

# Case Study



## Critical Applications

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– Doug Reed,  
Manager  
Tour Supply



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## Audio Gear Supplier Utilizes Rugged UPS for ‘Pitch Perfect’ Power During Major Concert Tour

Nothing compares to the thrill of attending a live concert: watching your favorite artists in real time, feeding off the energy of the crowd. Behind the scenes, however, few audience-goers realize that such a show cannot come to life if not for countless hours of planning, preparation and logistics. No matter the size of the venue, one thing remains constant: a consistent, reliable supply of clean AC power is essential to turn the instruments, web of lights, cabling, computers and other gear into a successful concert event.

Tour Supply, a leading provider of pro audio, wireless and technical gear for live concert events, became fully aware of this fact when contacted by the recording engineer for a major rock band who was recording concerts for a U.S. and European tour. The band had experienced a power outage to the recording rack. Their off-line Uninterruptible Power Supply (UPS) had failed to provide sufficient backup power, resulting in a shutdown of the computer-based Pro Tools system and the loss of several audio tracks. The concert tour was set for a two-night stint at Madison Square Garden and the band quickly needed a reliable UPS solution to prevent another shutdown.

“The UPS units my client had been using were unable to work with the rough and often unstable power that some venues provide,” said Doug Reed, manager at Tour Supply’s Minnesota facility. “My first line of attack was to look for power conditioners that could smooth out the power from the gen-set and turn it into clean, solid AC power. Secondly, I needed a reliable battery power source that would provide backup power in the advent of a power dropout. Unfortunately, all of the companies I contacted couldn’t provide me with a solution – so I tapped into my personal and professional network of contacts which led me to Falcon Electric.”

“After speaking with Falcon, I learned the only way to solve my problem was with an on-line UPS unit. The difference between Falcon’s UPSs and others is the Falcon SSG1.5KRM-1 UPS is industrial-grade, in terms of tolerance to dirty, unregulated power that is fed directly into the UPS,” reflected Reed.

Common off-line and line-interactive models are not equipped to work with a generator. When these types of UPSs detect raw power from a gen-set, they are designed to stay ‘on-battery’ and are unable to clean the dirty power supplied by the generator. Due to the on-line topology of the Falcon SSG Series UPS, it is able to take the unregulated power from a gen-set and regenerate a new power source that consists of a pure sinewave, a must for sensitive electronic gear. The other reason the Falcon SSG is especially suited for this application is that it can perform in high-temperature conditions – up to 131° degrees.

Often offering popular “smart” UPSs, cheaper battery back-ups and surge protectors, Reed noticed a rising demand for clean power and rugged UPS systems due to the increased usage of computers and digital technology in entertainment touring environments.

“I found the experience of buying the SSG 1.5kVA Rackmount UPS refreshing, especially since most suppliers of power conditioners, UPSs and other electronics systems, have call centers with inexperienced staff and little technical knowledge, much less the desire or ability to modify the unit for my application.”

“Falcon understood that I quickly needed a solution. They modified the UPS to meet my specific requirement and expedited the unit so it was available the next morning in time for same-day delivery to the concert venue.”