



## EQUITY BACKUP CALL-OUT REPORT

5<sup>TH</sup> March 2025

### 1. Site Details

Site: Equity Bank Kagio Branch

Region: Kirinyaga

Contact: Dorcas - 0723381472

### 2. Equipment on Site on arrival

Equipment	Quantity	Serial Number	Equity Tag Number	Status
Eaton 9E10Ki UPS	1	G426M19082	EQ329384	Functional

### 3. Job Description

Check why the backup system is not providing continuous power during power outage

### 4. Actions taken and Findings

After a complete check of the power system, here's what was found:

1. The UPS was functioning properly. During power loss simulation, the UPS was able to support the connected loads.
2. The power cord of the router was connected to a raw power socket, which is not supported by the UPS. This makes the router go OFF during power outage while the network switches remain ON. The power cord of the router was reconnected to clean power socket and it was able to be supported by the UPS

### 5. Recommendations

The network technicians should ensure their equipment are plugged into clean power sockets, once they are done servicing their equipment.

A centralized backup system should be installed so that the user workstations and the network equipment are on clean power.

### 6. Photos



Figure 1: UPS on normal mode



Figure 2: UPS on battery mode