



Image Source Utilizes ESP Surge Protection to Ensure Clean, Stable Power at Their Installations

The Challenge

Image Source, a leading provider of office technology and business process outsourcing in San Bernardino, CA, was experiencing a high-level of customer service calls regarding equipment malfunction and downtime within their businesses. This led to countless on-site Service visits often amounting to “No Problem Found” verdicts, which provided no clues as to the source of the issue, and left the service team and the customer without solutions.

These issues were occurring on a consistent basis across all their machines, regardless of the model, and replaced equipment experienced similar issues.

These combined issues resulted in reduced profitability, endless frustration for the service team regarding the best way to resolve the problem, and in some cases led to mounting customer dissatisfaction.

When the troubles persisted, the Image Source team decided to conduct a study to determine if “Dirty Power” was at the root of the problem.

The Solution

Image Source chose to install AMETEK Electronic System Protection’s ESP power filters during the trial because of their solid reputation as the preeminent power protection and conditioning technology utilized throughout the office equipment industry since 1985. In addition, ESP power filters are routinely installed with copiers by leading manufacturers and therefore seemed like the logical choice for the Image Source study.



The Image Source team decided to conduct a study to determine if dirty power was the cause of any repeat service issues



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The Image Source team installed ESP Digital QC power filters on 156 devices in 72 cities/locations over 19 months. The “Test Group” encompassed 31 Xerox Models representing office and light production copiers. The study included devices with and without attached ESP filters so that the performance and results could be accurately compared.

Throughout the 19-month test, Image Source routinely analyzed the “Study Group’s” performance data, the number of service calls, overall customer satisfaction, and the financial impact on the company.

The Results

While the results varied from machine to machine, in every case equipment performance installed with ESP power protection was measurably better than machines installed without ESP. The equipment with attached Digital QC’s experienced considerably higher uptime versus devices without proper protection. Image Source found a 31% decrease in service calls on the “Test Group” with filters, along with a 14% increase in Mean Copies Between Visits. The correlation between the use of ESP power protection equipment and increased equipment performance was unmistakable.

The impressive results of this study proved ESP products enhanced up-time and led Image Source to the decision to begin placing power filters throughout their properties.

Image Source states, “ESP enabled our dealership to properly protect and improve the performance of our installations and has proven critical to controlling the unstable nature of the power grid. It has reduced our operating costs and provided our customers with a heightened experience.”

The results of this study made it evident that an ESP Power Protection Policy should be a standard practice within the office equipment industry, or any market with serviceable commercial equipment. The study also reinforced that as a best practice, any reliable installation must start with a foundation of clean, stable power.