

Ten Questions you should ask your phase converter manufacturer before you buy

1) How long have you been building converters?

It takes many years to prove and improve a design as field conditions and environments vary, after all you want a converter that will last more than ten years ?, well pick a manufacturer that has.

2) What type of phase converter protection is used?

You need a combination of proper hardware and software protection, bi-metal thermal overload, "B" curve breakers, and a approx 16 software functions that monitor field faults.

3) The microprocessor "the heart of the converter", is this supplied by a large reputable manufacturer?

Be aware of "self branded" microprocessors you have no way of doing any research on the actual manufacturer its manufacturing process or quality control.

4) Are your converters fitted with a Bi-metal thermal overload as required by AS3000 ?

It's in the **AS3000** wiring rules for several very good reasons, a bi-metal thermal overload, not a fuse, not a circuit breaker, not electronically monitored.

Only a bi-metal thermal overload that is in line with the rotary Is the effective **compliant** method to protect the rotary, **don't buy a converter that does not have one!** .

*** Note: You will not be able to claim successfully on your insurance fusion policy without one ***

5) Does your company use products from manufactures who have a presence in Australia?

Don't get caught up down the track with unproven components that are exclusive to the manufacturer or from manufacturers that do not have a presence in Australia.

It would be very difficult to make a warranty claim from a company that does not have a presence in Australia, you want to be able to go to your local electrical wholesaler to get spares.

6) Is your converter vermin proof ?

If you live in a rural environment don't buy any electrical equipment that is not vermin proof, but don't take my word for it .. just ask any dairy farmer about mice and the damage they can do !

7) Are you licensed, capable and have the capacity to offer field service ?

You need accurate advice that only a licensed electrician can provide.

8) Get the truth on performance ...Check the Specification!

The truth on performance is in the specification, "We are the best" "We are the smartest" ask why , compare the specification, i.e. the processor, the built-in protection software, the hard wired protection equipment, and **where are the components sourced from?**

9) Does your converter have mains supply voltage monitoring ?

In rural areas the mains input supply can vary, it needs to be closely monitored within +/- 6% and the end user needs to be able to vary the parameters on site if required.

10) What protection features are included, and can I diagnose faults on site myself?

When things go wrong you want to make the diagnosis process easy, a text screen interface is the best method to **tell the operator what's gone wrong.**

