

mission critical power solutions

USA profile



Nothing protects quite like Piller

Piller Inc.



Piller Inc., NY, USA

About

Since its formation by Anton Piller in 1909, the company Piller has been synonymous with electrical machines of the highest quality and reliability. Today, Piller Power Systems, from its headquarters in Germany and via its regional offices, representatives and distributors worldwide, continues that tradition into the 21st century.

Piller produces high performance power protection systems and converters.

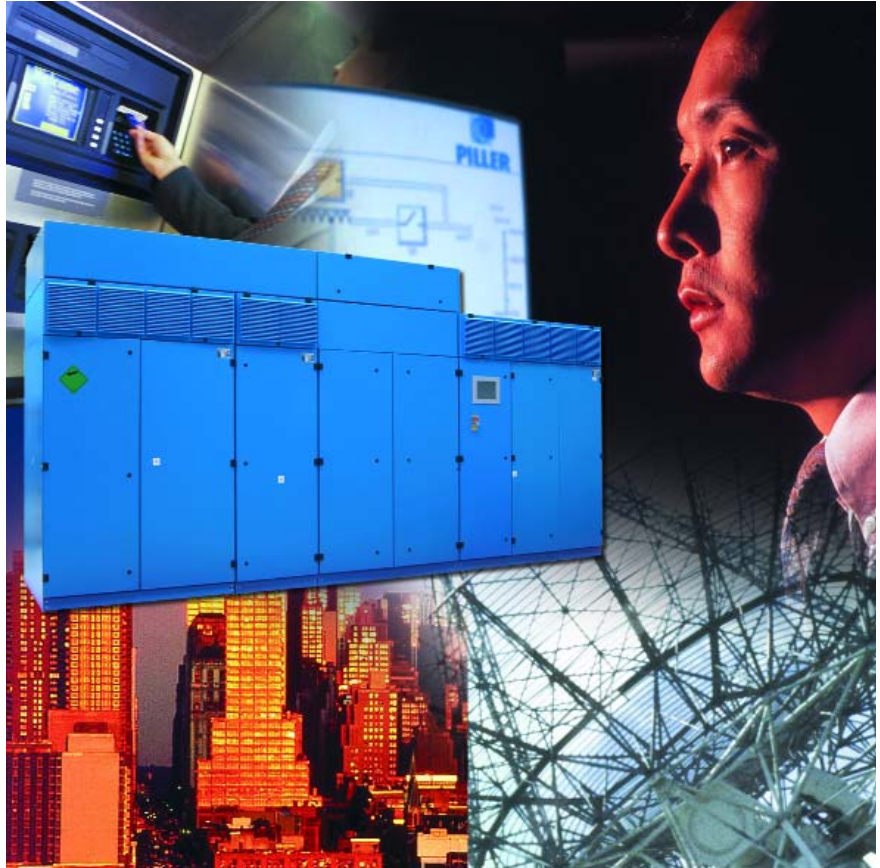
Piller Power Systems is a wholly owned subsidiary of the multi-disciplined global UK engineering group, Langley Holdings plc.

(www.langleyholdings.com)



Piller headquarters,
Osterode, Germany

'Commitment to providing total solutions backed by a solid service organization'



History of reliability

During its long history, Piller has always designed and manufactured advanced rotary machines for a variety of applications. For more than 40 years, the principal focus has been on producing the most resilient and capable Uninterruptible Power Supply (UPS) machines available on the market. This strategy, coupled with providing a high degree of customer support and engineering excellence has led Piller to be

internationally recognized and respected as the leader in its field. Within the United States alone, the Company has an ever growing installed base, appreciably larger than its closest competitors. Reliability and quality built in from the initial design stage and a commitment to providing total solutions backed by a solid service organization, is an essential part of Piller's commitment to its North American customers.

'...far greater peace of mind that your business will not be interrupted'



It is widely recognized that life safety and economic loss can be mission critical to organizations dependant upon reliable electrical power. In today's information technology driven business world, the demand for computer based business processes is ever increasing. As communications improve worldwide, the drive for businesses operating on a 24 hour basis is constantly rising. Often, the slightest interruption of power can cause catastrophic results for financial trading institutions, telecommunications and industrial process operations. The result is invariably loss of time, profit and most importantly, reputation.

The design reliability of our rotary UPS systems is substantially higher than alternative technologies, so that Piller offer far greater peace of mind that your business will not be interrupted.

Serving Power Critical Industries

For many years, Piller has been the pre-eminent supplier to the most discerning of clients within financial institutions, telecommunications, industrial process and aviation. The power consumption of IT equipment has risen dramatically as the hunger for ever faster processing

power continues. In line with this, the power rating of UPS systems has risen making UNIBLOCK UBR *Hybrid* Rotary UPS the clear solution for the most critical and sensitive loads where the dynamic load demands are more varied, the alternative UNIBLOCK UBT Rotary UPS comes to the fore.



Professional & technical standards



The delivery of expertise from the initial briefing through the engineering phase to implementation of a project is handled at every stage by Piller's highly trained technical sales team and qualified engineers.

