

There are different approaches to power conditioning. Unfortunately, some companies learn that the hard way. Littlejohn's Equipment Company was including a UPS system with power conditioning to protect the POS equipment it was selling. The UPS was not from ONEAC, and was based on a different approach to power conditioning. As the stores continued to experience power related problems, Littlejohn's soon discovered that the ONEAC approach is the right approach to power conditioning.

If It's Not ONEAC®, It's Not Power Conditioning

Littlejohn's Equipment Company in Denver, Colorado, sells and services petroleum equipment for the convenience store and gas station industry. The point-of-sale or POS system is a main component of the Littlejohn's convenience store package. "As POS systems have increased in complexity, they have also increased a store's requirement for clean power," said Dave Cousminer, Vice President of Sales and Service for Littlejohn's.

Chasing phantom sales and lock ups

"Before we used ONEAC, several customer locations were definite problem sites, experiencing ghost sales and hanging systems," Cousminer explained. "One store was experiencing these problems multiple times a day." A ghost sale is a fuel sale that appears on the register when no customer has actually purchased gas. The hanging system is even more troublesome because the POS system completely locks up.

"When the system is locked up, the store usually has to power the system down and bring it back up," Cousminer said.

"It may take five minutes to come back on line, which is a massive amount of time when there are three or four people waiting in line at a convenience store. And even if it does come back up, that's not the solution to the problem."

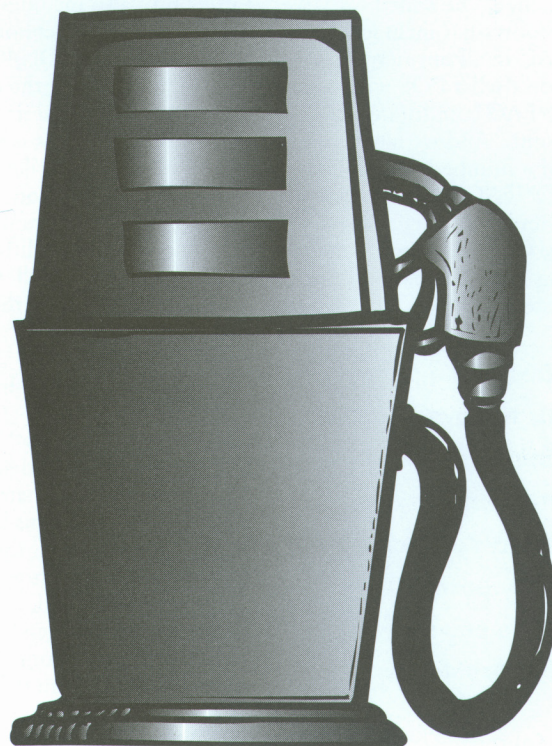
Searching for solutions

"Essentially, the customers start to lose faith in the equipment," he explained, "and not only does their business suffer, but we get a black eye from the problem."

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*Dave Cousminer,
Vice President of Sales
and Service*

"We wanted to create clean power for our customers through economical means instead of rewiring the electrical systems," he explained. "Even a dedicated isolated line does not guarantee conditioned



clean power. We needed a UPS with a power conditioner, and Littlejohn's initially selected a unit from an ONEAC competitor. The product was supposed to combine UPS surge suppression with power conditioning, and we started to include the unit with all our sales."

All UPS systems are NOT created equal

"In a number of cases, our customers still experienced problems," Cousminer continued. Littlejohn's learned that there are different approaches to power conditioning. And just because a product claims to have "power conditioning," does not mean it has the capability to clean up the dirty power or solve the power related problems.

"When we found out that our UPS systems did not have the

isolation transformer found in ONEAC's UPS systems, we decided to switch to ONEAC," noted Cousminer. "We retrofit four test sites with ONEAC ON400 units and the power problems were cleared up! Before we used ONEAC, we could not identify the causes of the problems and we didn't have a solution. ONEAC was the solution."

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"Since then," he added, "Littlejohn's has included ONEAC in all our new sales. We won't sell a POS without an ONEAC conditioner at this point. And we have even retrofit a number of locations with ONEAC to save money for us and for our customers. We see ONEAC power conditioning as an integral part of the system."

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Littlejohn's also includes ONEAC's RJ11 telephone line protector with the ON400. "Power lines are not the only problem," said Cousminer. "One customer site was taken out by a lightning strike that came through the phone line. Protecting from surges through the phone line, in addition to power conditioning, allows us to completely insulate the POS system."

ONEAC keeps Littlejohn's equipment running

In the short term, Littlejohn's customers have eliminated dirty power and its problems by using ONEAC. "But there are long-term benefits as well," Cousminer explained. "We feel that our customers are going to get much longer life out of the equipment with ONEAC protection, which also means fewer service calls."

The advantage of reducing the number of service calls is not

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taken lightly by Littlejohn's. "When there is a service call, someone has to pay the cost," stated Cousminer. "We want to treat our customers fairly, and if we install new equipment which is not working properly, we feel responsible. That means that we are paying for power-related service calls."

"Littlejohn's goal as a sales service organization is to sell quality equipment at fair prices and provide premium service," he continued. "We don't want equipment going down for

reasons outside our control, and we want to minimize or eliminate nuisance service calls, which are usually power related problems. We see the inclusion of ONEAC with all new sales and retrofitting existing sites with ONEAC as an important part of this goal."

"We no longer look at dirty power as a potential problem," Cousminer concluded. "We consider that if the power is not conditioned, we will be called for service. That's why we trust the ONEAC approach to power conditioning."

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