

# Generator Servicing and Testing at Distribution Depots

**Client:** Distribution Company  
**Location:** Nationwide  
**Products and Services:** Generator Maintenance Contracts | Load Bank Testing

## Overview

A market leader in global logistics and international mail services relied heavily on generators to support essential services at each of its 28 UK depots. To ensure the reliable provision of continuous power supplies, it turned to shentonggroup to provide loadbank testing and ongoing support through a generator maintenance support contract.

## The Problem

Maintaining an advantage within the highly competitive distribution sector demands access to continuous power supplies. With 28 depots throughout the UK, the client relies on its generators to power lighting, telecommunications equipment, computer systems and more.

In order to maintain dependable continuous power supplies, the company must have regular servicing and support of its generator sets and supporting AMF panels to guarantee the smooth and reliable switchover to backup power in the increasingly likely event of any mains power failure.



Power Care

*“The client relies on its generators to power lighting, telecommunications equipment, computer systems and more”*

## Solution

A regular servicing contract was awarded to shentonggroup which included the servicing of the generators at all of the client’s 28 UK depots. As well as managing the regular servicing of the standby generators shentonggroup was also contracted to carry out extended loadbank testing of each generator using a portable 1MW rated, variable loadbank.

Derek Barry, shentonggroup’s Technical Director explained: “The loadbank allows us to test a standby power system under simulated load conditions and to verify its overall reliability and ability to perform under emergency power situations”. Derek continued: “When the loadbank is used, the artificial load it provides tests the whole system to its maximum capacity and

confirms the engine’s ability to provide the required power output over an extended period of time. The engine also benefits, as this type of testing removes the build-up of any carbon deposits from the pistons, engine casing and exhaust systems”.

Carrying out the annual service and having the assurance of a 24/7 callout facility is now an essential part of the company’s maintenance programme. The load testing is being carried out at the same time as the annual major service. The alternator and control system (AMF panel) are also checked, and the voltage and frequency are monitored and recorded to check that output is within specification.





## Outcomes

The client's backup power system now operates at optimum capacity, thanks to regular servicing and loadbank testing.

Because shentonggroup has a network of depots throughout the UK, the client is assured that, in the event of any technical issue or fault, a shentonggroup engineer can be onsite at any of the client's 28 locations rapidly.

Commenting on his experiences with shentonggroup, the client's Group Building Surveyor said: "We have been using shentonggroup services since 1999 and they have always provided us with an excellent service. They are very diligent in their maintenance and prompt with their reports".

## About shentonggroup

shentonggroup is the UK's leading technical expert in standby power, uninterruptible power supplies, and combined heat and power supplies. The company provides power solutions to organisations spanning a broad array of industries that rely on continuous power supplies and includes; finance, IT, telecoms, healthcare, manufacturing, retail, education, government, utilities, and sport and leisure.

shentonggroup's standby generator range includes single and three phase generator solutions, ranging from 10kVA to 3.2MVA. British built to the highest quality and safety standards, shentonggroup generators are ideal for use as prime power or standby power supply usage. All shentonggroup diesel generators include; a full range of weatherproof canopies to meet sound attenuation levels; proven industry-leading control systems and switchgear hardware; integral bundled base-frame fuel tanks and fuel management systems; containerised modular solutions; custom built drop-over acoustic canopies; and skid-mounted 'open' sets for specific applications.

Power Care sees shentonggroup's nationwide network of engineers rapidly providing standby generator maintenance, HV & LV switchgear maintenance, generator load bank testing, refuelling, fuel polishing and backup power remote monitoring.

The company's Load Bank Testing service ensures that customers' standby generators can handle the job. It makes sure that, in the event of a power outage, the backup generators do not fail in any way. shentonggroup's load banking services include; Site survey, delivery and positioning of the load bank; Site logistics – incl. road closures, crane movements etc; Testing of the generator/power source; Disconnection and removal of the load bank; Reconnection to the normal load; Detailed results with full written report.

To find out more about your standby power options, contact the shentonggroup technical team on 0844 888 444 5 or request a site survey at [www.shentonggroup.co.uk](http://www.shentonggroup.co.uk).