1. **Site Details**

**EQUITY BACKUP CALL-OUT REPORT**

**13th MAY 2025**

Site: Equity Bank Mbale Branch

Region: Vihiga county

Contact: Hillary Kosgei - 0726659799

1. **Equipment on Site on arrival**

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| --- | --- | --- | --- | --- |
| **Equipment** | **Quantity** | **Serial Number** | **Equity Tag Number** | **Status** |
| Inverter Growatt SPF5000 5kVA/48v | 3 | KAM4EZN0LC  KAM4EZN0JC  KAM4EZN0HR | EQ480160  EQ480159  EQ480158 | Okay |
| Batteries Megatank GL48100 5kWh/48v | 2 | GL48100E7240537RL  GL48100E7240541RL | N/A | Okay |
| AVS Suntree 63A | 1 | N/A | N/A | Okay |
| ATS Geya 63A | 1 | N/A | N/A | Okay |
| Monitoring Shine-Fi | 3 | JVH0EZK06L  JVH0EZK0GM  JVH0EZK0QZ | N/A | Okay |
| MiFi TPLink M700 | 1 |  |  | Okay |
| Charger Amaya 5V | 1 |  |  | Okay |

1. **Job Description**

The backup system was supporting connected clean power loads in the event of transient power outage

1. **Actions Taken**
   1. On arrival, the inverter was ON with the
   2. The voltage on the input terminals of the AVS was measured and the reading was 260V. This value was higher than the initial limit of 250V set on the AVS. This is the reason why the AVS was disconnecting power from getting to the output side. The high voltage limit of the AVS was adjusted to 260V to accommodate the periods when power from the grid exceeds 240V.
   3. The MCB that supplies KPLC input from the distribution board to the backup system was shifted the Red phase which was more stable having constant 239V
   4. The Changeover switch was rewired to have its grid input directly from KPLC input MCB, instead of being connected to the AVS first. The AVS is currently supporting inverter input only.
   5. Power loss simulation was conducted and the backup system was able to support all the connected clean power loads. The backup system was also tested on both power from the grid and generator. Both instances worked well.

1. **Photos**

|  |  |
| --- | --- |
| Figure : Existing System image | Figure : Image of the voltage reading on the input side of the AVS |
| A group of electrical switches  AI-generated content may be incorrect.  Figure : Image of the UPS MCB shifted to Red phase | Figure : Image of the voltage reading of Red phase |
| Figure : Image of the voltage reading of Yellow phase | Figure : Image of voltage reading of Blue phase |