



Best Power 絶対止まらない!

Best Power non si ferma mai

Best Power immer fuer Sie da

Best Power Never Stops

Best Power ne sarrete jamais

Best Power nunca para

Best Power 永无停止!





# 150 Year

**“You have to like a piece of equipment that you ship from Wisconsin to Florida to California to New Zealand to the South Pole, let sit on the ice for a week, then turn it on and find it works just the way the manual says it should.”**

**J.P. Oliver, Astronomer  
Optical Telescope Project  
South Pole, Antarctica**

# History

At Best Power, we never stop innovating our technology. We never stop responding to the wants and needs of our customers. We never stop being easy to do business with. And we never stop trying to earn our customers' trust.

When Best Power's Borri Division in Italy first began business over 65 years ago, electric power was still a wonder to behold. Back then, people were grateful if they had **any** power, let alone uninterrupted power. Sola, our Australian division, whose founder invented the ferroresonant transformer (the basis of the Best Power FERRUPS UPS line) in Chicago back in 1938, became forever linked to the beginnings of **Best Power** some 39 years later in Necedah, Wisconsin.

Over the past 20 years Best Power has **perfected** and patented 18 uninterruptible power system (UPS) technological innovations, from line power monitoring to interactive battery-life forecasting. Development of such **innovative technologies** is just one of the many reasons that, in 1998, Best Power became a unit of SPX Corporation. Headquartered in Muskegon, Michigan, SPX is a global provider of industrial and vehicle solutions including process and electrical controls, network technologies, service solutions to franchised vehicle dealers, and components and service support to vehicle manufacturers. Such corporate strength gives Best Power global sourcing, shortened product development cycles, and increased productivity competencies. In turn, we have become an internationally recognized leader **in power protection**, with an ever-expanding market that now includes the far reaches of the planet...and beyond.

From the Optical Telescope Project-members' desire to stay alive in deadly Antarctic temperatures, to NASA's split-second need to provide uninterruptible power to their shuttle crawlers...Best Power Never Stops.



*NASA depends on Best Power products to protect the computerized controls of the massive crawler that moves the space shuttle to the launch pad.*

**Best Power Never Stops**

*...imagining what we can do for our customers.*





# Certified

“Best Power’s worldwide workforce and facilities have been ISO 9000 certified since July 18, 1994. We constantly monitor our quality systems to maintain that certification. And evidence of our success was our ISO 9000 recertification in July of 1997.”

Noel Pietri, Director, Productivity & Quality  
Best Power  
Necedah, WI

# Quality

Everyone seeks quality, from manufacturer to consumer. But at Best Power, we back our claims of quality with an independently audited, industry-recognized certification for high standards in manufacturing: **The ISO 9000 Certificate**.

And all Best Power manufacturing facilities are so certified.

Yet, Best Power's Necedah, Wisconsin and Milan, Italy facilities have actually gone beyond the industry standards, to achieve an even higher degree of quality and reliability: The ISO 9001 Certificate. Which **means** manufacturing's high standards are now recognized throughout these facilities, from engineering and sales to installation and service.

And to assure our customers that **Best Power** is their Best choice, we have added even more quality measures, including:

- A Comprehensive Metrics Package...that measures parts-per-million failures, field reliability, customer report cards, and more, insuring our high quality standards are achieved.
- A highly motivated and trained Quality Team...which is certified to continuously audit our procedures to the ISO standards, assuring that the word "quality" really means something.
- Automatic Testing Equipment...which **ensures** that all of our products are tested for performance before leaving our facility.
- Safety Lab Checks...to make sure that our products are tested to and comply with the latest safety standards as defined by Underwriters Laboratories, Inc., the Canadian Standards Association, and other industry regulatory agencies.

To put it simply: At Best Power, we do what we say we'll do...with one of the strongest reputations for **out-of-the-box quality and reliability** in the UPS industry.



*ISO Certification*

*is a positive*

*reflection of our*

*products...and*

*our people.*

**Best Power Never Stops**

**...building quality products  
our customers trust.**





# Worldwide

*“Best Power has a dedicated and focused workforce. They make sure every screw is tight, every wire is connected, every cabinet is secure, and every unit is packed and shipped to specification. Our employees are the primary reason our products win the awards they do.”*

John Paul, President  
Best Power  
Necedah, WI



# Production

Best Power's state-of-the-art **manufacturing facilities** are strategically located in the United States, Australia and Italy...giving us a true global presence and on-time delivery wherever our customers' power protection needs may be.

