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To: John Gustin
Vice President Facilities Management
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March 19, 2004

Re: Seven-month evaluation of *Total Protection Solutions*' surge suppression installation

I would like to share with you some of the great results we have seen after installing *Total Protection Solutions* surge suppression throughout critical areas of the hospital. In the past, we had installed a few different manufacturers' surge suppression units, and although there was some reduction in lightning damage, there seemed to be no effect on the daily nuisance problems experienced by our sensitive (and very expensive) electronic equipment in the hospital. These problems ranged from damaged elevator control boards; occasional fuzziness on diagnostic images to lock ups and garbled data generated by lab equipment. After a comprehensive power quality evaluation, it was determined that transient voltages generated both internally and externally were the root cause.

We researched the filter capabilities of several leading manufacturers' surge suppressors, and determined that the *Total Protection Solutions*' filter had by far the best performance and offered us our best chance of protecting our equipment from small, nuisance causing transients. Because of the strength and warranty of their whole panel protection units, *Total Protection Solutions* offered the best choice in protecting the hospital from lightning, something Central Florida has a surplus of.

Here are the results of installing the *TPS* units:

1. Reduced downtime of microprocessor equipment in biomed.
2. Clearer ultrasound images.
3. More reliable operation of x-ray computer equipment.
4. Reduced circuit board replacement in diagnostic equipment.
5. Reduced downtime and lock ups in electronic equipment in administrative areas.
6. No lightning damage whatsoever since the surge suppression system installation.

Based on the above results, we will install *Total Protection Solutions* units in other critical areas of the hospital. Given the nature of the healthcare industry, reliable operation of equipment is not just an economic issue. But, being a business, it is important to obtain a quick pay back on all investments. I estimate that our payback period is less than one year. Based upon *Total Protection Solutions*' 30-year free replacement warranty, we reasonably expect to receive a life-cycle savings that will exceed thirty times (3,000% ROI) our original investment.

John Elkins
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