EQUITY BACKUP CALL-OUT REPORT

9th DECEMBER 2024

1. **Site Details**

Site: Equity Bank Migori Branch
Region: Migori county
Contact: Evans Omenya - 0720976228

2. **Equipment on Site on arrival**

Equipment	**Quantity**	**Serial Number**	**Equity Tag Number**	**Status**
Growatt 5kVA SPF5000 Inverter	3	JZM2DAM0RY JZM2DAN0QC JZM2DAM0PE	EQ385702 EQ385703 EQ385704	Okay Okay Okay
Monitoring dongle	3	DDD0CHD0QE DDD0CHD0K6 DDD0CHD0UZ	N/A	Okay Okay Okay
Megatank 5kWh battery	2	GL48100D7210202RL GL48100D7210137RL	N/A	Okay Okay

3. **Job Description**

Check why the power backup was not providing backup during a KPLC outage.

4. **Actions Taken**
   - **a.** On arrival, the backup system was ON with loads on KPLC.
   - **b.** One inverter had no output supply to the loads.
   - **c.** Checked the batteries, both are fully charged with voltages of 55V.
   - **d.** Restarted the system by turning all inverters and batteries OFF and turning them ON. The system was back to normal operation mode.
   - **e.** Set the b2ac to 95% and ac2b to 100%, to ensure the batteries are always full.
   - **f.** Switched the ATS to inverter mode and the power backup system was able to support the loads during power loss simulation.
5. **Photos**

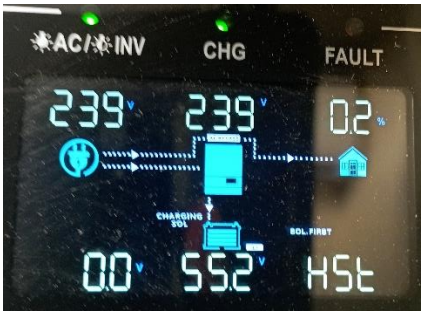

Figure 1: Host inveter on line mode

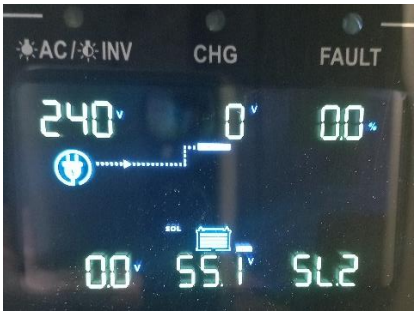

Figure 2: Slave 2 inverter having no output supply to the loads

Figure 3: Slave 1 inverter on

Figure 4: ATS on KPLC mode

Figure 5: Host inverter on normal operation

Figure 6: Slave 1 inverter on normal operation

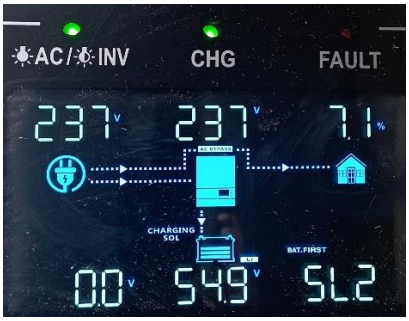

Figure 7: Slave 2 inverter on normal operation

Figure 8: ATS on inverter mode

Figure 9: AVS in normal operation

6. Recommendations

There’s an issue with KPLC supply since the generator has to be turned on for the inverters to turn on and batteries to start charging. This can be resolved by making a follow up with KPLC on the power supply issue