



UL Control Panel Shop finds a source for reliable, cost-effective products in one catalog

CASE STUDY

Situation

A Georgia UL508-698A control panel shop prides itself on giving its customers products of the highest quality - pump control panels built to last. Their primary focus is on pump control panels for water and wastewater pumping systems, including lift stations, booster stations, stormwater stations, and more. Their business growth over the years can be attributed to creating loyal customers who come back again and again. What keeps them coming back? First and foremost, they pride themselves on providing superior customer service. Additionally, the components used in their panels are chosen for their reputation of working as advertised with very few failures, and they are cost competitive so their customers get a good deal for their money.

Rick, the Senior Electrical Engineer for the company, plays a large part in choosing their component vendors, and ensuring they meet those criteria. Rick states, "We ship panels all over the US and beyond, and if a component fails then our panel has failed - and our name is right there on the front door of the panel."

Several years ago, Rick began using products manufactured by SymCom, and has stuck with them ever since. Rick comments, "At one time or another we have used almost everything in that catalog. If a spec calls for a component with a definite purpose, we look in the SymCom catalog first." With the majority of the project specifications they see calling for pump protection and control components such as UL overload relays, phase monitors, alternating relays, seal leak detectors, and intrinsically safe switches, it is of great benefit to be able to source all of these from one vendor. And while he's able to buy these very competitively cost-wise,



Figure 1. Littelfuse SymCom 460 voltage/phase monitor

price isn't the bottom line for Rick. "Choosing components that are cost effective because they last, rather than looking to save a couple of bucks and then dealing with the service work and replacements because they fail, saves us money in the long run."

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Some of the SymCom products frequently used by this UL Panel Shop include the 777 3-Phase Current & Voltage Monitor (including several unique variations of it for enhanced functionality), the 77C Single-Phase Current & Voltage Monitor, the 460 voltage/phase monitor, the ISS101 Intrinsically Safe (IS) Switches, the ALT series alternating relays, and the PC102-CICI-LT seal-leak and over-temp monitor. Other products often used by UL panel shops include a variety of phase or voltage monitors, IS and Non-IS pump controllers for up to 4



pumps, load sensors for proof of pump operation, & much more. Rick chooses the 777 MotorSaver® or 777-KW/HP PumpSaver® when possible as it gives him an advanced motor protection device that provides a UL overload relay and voltage/phase monitor, as well as additional functionality his customers appreciate such as underload and ground fault protection, an on-board display for viewing real-time voltage and current per phase, and optional communications to SCADA via several choices of protocol. If a water or wastewater municipality already has a SCADA system, and is already planning on getting data from a remote pumping station, it's very easy for them to tie in communications from 777s, giving them all the real-time electrical data as well as notification and cause of trips. Knowing not only that a pump motor has tripped, but the cause, can help users determine if a service tech must be sent out immediately or not - saving time, money and frustration.



Figure 2. Typical interior pump panel application



Figure 3. Littelfuse SymCom ALT-100-1-SW alternating relay

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One additional benefit Rick gets by choosing SymCom products is, he states, “During inspections the UL rep can clearly see the UL markings on the SymCom device.” He noted that “Many other component manufacturers place the markings so that the UL rep has to dig around in the panel looking for the marking. That makes for a long and difficult inspection.” Most UL panel builders would agree - the sooner they can get inspectors out the door, the sooner they can get back to business. This panel shop has found a trusted source of multiple components in SymCom, and plans to continue using them for years to come.