

## CLIENT CASE

# UPGRADING THE PRIME MINISTER'S OFFICE

GOVERNMENT MALAYSIA



- UPS type: Dynamic rotary UPS
- Power module: 1500 kVA
- No-break rating: 1200 kW @ 0.8 pf of net usable power
- Engine rating: Standby rated at 1500 kVA
- Phase 1 install: 1 module
- Total install: 1 module in total
- Operating voltage: 415 V/50 Hz
- Configuration: Single system configuration
- Housing: Indoor UPS room

Our client in this study was the Prime Minister of Malaysia - or more specifically his office, where a Hitzinger DRUPS unit had been installed as part of the original build in 1997. However, due to poor maintenance and lack of proper technical support, the unit had suffered a major failure in 2008 and had not operated since. As this was a critical office within the Malaysian Government, the client decided to retrofit and replace the

non-operational unit with a superior dynamic rotary UPS unit. With early engagement and careful planning, coupled with a competitive proposal and a detailed after-sales service, HITEC won the order by beating Euro-Diesel, Piller, and Hitzinger. With this winning proposal, HITEC was pleased to install its dynamic rotary UPS system in this prestigious site in Malaysia.

## Project Challenge

The existing Hitzinger DRUPS was problematic as it used different design, control, and operational philosophies. In addition to these issues, the lack of space and limited budget proved to be additional challenges. However, by combining the solid technical and engineering knowledge of HITEC's Malaysian team with our local Partner, Altech, together we offered a strong partnership to address all of these challenges and overcome them one by one. This was key in HITEC securing this important order.



## Project Solution

HITEC and Altech worked with the client to preserve as many local components as possible. Minor modifications to the existing room structure, fuel system, air intake, and exhaust ensured that the new unit could be installed with minimal modifications, engineering, and disruption.

The unit successfully completed its factory acceptance testing in August 2018 and arrived on site at the beginning of October. Installation, testing, commissioning, and handover were all complete by the end of 2018.



**BY SELECTING HITEC, THIS CLIENT CHOSE A COMPANY WHO ASSUMED ALL RESPONSIBILITIES AND CREATED A HIGHLY TECHNICAL APPROACH TO A DIFFICULT RETROFIT PROJECT.**

**HITEC IS PLEASED TO PUT ITS DYNAMIC ROTARY UPS SYSTEM INTO THIS PRESTIGIOUS SITE IN MALAYSIA.**

## Customer Experience

By selecting HITEC, this client chose a company who assumed all responsibilities and created a highly technical approach to a difficult retrofit project. HITEC delivered a solution that not only benefited the client in terms of capital

expenditure, but also provided peace of mind and a guaranteed level of support going forward. As a result, the country's Prime Minister is now able to work and meet dignitaries in his office, having full confidence in its power supply.



**CONTINUOUS POWER  
IN YOUR CONTROL**

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