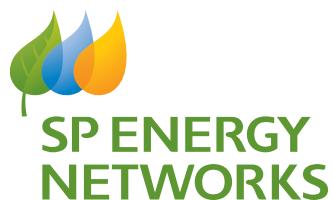
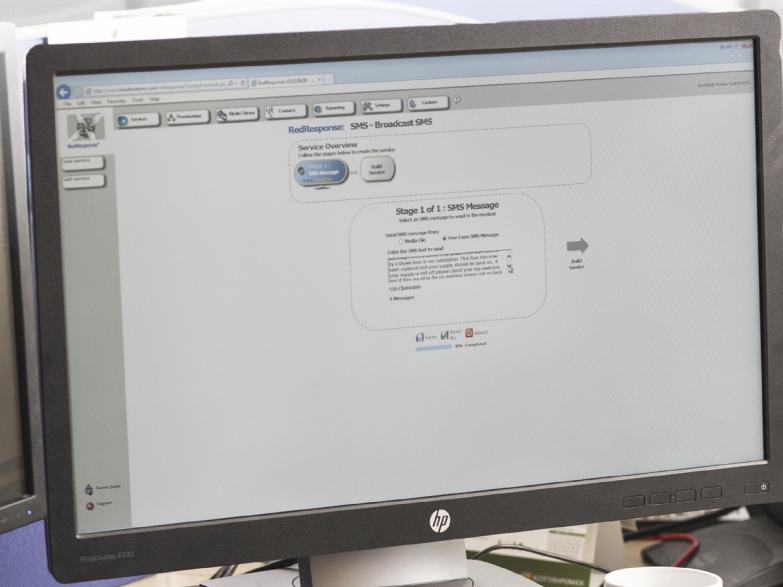


Protecting your equipment



Your electrical equipment and supply disturbances

We all expect electricity to be available 24/7 however, on rare occasions problems may occur and your supply may be disrupted.

The information contained in this leaflet provides advice on actions you can take now to help protect sensitive equipment within your home or business.



Electronic items such as:

Telephones, clock radios, satellite/cable boxes, DVD players, computers, Smart TVs and alarm systems are more sensitive than other equipment. This is because the internal power supply operates constantly, even when you're not using it.

The constant heat generated in the power supply slowly reduces the ability of the internal parts to withstand voltage variations.

What can you do?

There are a number of steps you can take to protect your electrical appliances:

- Purchase electrical equipment that comply with National Standards.
- Give attention to storage and ventilation.
- Unplug appliances when you experience a power cut.
- Fit surge protection devices. You can buy these from your local DIY store.

Power filters

These protect against high voltages in the same way as surge protectors. They also help to reduce electrical interference which may occur.

Line conditioners

These provide a regulated voltage and remove interference from the supply. They are sometimes used in factories where heavy machinery is used nearby to computers and office equipment. Specialist advice should be sought before buying this type of equipment.

Uninterruptible Power Supplies (UPS)



If there is a power interruption a UPS uses its battery to keep your computer or other equipment working. It will let you work through short power interruptions, or shut down your system safely.

Many units filter and regulate the power to protect your computer from variations in the supply. Some can save your work and shut down your computer even if you are not there. You can buy a UPS from a computer store. Ask for help when choosing the size of unit to make sure it is powerful enough for the equipment you want to protect.

If you use a computer we recommend that you save your work at regular intervals. Important files should also be backed up just in case.

Computer back-up

It is worth noting that manufacturers of electrical and electronic equipment know about variations in the supply voltage and design their products to cope with them. Legislation came into force in 1996 which requires new electrical equipment to be designed to withstand the type of disturbances normally found on any electricity network.

As most power cuts are outside of our control we do not pay for any type of loss or damage to equipment. You may wish to check that your insurance covers all electrical appliances.

We're always happy to confirm the details of a power cut if you decide to claim on your insurance.



Contacting us

For more information on being prepared for a power cut, please visit our website or contact us via the following:

Website: **www.spenergynetworks.co.uk**

Phone: **0330 10 10 444**

Email: **customercare@spenergynetworks.com**

This leaflet is also available in Welsh.
Should you require a copy, please use the
contact details above.

Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and must count towards any inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone.