

Sometimes computer systems go down for no apparent reason. In the high traffic business of convenience store gas stations, it is critical to keep the systems running. But how do you fix a problem when you don't know the cause? Northwest Pump is a service provider with responsibility for keeping these systems running at customer gas stations. And Northwest Pump has found that for those system problems that have no answer ...

ONEAC is the Answer

"ONEAC equipment is very helpful in getting new business," said Jerry Walker, Service Manager for Northwest Pump. "For example, one convenience store operator had been doing business with one of our competitors. He was having power problems with his POS (point-of-sale) systems, such as lock-ups and ghost failures. We found out that he had a UPS from an ONEAC competitor, with no power conditioning. We put ONEAC in at one of the most troublesome locations and the problems have almost all disappeared. Now, we are replacing his UPSs at all eight locations with ONEAC's ON400 series."

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Northwest Pump is a petroleum equipment distributor in the northwest. "A large part of our business is service stations and convenience stores," noted Walker. "That's where ONEAC has been so good to us."

Northwest Pump sells equipment packages which include gas pumps and underground storage tanks, as well as computerized POS equipment. And ONEAC is usually part of the package. "ONEAC protects most POS systems that we sell," Walker added.

That protection is especially important because Northwest Pump maintains the equipment after the installation. "ONEAC has meant so much to us as a service provider," said Walker. "Customers don't want to have to pay for nuisance problems. ONEAC helps us ensure that the equipment keeps working."

"Our first experience with ONEAC was ten years ago," remembered Walker. "A customer had a very troublesome site in Washington. The system was constantly locking up and crashing and my gut instinct was that it was a power problem. ONEAC provided power conditioning and the problems went away."



"Our partnership with ONEAC started to grow in 1992, as POS systems became more sophisticated," Walker continued. "We were setting up four Texaco stations that year, and we were

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doing maintenance on the MSI computer system. The stations were having all kinds of problems related to dirty power, like unexplainable lockups. We installed two ONEAC power conditioners at each location and the problems stopped. ONEAC solved a big challenge

for a very important customer."

"POS systems have been getting more complicated since the early 90s, and all stores depend on them now," explained Walker. "Several controllers have been consolidated into one unit and if the system goes down, the entire business is impacted. That is why all of our customers need ONEAC protection, because power related problems can keep them from doing business."

"Convenience stores are notorious for having less than perfect circuits," Walker added. "They often don't have the dedicated circuits that are needed, and it became automatic to install ONEAC. We have been including ONEAC with most of our POS systems and have had absolutely no power problems."

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"On this side of the Rocky Mountains, we don't have the lightning problems that affect power out East," Walker said, "but we have overloaded grids. And any time the utilities switch a grid to feed power from some other source, it sends noise down the line all the way to the outlet in the wall. People don't realize that this happens, but we want our customers to understand why we're using the ONEAC product. Our power problems in the West are more subtle than lightning, but every bit as damaging in the long run."

"ONEAC is unique in addressing these problems," Walker continued. "Their competitors sell battery back-up units but none of them have the power conditioning circuitry that ONEAC provides. The other equipment protects against complete power failures, but you still have system failures from the day to day electrical spikes and noise that degrade components in today's world. ONEAC makes a good UPS,

but what makes it stand head and shoulders above the rest is the power conditioning that is built into the products to protect against the spikes."

Northwest Pump's customers are seeing the importance of this protection. "We installed Ruby Verifone POS products at more than 60 sites for one of our major customers, Time Oil, and we supplied ONEAC at every site," Walker related. "But the customer used another vendor that installed systems without power conditioning at a few other locations. Time Oil spent two weeks fighting power related lock-ups until the maintenance director called and asked us to get involved. We supplied them with the ON400 series and the problems have not recurred."

ONEAC power conditioning protects a variety of POS equipment — including MSI, Ruby from Verifone, Gilbarco G-Site and Gas Boy Profit Point — for Northwest Pump customers like Texaco and Tosco/Circle K in

Washington, Oregon, Montana, Idaho, Alaska and Hawaii. Even when the POS products come with power back-up equipment, Northwest Pump still chooses to add ONEAC.

"The products perform very well," Walker said. "We have had very minimal problems with ONEAC. And any time we have experienced a difficulty, the response from ONEAC has been superb. They always take care of us."

"Without ONEAC, we would face an enormous amount of unnecessary service calls," Walker concluded. "Before ONEAC, our customers were having constant problems. Now, all the ghost problems, the unexplainable component failures, the problems with no answers have disappeared. For the problems with no answers, ONEAC is the answer."

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