

The Importance of the Electrical Supply to ATMs

A steady power supply is taken for granted, but it is vital for maintenance and uptime of the ATM.

By Richard Slawsky
Contributing editor,
ATMmarketplace.com

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With more than 200,000 machines deployed around the globe, Triton Systems has placed ATMs in nearly every environment imaginable. The company's machines are located in places ranging from convenience stores to restaurants to train stations and more.

So if there's one thing the company has learned over the years, it's that all locations aren't the same, especially in terms of the electricity needed to operate its machines.

When it comes to tracking down the source of recurring ATM maintenance problems, the power supply often is overlooked. To encourage deployers to take a closer look at the electricity that runs its ATMs, Triton is partnering with ONEAC to offer power conditioners as part of an ATM package.

"We'll offer these ONEAC-brand power conditioned UPS systems via our Triton partner site, where customers pick and choose online from a variety of options to configure a new unit to their exact specifications," said Mark Smith, business development manager for Triton. "Selections can be made for add-

on accessories like the ONEAC power conditioners, security alarms, decals/wraps and the like, so that new units can be deployed optimally right from the outset. Additionally, for units already in the field, these power conditioners are available a la carte via our parts, repair and training arm."

ONEAC maintains a large portfolio of single- and three-phase power conditioners, single-phase UPS systems



A UPS, such as the one seen above from ONEAC, helps keep the electricity to an ATM flowing, ensuring uninterrupted service.

and communication line protectors.

An unstable power supply can cause problems with sensitive electronic equipment, and that includes ATMs. Often, the source of the problem is difficult, if not impossible, to detect.

“Machines lock up, they reset and they just quit working,” said George D. Peagler III, area sales manager with ONEAC. “Sometimes they get damaged.”

In an environment such as a convenience store, there are many conditions that can generate noise or otherwise cause instability on the electrical line, he says.

“It’s like running a vacuum cleaner next to your television and seeing snow on the screen,” Peagler said. “In a convenience store, you have the coolers, the lottery terminals, point-of-sale systems, drink dispensers, HVAC and the like. It is just a very noisy environment.”

Uptime benefits

Although it can be difficult to persuade ATM deployers about the wisdom of using a power conditioner to stabilize their electrical supply, once they try it they are usually convinced, Peagler says.

Consider, for example, a credit union located in the Phoenix area that was having continual problems with an ATM at a drive-thru location. Although the ATM was going down on a weekly basis, technicians were at a loss to pinpoint the problem.

Earlier this year, a ONEAC power conditioned UPS was placed between the machine and its electrical supply. The unit hasn’t gone down since.

A financial institution in Georgia had a machine that was going out at least once a month, especially when there was a thunderstorm in the area. Again, since ONEAC stabilized the electrical supply with a power conditioned UPS, the unit hasn’t gone down once.

ONEAC has conducted a number of field trials to test the impact of installing power conditioners on ATMs. In one 90-day trial of 53 ATMs, the number of service calls for ATMs outfitted with a power conditioner dropped 41 percent, from more than 100 to less than 70.

In a second trial, examining 13 machines over a four-month period, the average number of calls per month dropped 56 percent. Six locations in that trial went from an average of two or more service calls per month before the installation of a power conditioner to zero calls after the conditioner was installed.

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A third trial looked at a total of 40 machines in two cities, monitored over a six-month period. Half the machines in each city were outfitted with a power conditioner while the other half served as control subjects.

In one city, the ATMs outfitted with a power conditioner experienced a 33 percent reduction in service calls, while in the other city, ATMs outfitted with a power conditioner experienced a 54 percent reduction in service calls.

In both cities, the number of service

calls for the machines without power conditioners installed either stayed the same or increased over the six-month trial period.

The financial impact

Installing a power conditioner can save financial institutions money on several fronts, Peagler says.

“First of all, we save them money because they don’t have to send a tech out on a regular basis,” he said. “Industry standards will tell you that it costs between \$90 and \$150 to service a location, not counting replacement parts and that sort of thing.”

Secondly, because the ATM remains in service, the FIs aren’t losing the transaction revenue they would have if the unit had

been out of service.

“Lastly, there’s the customer perception of the quality of the goods and services you provide,” he said.

About the sponsor: ATMGurus features parts, accessories, repair and training for multibrand ATM estates of all sizes. ATMGurus stocks a large selection of new, refurbished and closeout parts; ATM security solutions; and provides repair and training for multiple brands of ATMs, including Triton, Tranax, Hantle, Tidel and Nautilus Hyosung machines. For more information, visit www.atmgurus.com or call 1.888.7.ATMGURUS (1.888.728.6421) toll free in North America or +1.901.248.6175.