A total of **600,000 square feet** of on-line manufacturing capacity accommodates large orders and tight time windows, as our people strive to meet the demands of even extraordinary orders. Best Power then **moves product** through worldwide warehouse locations in Europe, Australia and Singapore, as well as in the U.S., so our customers are assured of timely delivery **anywhere in the world.**

Best Power employees are empowered to take corrective actions; any manufacturing employee can stop the production line to insure that no defective products are shipped out the door. Root-cause analysis is then performed on the problem, and corrective action taken. Additionally, a series of minimal-error processes tests and verifies our products — from components to assembled units — to make sure they function to final requirements.

We share that kind of responsibility with all **our employees** because our stringent training regimen results in a highly skilled work force. Every person is certified and regularly validated in their job to make sure that they can **perform to our high standards.**

Most importantly, all Best Power manufacturing facilities are driven by metrics to our customers. Such parameters as on-time delivery, out-of-box quality, and first-year unit function are measured, documented, and reported monthly to the senior staff at Best Power, as well as to the top levels of SPX, our parent company.

Best Power's global presence is evidence of more than just a big company. It's a measure of our commitment **to meet our customers' needs** anytime and anywhere.



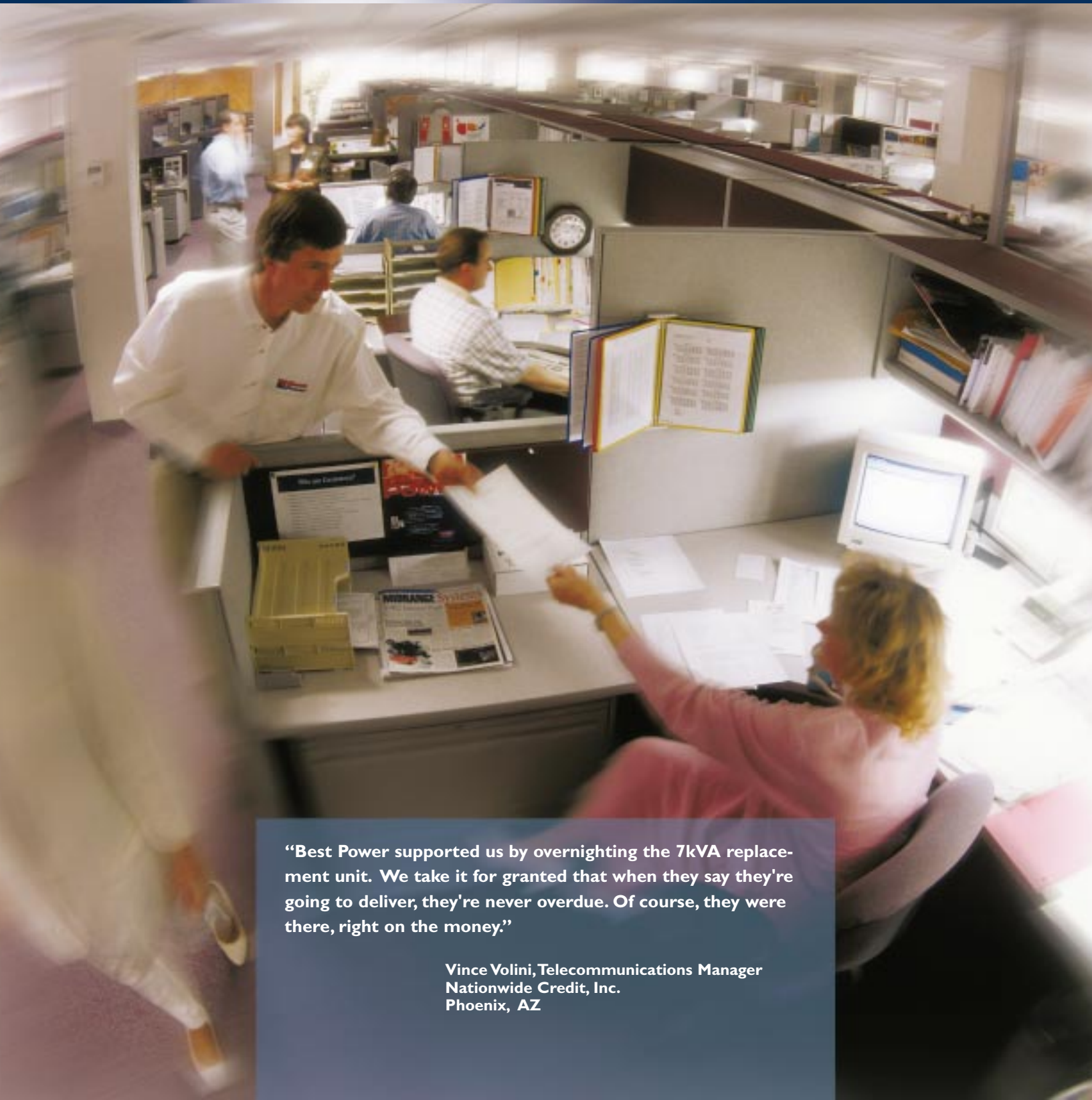
*Manufacturing facilities in Italy (left) and Australia (above) keep Best Power product flowing throughout the world.*



