



## Eaton 3S safeguards home office

**Location:**

State College, Penn.

**Segment:**

Home office

**Problem:**

Frequent under-voltage conditions posed a constant threat to a variety of home office equipment.

**Solution:**

Eaton® 3S UPS

**Results:**

The Eaton 3S keeps electronic equipment protected while ensuring continuous access to data.

*“The software control is much better than what I’ve used before. I really like the amount of reporting it will do. I can immediately tell if there was any type of power anomaly when I wasn’t at the house.”*

*Joe Strigle*

**Background**

As a long-time volunteer of the Boy Scouts, Joe Strigle takes to heart the organization’s famous motto of “Be Prepared.” As such, he recognizes the importance of ensuring that his home office equipment is properly protected at all times. In addition to demanding continuous uptime for computers on days where he works from home, Strigle’s volunteer responsibilities require him to be able to pull up various records and email on-the-fly. “Everything needs to be accessible,” he explains.

**Challenge**

Over the past two decades, Strigle can recall just four instances when the power has gone out at his State College, Penn., home — each of which lasted less than 20 minutes. But while blackouts may be a rare occurrence, potentially damaging under-voltage conditions pose a constant threat to Strigle’s sensitive electronic equipment. As a result, he needed an uninterruptible power system (UPS) capable of safeguarding his two desktops, laptop and file server. “I need to keep that equipment protected,” he emphasizes.

Although Strigle had previously used APC units, in September 2011, he discovered another UPS that could offer him superior reliability, better power management software, and unprecedented warranty coverage: the Eaton 3S.



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## Solution

Sleek and sophisticated, the 3S UPS delivers high efficiency and energy-saving battery backup with plug-and-play functionality right out of the box. Having selected a 750 VA unit, Strigle was able to connect all of his computer equipment, plus a cable modem, router and printer.

The high-efficiency design of the 3S delivers premium power protection for up to 10 devices, including those using data lines. With five outlets offering both UPS and surge protection, and another five providing surge protection only, Strigle not only protected all of his devices with the unit but eliminated the use of a previous power strip, as well.

"I really like the number of outlets the UPS offers," he says. "All of those outlets are important, as I was able to put my printer on the surge protection side and the equipment I need to keep up and running on the battery backup side."

Strigle is also impressed with Eaton's Intelligent Power® Protector software, which comes free of charge with the 3S. In addition to providing the ability to monitor and manage all power devices on the network, the software enables Strigle to program a graceful shutdown of his equipment in the event of an extended outage. "The other systems can shut down before they run out of power," he explains.

"The software control is much better than what I've used before," Strigle adds. "I really like the amount of reporting it will do. I can immediately tell if there was any type of power anomaly when I wasn't at the house."

Even more, Strigle reveals that the 3S he purchased from an online retailer has proven to be an exceptional value. "I found that the pricing was about the same as the APC unit, which really surprised me," he says. "And the warranty is much better than APC."

Indeed, the 3S warranty covers both the UPS and the batteries for three years — protection that is not offered by any other manufacturer in the industry.

In fact, Strigle discovered firsthand how strongly Eaton stands behind its products when a strange brownout condition impacted the functionality of his 3S.

"The warranty service was absolutely outstanding," he reveals. "I could not believe there was 24/7 support. I called in on a Saturday and the technician called me back within 15 minutes. Then the new unit was shipped overnight to me on Monday. The whole process was just incredible," he continues. "It was really excellent. I was back up and running Tuesday afternoon with a new unit."

"Eaton has absolutely demonstrated that it cares about its customers," Strigle says. "Everybody I've talked to in the company has been very professional."

## Results

With the Eaton 3S in place, Strigle is now able to:

- Ensure continuous uptime to his home office equipment
- Keep devices protected against damaging power anomalies
- Monitor and manage his equipment using Intelligent Power Protector software
- Gain ultimate peace of mind from the 3S's exceptional warranty coverage



Eaton 3S

**Eaton Corporation**  
Electrical Sector  
1000 Cherrington Parkway  
Moon Township, PA 15108  
USA  
877-ETN-CARE (877-386-2273)  
Eaton.com

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