



EQUITY BANK OTHAYA BRANCH
CALLOUT REPORT

11th 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

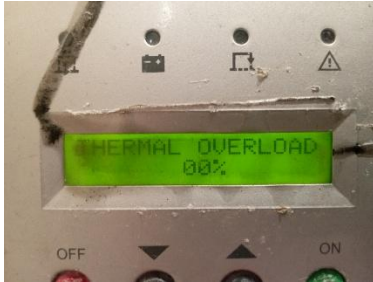
Troubleshoot why the UPS isn't supporting loads on clean power when KPLC isn't available

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
- f. Some of the workstations and the servers insider the containers were not connected to clean power. The electrician responsible for that task was been notified of the pending connection of work stations and servers that haven't been connected to clean power and he did the clean power wiring that was required, as well as replacement of the top plugs for the workstations to non-standard top plugs.
- g. Power loss simulation was conducted and the UPS was able to support the clean power loads which summed up to 1kW.

4. Photos

UPS alarm



UPS alarm



UPS alarm



UPS on no load



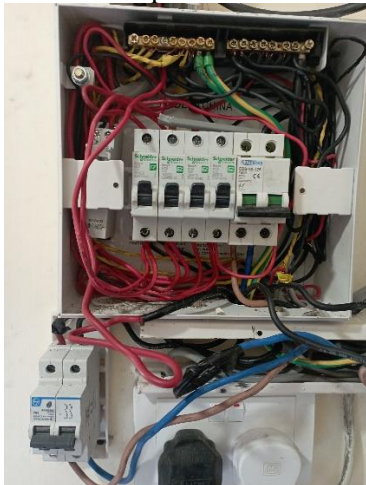
UPS on battery mode



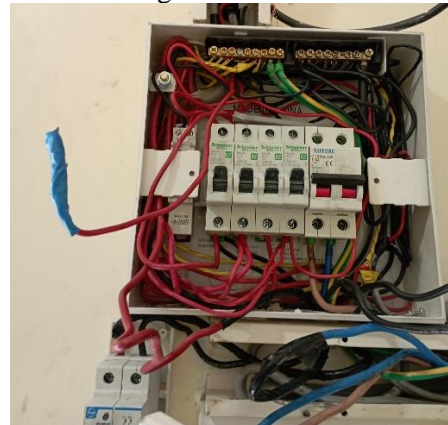
UPS on normal mode



Initial clean power consumer unit wiring



Clean power consumer unit wiring after disconnecting the live cable



Workstation top plugs were replaced to non-standard type

Clean power consumer units were rewired to retain only clean power loads



Total load level



Remaining time on battery mode during power loss simulation



System photo



System photo



5. Conclusion & Recommendations

- a. All clean power loads (ATM, CDM, Server and Workstations) are currently supported by the UPS.