In-depth knowledge and complete competence with the company's products is shared by each member of the team dedicated to providing the best solution to a client's unique requirements.

Customer Focus

Piller is renowned for its outstanding products and aims to provide the most advanced technology with long term service support. Within the United States and Canada alone, Piller has more than 40 service centers. Each location was selected close to its client base for optimum responsiveness.

Our capabilities are such that our engineers will be pleased to aid in the detailed technical design of UPS systems

and surrounding infrastructure. Piller personnel have a diversified array of skills spanning all aspects of electrical and mechanical engineering for a complete turnkey solution.

'With 60% of our employees qualified in engineering, we pride ourselves on truly understanding the customer's needs and the best solution'



The turnkey services of Piller Inc. lead in the field of project management and after sales engineering support. Many other UPS suppliers are interested only in volume manufacturing and unit sales. At Piller, we focus on delivering the optimum and cost effective solution to serve our customers' needs effectively. Experienced project engineers evaluate the integration of the UPS system within the clients' existing networks and equipment. As part of the company's approach, Piller's highly-qualified project managers ensure a smooth transition from project inception through to acceptance.

Piller project teams are supported by an infrastructure with extensive knowledge and experience in multiple disciplines such as, Piller products and services, project management, project engineering, commercial requirements, logistics, technical documentation, system controls, electrical safety, IEEE requirements, NEC requirements, and other applicable standards.



Product portfolio



Piller maintains a unique position as the only UPS manufacturer in the world with a range of products encompassing both rotary and static technologies. From this position, we are able to advise our clients on the most suitable solution for their particular application.

At the head of our portfolio is the Piller UNIBLOCK UBR *Hybrid* Rotary UPS optimizing the benefits of static and rotary technology and employed international where the highest product reliability and availability is demanded. Our other leading product line is UNIBLOCK UBT stand alone or diesel coupled UPS.

To provide even greater flexibility, the whole UNIBLOCK range of products is available with a choice of either battery or kinetic energy backup. At the heart of every rotary product is the UNIBLOCK machine, the hallmark of Piller's product reliability.

Our latest range of static UPS, the AP Premium, is one of a limited number of products on the market today offering sinusoidal input with the use of both IGBT rectifier and inverter technology. Other products for premium power systems include the APOTRANS range of static

transfer switches, the POWERBRIDGE kinetic energy storage system for battery replacement and voltage stabilization.

Another branch of static and rotary systems is in the field of 400 Hz aircraft ground power and 50/60 Hz frequency conversion where the Piller APOJET and other products are used for both civil and military applications.

'Piller UPS supports banking, telephone and television networks, emergency services, national security and utilities in our everyday lives.'



Banking & Finance

All of the most prestigious financial institutions require significant UPS support for their data centers and trading floors. As processing speed has risen so has the demand on the scale and quality of the electrical infra-structure. Increasingly, it is not uncommon for such facilities to require several MVA of UPS power.

Broadcasting & Communications

The communication world has opened up almost entirely to 24 hour broadcasting and new facilities for HD television and radio will be required. Piller is pleased to have been selected time and time again, to support such state-of-the-art facilities. Piller's constant strive for innovation and

market leadership is reflected in its position within the telecommunications market for the provision of sophisticated UPS. Piller is proud to have been involved in the very first of the major 3G telecommunication installations and today is a major supplier to both mobile and fixed telephone data switch systems.

Medical & Scientific

Seamless integration of the system within a power supply network of healthcare and medical establishments means Piller's rotary technology UPS (UNIBLOCK) is ready for action from the day it is commissioned. It will not only maintain constant power but will also ensure voltage stability, for all electrical needs through subsequent outages/brownouts

in the utility supply - providing ride through from utility outage to utility return.

Industrial Process

Piller has developed systems to work in conjunction with combined heat and power stations as well as conventional installations. Our units support industrial processes from microchip manufacturing through to diamond processing and utility pumping.



Customer service and support

'our field service team has more than 250 years experience working on three generations of UPS system'



Service Coverage

Piller is proud to offer an unequalled level of customer support throughout North America. Our service is based at over 40 strategic locations, controlled from Piller Inc. headquarters in Middletown, New York. For peace of mind, we hold substantial stocks of spare parts at strategically located service centers across the USA and Canada,

Service Team Capability

Our customer service engineering team is highly qualified and trained on our products and services. As a combined total, our field service team has more than several centuries of experience working on three generations of UPS system. We operate a 'best of breed' philosophy in our working practices and believe we are market leaders in first time resolution of site problems.

Technical Support

We have support engineers based in the USA who are dedicated to assisting our field service operatives. In addition to the USA structure our field team has 24 hour assistance from our factory based in Germany. Advanced service training is provided and conducted in the USA as well as Germany and has the effect of continually improving our service capability.



24 Hour Call-Out Facility

For the ultimate in peace of mind we have, 24-hour 365 days per year, a dedicated call-out team available to our contract customers.



