



**EQUITY BANK OTHAYA BRANCH**  
**CALLOUT REPORT**

**09<sup>th</sup> January, 2025**

**1. Site Details**

Site: Equity Bank Othaya Branch  
Region: Nyeri County  
Contact: Dianah Maina

**Equipment on Site on arrival**

Equipment	Quantity	Serial Number	Equity Tag Number	Status
UPS EX11	1	1CKK39044	EQ235494	Okay
Battery modules	2	1C2F33195 1C2F32137	N/A	Okay

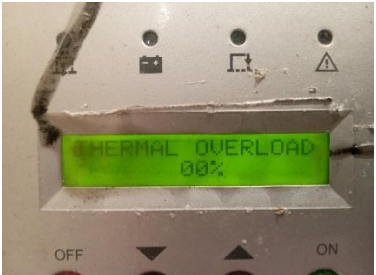





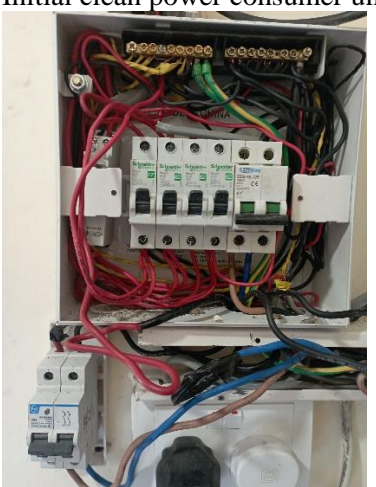
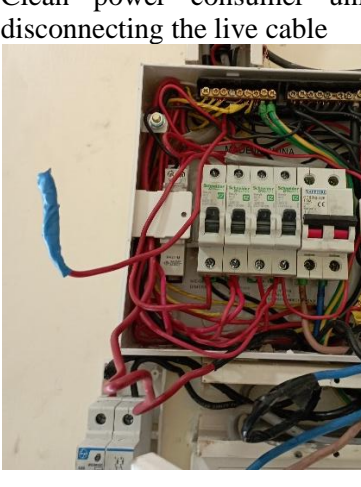
**2. Job Description**

Troubleshoot why the UPS isn't supporting loads on clean power when KPLC isn't available

**3. Actions Taken**

- a. On arrival, the UPS was on. The UPS had and an error of *Thermal Overload*.
- b. The UPS was turned off and disconnected but the server next to the backup system was still on. This indicated that there was a different source powering the clean power loads. The UPS was also indicating a load capacity of 0kVA on its screen.
- c. On further troubleshooting of the UPS, the UPS had raised alarms of *Inverter failure and Bad connection*.
- d. The wiring of the UPS was traced and it was discovered a cable that was live had earlier on been connected the clean power consumer unit. This caused back feeding of power to output side of the UPS hence the *Bad connection* alarm. That specific cable was disconnected from the clean power consumer unit and insulated.
- e. The UPS was then able to support the loads on clean power

#### 4. Photos

<p>UPS alarm</p> 	<p>UPS alarm</p> 
<p>UPS alarm</p> 	<p>UPS on no load</p> 
<p>UPS on battery mode</p> 	<p>UPS on normal mode</p> 
<p>Initial clean power consumer unit wiring</p> 	<p>Clean power consumer unit wiring after disconnecting the live cable</p> 
<p>System photo</p>	<p>System photo</p>



## 5. Conclusion & Recommendations

- a. The ATM, CDM and server located next to the backup system are currently supported by the UPS. The UPS is working well.
- b. Some of the workstations and the servers insider the containers are not connected to clean power. The electrician responsible for that task has been notified of the pending connection of work stations and servers that haven't been connected to clean power.