**Best Power Never Stops**

**...innovating our technology to build the Best UPSs.**

# Sales



**“Best Power supported us by overnighting the 7kVA replacement unit. We take it for granted that when they say they're going to deliver, they're never overdue. Of course, they were there, right on the money.”**

**Vince Volini, Telecommunications Manager  
Nationwide Credit, Inc.  
Phoenix, AZ**

# Strength

The Best Power sales team puts the “custom” back into customer orders, from regional **sales** headquarters in the United States, England, Germany, Italy, Singapore, Australia and Mexico. They keep our manufacturing facilities humming by providing custom solutions to the power protection problems of individual customers large and small. That’s how we’re building globally to serve our customers.

And while we work directly with our customers in the creation of site-specific power protection, we do so on behalf of our Best Power **Reseller** network -- our trained and knowledgeable sales associates through whom our products are marketed.

Our Reseller **associates** are on-call around the world virtually every minute of the day, ensuring that if a customer has a question regarding product, needs an order configured or entered, or has any problems associated with any ongoing order, those concerns will be addressed...usually with a single call to Best Power.

Assisting our Reseller associates are knowledgeable Applications Engineers, who not only know how our products work, but **know** customer applications as well. With such knowledge they are able to recommend the appropriate products and explain the technological and **configurable** superiority of the Best Power line. Additionally, Best Power Field Sales people work directly with our Resellers, to help them market Best Power **products** effectively.

This global sales reach allows Best Power to work directly with any of our Resellers' larger customers simultaneously at any or all of their **worldwide** locations as necessary. And while these multi-million-dollar customers appreciate this level of support, our smaller customers receive no less of our attention irrespective of their size.

If the old saying that “nothing happens until a sale is made” is true, then at Best Power, something happens every 2 1/2 minutes, every day, all year long.

*Every hour of every day  
somewhere in the  
world, Best Power is  
providing reliable power  
protection solutions for  
our customers.*

**Best Power Never Stops**

**...being easy to do  
business with.**







# Global

**“Best Power offers high-quality, cost-effective UPSs for the protection of our Sun servers and workstations. Best Power’s technical support and logistics are absolutely outstanding. Even our special requirements are no problem.”**

**Karl-Heinz Hemmerling, District Manager  
Sun Integration Services  
Munich, Germany**



# Service

Being the global company that it is, Best Power provides the **Best service** to our customers anywhere in the world. In doing so, we live up to our motto, which proclaims: "No Dissatisfied Customers."

Our help desk is always on-line – a **7x24 operation** – to offer service solutions to our worldwide customer base, with 94% of problems solved on the first call. Best Power also offers pre-sale service packages to customers, including site surveys to aid in the selection of a correct UPS solution for a particular location. And all Best Power Service Technicians are professionals who operate from a knowledge base they have earned, through the completion of a 2-year or 4-year degree.

Best Power also deploys a force of Field Service Technicians, who are trained and certified to support Best Power products **worldwide**, 365 days a year.

And when our customers need a specific part for their UPS unit, Best Power is stocked and able to ship that part to them on the same day as requested, 96% of the time. That keeps their UPS units on-line, and our customers working.

Our worldwide service includes in-house training courses on every one of our products, so Resellers, customers and IFSC partners gain hands-on learning experience. Of course, Best Power also **offers** superior service plans backed by outstanding product warranties, reflecting the confidence we hold in our UPS products.

