1. **Site Details**

**EQUITY BACKUP CALL-OUT REPORT**

**2nd JANUARY 2025**

Site: Equity Bank Kahawa West Branch

Region: Kiambu county

Contact: Wallace - 0763356573

1. **Equipment on Site on arrival**

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| --- | --- | --- | --- | --- |
| **Equipment** | **Quantity** | **Serial Number** | **Equity Tag Number** | **Status** |
| Growatt 5kVA SPF5000 Inverter | 3 | JZM2DAM0R0  JZM2DAM0RM  JZM2DAM0RL | EQ385721 | Okay |
| Monitoring dongle | 3 | DDD0CHD0JH  DDD0CHD0TN  DDD0CHD0LA | N/A | Okay |
| Megatank 5kWh battery | 2 | GL48100D7210025RL  GL48100D7210473RL | EQ389867  EQ389868 | Okay  Okay |

1. **Job Description**

Check why the power backup was not providing power.

1. **Actions Taken**
   1. On arrival, the backup system was ON with loads on inverter mode. The input of the backup system was the generator
   2. One inverter was not responsive and it was indicating a battery capacity of 96% while the other two inverters were showing 63% battery capacity. Upon restarting the inverter, the issue was resolved and all the three inverters showed battery capacity of 68%
   3. Checked the batteries, both had no indication of fault.
   4. Checked the AC input into the inverters: while on generator, the inverters were receiving AC input, and they were able to charge the batteries, however, while on KPLC the inverters had no input. While troubleshooting the KPLC supply at the distribution board the yellow phase had no power, while red and blue phase had power. The same results where on the incomer board. The AC input for clean power was transferred to red phase and then blue phase, but in both cases, it resulted in phase imbalance, causing the generator to fail to start. The previous connection was restored retaining the input for clean power on the yellow phase. In this state the batteries for clean power can only be charged while the generator is on.
2. **Photos**

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| Figure 1: Host inveter on normal operation | Figure 2: Slave 2 inverter on normal operation |
| Figure 3: Slave 1 inverter on normal operation | Figure 4: Raw power distribution board |
| Figure 5: Shinephone showing different battery capacities | Figure 6: Shinephone showing uniform battery capacity |

1. **Recommendations**

There’s an issue with the yellow phase of the KPLC. This can be resolved by making a follow up with KPLC on the power supply issue