UPS Service

Piller offers a range of comprehensive maintenance agreements that are tailored to meet customer needs. The maintenance methodology has evolved over time given the vast knowledge base created by worldwide maintenance activities of all Piller service organizations. All the appropriate quality and safety controls are in place during the planning and execution of work, method statements and risk assessment form part of the maintenance process.

Battery Service

Regular maintenance is critical to the life span and long term performance of a UPS battery system. It is a known fact that the life of a battery can be halved if not properly maintained. Piller operates an in house approach to battery maintenance. Maintenance regimes range from predictive methods such as impedance testing to performance discharge tests. In addition to the maintenance activities, Piller can offer full replacement services involving the removal, EPA approved disposal, and full installation and commissioning of a UPS battery system.

Generator and Switchgear Service

Piller recognizes the need to provide a comprehensive infrastructure involved in delivering continuous power. The opportunity to have a single service provider for base power has added value. Piller customers benefit from a UPS system maintenance service with a single point of contact for all critical power issues.



Customer service and support

'The training facility provided the perfect opportunity to get to grips with the capabilities of UPS in a non-critical environment'



Temporary UPS systems

Imagine the need to temporarily relocate your critical operations after a catastrophe, or to pull forward the UPS power-on date of a new system, or the need for a complete maintenance shutdown of the electrical plant after years of service; suddenly you need temporary UPS power and the service to go with it. Piller is able to supply temporary UPS power for immediate use. When you utilize temporary UPS power from us, you can expect the same level of customer support and comfort as you would from one of our fixed installations. Our temporary UPS systems are small enough to fit on a normal truck and can be set to work within hours of arrival at site.

Customer Training

Piller Inc. at its Middletown, NY, headquarters has installed the very latest equipment, training and conference facilities. Our conference facilities are linked remotely to the equipment and it is here that we can demonstrate and train our clients in the telemetry capabilities of our systems.

Site Survey

Our engineering team can undertake electrical site surveys at client premises. Such services can measure power quality and check for satisfactory system operation as load profiles change.

Project Services

Piller engineers and project managers site upgrades. Upgrades range from product modification to enhanced switchgear arrangements that reflect today's technology and standards.

Airports & Aviation:

Boeing
Continental Airlines
Lockheed Martin
Raytheon
Tronair
United Airlines

Banking & Finance:

Allstate
AMEX
Bank of America
Barclays Bank
Capital One
Citicorp
Dow Jones
Experian FNBO
Freddie Mac
GE Capital
Guardian Life
HSBC
JP Morgan Chase
MBNA
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NASDAQ
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Travelers
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Cingular Comcast
Cox
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HBO

MCI
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Verizon
Vodafone

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Northwestern
NYU
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CIA
FDA
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Illinois DOT
IRS
Los Alamos
NASA
NYC 911
Texas DOT
USAF

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Boulder Community
Cape Coral Hospital
Dreyer Clinic
Fawcett
Henry Ford
Jackson Memorial
John Burns Medical Center
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Licking Memorial Hospital
New Island
New York University Medical Center
Providence Hospital
Reid Hospital
Salem Hospital
St. Clare's Hospital
St. Lukes Hospital

Trillium
United Healthcare

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Abovenet
Dell Computer
DuPont Fabros
Hewlett Packard
IBM
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Microsoft
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Telehouse
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Industrial Process:

3M
AMD
Amerada Hess
Amgen
BASF
BP Oil
Bayer AG
Briggs & Stratton
ConEd
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Fujitsu
Glaxo Pharmaceuticals
Goodrich
Guardian Industries
Intel
John Deere
Johnson & Johnson
Medtronics
Metro Sewer
Merck
Michelin Tire
National Semiconductor
Orange & Rockland
Pfizer Health
Proctor & Gamble
Pulaski Furniture

Selko Optical
SunPower
Timken
Vitesse
Weyhaeuser
Yokohama Tire

Other:

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Black & Decker
Circuit City
FedEx Ground
General Foods
Gold Medal Bakery
Kodak
Kraft General Foods
Nestle
Pepsico
Norfolk Southern
Port of Los Angeles
Sanyo
Sharp
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ROTARY UPS SYSTEMS

STATIC UPS SYSTEMS

STATIC TRANSFER SWITCHES

KINETIC ENERGY STORAGE

AIRCRAFT GROUND POWER SYSTEMS

FREQUENCY CONVERTERS

NAVAL POWER SUPPLIES

SYSTEM INTEGRATION

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SPAIN . USA

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KOREA . LATVIA . MALAYSIA . NETHERLANDS . NORWAY . PHILIPPINES
POLAND . RUSSIA . SERBIA . SINGAPORE . SOUTH AFRICA . SWEDEN
SWITZERLAND . SYRIA . TAIWAN . THAILAND . TURKEY . U.A.E. . UKRAINE . USA



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The information contained within this brochure is deemed to be correct at the time of going to press. Due to the policy of continued improvement, we reserve the right to change any specification without prior notice.
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