EQUITY BACKUP CALL-OUT REPORT

4th JANUARY 2025

1. **Site Details**

Site: Equity Bank Nairobi West Branch

Region: Nairobi county

Contact: Florence Wairimu

2. **Equipment on Site on arrival**

Equipment	Quantity	Serial Number	Equity Tag Number	Status
Victron 1.6kVA	1	HQ17322HHQK	N/A	Okay
Rolls 200AH 12V	2	N/A	N/A	Okay
AVS Tripp Lite	1	N/A	N/A	Faulty
Changeover switch KATKO	1	N/A	N/A	Okay

3. **Job Description**

Check why the AVS was cutting output power when on KPLC supply.

4. **Actions Taken**

   a. On arrival, the backup system was ON with loads on inverter mode. The input of the backup system was KPLC

   b. The AVS was periodically cutting output supply, despite having constant input supply to the AVS.

   c. The inverter was able to support the load using energy from the batteries, in instances when the AVS has no output.

   d. The batteries were checked and both were in good condition

   e. The inverter and loads were disconnected from the output of the AVS, but the AVS was still periodically cutting output supply despite having no load.

   f. A blower was connected directly to the output of the AVS, to simulate load, but the blower also periodically switched between on and off states. This confirmed that the issue wasn't arising from the inverter side.

   g. The values displayed on the screen of the AVS, were also inconsistent with actual meter readings.

   h. It was concluded that the AVS was faulty. The AVS was bypassed by directly connecting it input and output supply cables, as a temporary solution.

5. Photos

Figure 1: AVS on normal operation

Figure 2: AVS having an output of 25v yet input supply is constant at 237v

Figure 3: AVS having zero output despite having input supply

Figure 4: 29A of current drawn from the batteries while discharging

Figure 5: Photo of the backup system

6. Recommendations

The AVS is faulty. A temporary solution was to bypass it, as it awaits replacement.