

The Barclay Group Uses ESP Power Filters to Protect Customers



“As a national distributor of leading edge surveillance systems, it has become eminent for us to educate our customers on the dangers of power surges,” explained Mark Barclay, President of the Barclay Group, Inc. in Anderson, Indiana.

“One of our customers was recently experiencing significant equipment damage, due to power surges. Even though we protected our Digital Video Recorder system with a typical “surge protector”, a large power surge passed through the “protector” and caused \$7,000 in damages. Once the equipment was replaced, we installed an ESP Digital QC Power Filter to protect the new equipment. Two weeks later our customer had yet another major power surge at their facility, only this time the ESP Power Filter sacrificed itself and our equipment was saved.”

“We were extremely impressed with how ESP helped us protect our customer and how quickly they responded to our power protection needs. Because ESP offers a free replacement warranty, I called Mike Honkomp and explained the situation. He personally took care of our customer. We could not believe how simple ESP’s warranty process was – our customer shipped the damaged ESP Power Filter back at no charge after they received a replacement the very next day.”

“Mike also recommended that our client get in touch with the utility company, because it seemed like they had some other power related issues going at their facility, since it was the second time this incident had occurred. Our customer did call the utility company and discovered that they were having some major power spikes in their area.”

“We now realize how we can help protect our customers from costly power disruptions and how ESP’s warranty program can help us offer further protection. Moving forward, we have been recommending ESP Power Protection for all of our base systems. We are also working with our dealers to include – or at least put it as an option to their customers to use this surge protection system on every Barclay Group Digital Video Recorder that they sell.”

“Power problems are rampant in our industry. We just now started to figure this out. After talking with Mike a lot of things started making sense about other issues that we’ve had in other areas. In the past we’ve had other financial institution customers that have had wholesale computer banks go out on them because of a power surge, but their “surge protectors” or their UPS units were not damaged. One of our customers even had a lightning strike that took out a new \$37,000 ATM. Additionally the strike took out all of the computers at their facility. We could not understand why there was only internal damage to the equipment– until ESP showed us how these “surge protectors” were not providing adequate protection. After we saw ESP’s Digital QC Power Filter technology, everything became clear to us.”

“In our opinion ESP is pragmatic solution for every customer. Thanks to ESP the Barclay Group no longer has to worry about power surges damaging our customer’s equipment again.”

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Mark Barclay
Barclay Group, Inc.
President

