper with their touch screen terminals. These Point-Of-Sale (POS) terminals simplify order taking, inventory keeping, and sales tracking for the staff of each restaurant.

The Problem

When first installed, however, Claim Jumper's terminals weren't performing up to

Javelin standards.

They were having trouble with the terminals frequently flashing error messages. Claim Jumper had a dedicated circuit and an APC 700V SmartUPS on the back-of-house office terminal, so at first it wasn't apparent that it could be a power issue causing the terminals to flash error messages. Without a power conditioning UPS to eliminate the noise on the AC line, the power was corrupt and caused their system to crash on an average of two times per week. Each time the computerized system was effected by noise on the power line it would stop everything. Dirty power, caused by anything from outside construction to inside power disturbances, such as refrigeration units cycling on and off, led to corrupt or even lost data and a frozen system.

Robert Dubrey, information system manager for Claim

Jumper, states, "The place would just grind to a halt while we waited to see how long the system would be down. It was corrupt data that gave us the most problems. When there's corrupt data, you're down at least an hour and it costs thousands of dollars every time. The first hour always costs the most in a restaurant situation."

Not only was the cost and lost data a hardship, but service became more labor intense. According to Dubrey, everything that had been done electronically now was done manually — orders being taken, requests to the kitchen, final bills being totaled. It impacted everyone. The extent of corrupt or lost data also had to be determined and entirely reconstructed manually. This job alone could take hours.

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Robert Dubrey
IS Manager
Claim Jumper Restaurant

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The Search

Narrowing down a problem like the one Claim Jumper faced isn't a clear cut task for anyone. With so many factors to consider, it can easily turn into a wild goose chase. What was causing the system's error messages? Was it the computers? the software? the setup? In Dubrey's experience, "There are probably about five or ten different things that can happen to a computer alone that can cause the same thing." In most cases, power quality isn't even considered. Fortunately for Claim Jumper, they received good advice right up front from Posnet to Try ONEAC. Posnet knew the ONEAC name from past experience and believed that ONEAC was a good first step.

The Solution

Two test sites, Rancho Cucamonga and Carlsbad, California, were set up with ONEAC's CL1102 power

conditioners on the POS terminals and CL1101 power conditioners on the back office

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file server. With the ONEAC power conditioners in place the terminals received clean, reliable power. Cleaner power translates into more reliable performance from the devices being protected.

After installing the ONEAC units, Claim Jumper began seeing results. Dubrey, however, was not completely convinced it was all because of the ONEAC power conditioners. He had also

been doing extensive maintenance on the Javelin system and was sure that it had influenced the results. An ONEAC ONEGraph® was brought to the site to test AC voltage disturbances with and without the ONEAC power conditioners. There was a marked difference between the dedicated line with ONEAC and the dedicated line without.

Dubrey was convinced, "I saw the difference the ONEAC makes. We now have ONEAC power conditioners on every piece of equipment in the restaurant." In some cases ONEAC UPSs have also been installed to keep equipment up and running in the event of a power outage. With ONEAC in all their restaurants, Claim Jumper can enjoy less downtime and less corrupt transaction logs — allowing them to get back to what they do best, serving quality food.

Dubrey learned that even an isolated circuit is not always

enough to ensure clean power. "I think power conditioning is essential, otherwise you have nothing but trouble." Now, if the terminals begin flashing error messages, Dubrey questions the computer, not the power.

