

## **My brand-new UPS was DOA!**

September 10, 2019 by Donna De Vico, Sales & Marketing Director, Zero Surge Inc.

Spring and summer lightning storms have been rampant this year. To prevent our computers from rebooting after power blips and outages, our IT manager decided to install uninterruptible power supplies (UPSs) on our desktop computers.

This is usually a very simple task but not in the case of my installation. When the UPS (a well-known brand) was plugged into my Zero Surge 2R15W unit, the LED on the UPS indicated power was flowing, but the outlets on the UPS were not providing power. The average consumer would have no alternative but to try and troubleshoot and ultimately return the UPS, wasting much time and a delay in installing battery back-up. Our engineer, however, opened the UPS and discovered that the ribbon cable was not seated properly. Further investigation revealed that one of the pins in the connector was bent, something that could not have occurred during shipping. This implies that this UPS did not have a simple power check prior to leaving the factory. It should not have passed even the simplest of Quality Control (QC) testing before being packaged for shipment. Perhaps the company, to reduce costs, does not perform finished product QC testing?

This situation stresses the importance of Quality Control testing for brand integrity and customer satisfaction. Zero Surge products have three levels of testing – (1) at the component level, (2) at the assembly level, and (3) finished product testing. This is also why Zero Surge can offer a 10-year warranty.

At Zero Surge customer satisfaction is very important. We not only provide superior surge protection; we strive for a superior customer experience all around.

If you have any questions about our stringent testing protocols, please feel free to reach out to me at [ddevico@ZeroSurge.com](mailto:ddevico@ZeroSurge.com).