A lot of manufacturers tout service after the sale. Best Power gives our customers the **global peace of mind** they expect from a world leader in power protection.

*Though it took a chartered airplane to reach the inaccessible Australian coastal town of Nhulunbuy,*

*Best Power's Service*

*Department was able to supply a Keystone Shipping Company freighter with a replacement UPS unit within 48 hours of initial contact.*

**Best Power Never Stops**

**...responding to our customers.**

# Customer



**“The Disney-On-Ice roadshow saved more than \$200,000 on refunds one weekend. We were able to talk their technicians through a complicated voltage configuration change, when they moved their show into an arena with different power. Our 24-hour availability and the adaptability of our products saved the day.”**

**Mike French, Manager  
Technical Services  
Best Power**

# Focus

**At Best Power**, we know that the tenets of Murphy's Law — which states: What Can Go Wrong, Will Go Wrong — are sometimes true. That's why our customer service department is dedicated to solving **our** customers' problems, period.

But we don't stop there.

Best Power has instituted a **Customer Report Card** which surveys 20 different Best Power dealers and end-users from around the world every month. These customers express their opinions regarding our technology, engineering, manufacturing, sales, and service, from their own, personal Best Power experience. With such input, we are better able to determine how we need to improve. We then directly apply those improvements to our jobs, thanks to our customers' willingness to tell us like it is.

Additionally, Best Power holds periodic Customer Advisory Council sessions. We bring customers into our nearest facility for a day, and conduct roundtable discussions on every facet of the Best Power experience. Such sessions generate lots of ideas and suggestions **for improvement**... a majority of which, **we're proud to say**, have been directly implemented into our business practices on a daily basis.

We also gain direct input from our customers via a customer survey sent out on computer diskette. Utilizing Conjoint Analysis, we determine customer preferences for specific UPS **features**, such as LED readouts, galvanic isolation, and modularity. With such information, we are able to develop worldwide products that are truly customer-driven.

When Best Power adopted the motto **"No Dissatisfied Customers,"** we knew we were setting a standard that would challenge our entire company, worldwide.

But we also knew that to accept anything less would make us less than the Best.



*Terry and Lynn*

*Cantrell of North*

*Star Technical*

*Services, Inc. in*

*Miami, Florida refer*

*to themselves as*

*'Loyal Best Power*

*dealers,' having sold*

*only Best Power*

*products since 1986.*

**Best Power Never Stops**

**...listening to our  
customers.**



# Technological



*"The FERRUPS bypass switch is the best in the industry. It's an internal make-before-break bypass switch built into the unit that permits you to perform maintenance on the UPS without powering-down the system. I don't know who put the name Best on the product, but I've never seen a UPS out-perform FERRUPS."*

**Bill Fowler, Owner  
Fowler Engineering Co, Inc.  
Harris County, Texas**



# Innovation

In 1950, *Redbook* magazine writers predicted what the world would look like in the year 2000. Author Vincent Sheean predicted split-second communications in the form of “transoceanic facsimile newspapers” (faxes). Author Aldous Huxley predicted “new **electronic** kitchens that will make cooking a pleasure” (microwave ovens). And futurist Philip Wylie predicted the common use of a “tele-sense suit,” which would add touch and smell to television’s color, hearing and sight (virtual reality).

All of these 1950 predictions have come true through **advances** in technology. Each was fueled by the availability of steady power. New inventions over the next 50 years will likely share that **need** for power, too.

And Best Power is ready.

Our product line has been engineered to meet **power protection** needs into the 21st Century. From 250VA through 220kVA, with parallelability up to 1.9MVA — Best Power has become the chosen power partner for thousands of corporations **around the world**.

Why? Because most **Best Power** UPS units are engineered to be reconfigured to specific applications worldwide, with hardware such as line cords, plugs, and receptacles, *and* power management, monitoring, and control software such as our CheckUPS® II suite, version 3.x.

From Argentina to Zaire, we’re there, with **custom power protection solutions** that keep our customers up and running. And we’re there, too, at the dawn of the new millennium, with our own new products for a new age, ready and able to **serve** new customers from **every corner of the planet**.

If you want to know more about how superior power protection solutions from Best Power can benefit you or your company, just give us a call. From innovative technology that responds to the needs of our customers, to business ease that earns our customers’ respect, you’ll soon **discover why...**

**Best Power Never Stops.**





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