



Customer Case Study:

UPS Installation and Maintenance for an International UK Airport

Introduction

Uninterrupted Power Solutions was engaged by a UK airport to deliver a resilient and compliant UPS system supporting critical infrastructure during planned and unplanned power events. With passenger safety, security, and terminal operations dependent on uninterrupted power, the airport required a reliable long-term partner to install, and maintain a system that met strict regulatory standards while ensuring operational continuity for millions of passengers each year.

Challenges and Opportunities

Airports operate in a highly regulated, always-on environment where power resilience is non-negotiable. This project presented several key challenges:

- **Operational continuity in a live airport environment:** All works needed to be carried out without impacting passenger journeys, flight schedules, or airport security operations. Installation activities had to be carefully coordinated around operational windows and stakeholder availability.

- **Space and access limitations:** Many of the UPS locations were within constrained technical rooms, some of which had restricted access routes, weight limits, and airside security requirements.
- **Heat Management:** Ensuring the UPS room was air-conditioned to prevent overheating and ensure optimal battery performance.
- **Compliance and safety requirements:** The UPS systems had to meet EN 50171 standards and align with the airport's internal resilience, safety, and audit requirements, ensuring full support for life safety and emergency systems.
- **Reliability and long-term resilience:** Managing the delivery and installation of the new equipment in a location accessible only via stairs.



Delivering resilient power in a live airport environment requires careful planning, technical knowledge, and strict compliance.

We're proud to have delivered a fully compliant UPS solution that protects critical systems and supports safe, uninterrupted operations around the clock.

**James Abbey, Managing Director,
Uninterrupted Power Solutions**

Implementation

We began with a comprehensive site survey to assess installation logistics, system design, compliance requirements, and future maintenance access. This early-stage work allowed us to develop a solution tailored to both the technical demands of the systems and the operational realities of a busy airport environment.

As a trusted supplier and service provider for the Riello brand, we were able to offer a solution that fully complies with EN 50171 and is specifically designed for emergency and safety-related applications. The Riello CSS range provides proven reliability in critical environments such as airports, transport hubs, and public infrastructure. The client was satisfied with this approach and approved the proposed solution.

Project delivery included:

- Kick-off meetings with airport engineering teams and relevant contractors to define scope and programme
- Detailed site visits to confirm delivery routes, security clearances, and access restrictions

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- Pre-installation works, including bypass switchgear installation and room preparation
- Installation and commissioning carried out by Uninterrupted Power Solutions' experienced, security-cleared technicians

Once commissioned, each system was incorporated into a bespoke maintenance schedule, including routine inspections, battery health monitoring, compliance testing, and access to 24/7 technical support.





Results



The systems have delivered consistent uptime across all supported areas



No power-related operational incidents have been reported



Scheduled maintenance visits have been completed successfully and without disruption

The UPS systems were installed on time and in line with all agreed specifications, with no disruption to airport operations or passenger services. The airport now benefits from robust protection for its critical safety and operational systems, supported by a proactive maintenance strategy.



The systems passed their initial compliance audits with no remedial actions required



The team showcased an exceptional understanding of our operational and compliance requirements from day one. They executed the project seamlessly, with zero disruption to our operations. The new UPS systems are now a critical pillar of our resilience strategy, significantly strengthening our reliability and long-term continuity.

Airport Representative



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