1. **Site Details**

**EQUITY BACKUP CALL-OUT REPORT**

**9th DECEMBER 2024**

Site: Equity Bank Migori Branch

Region: Migori county

Contact: Evans Omenya - 0720976228

1. **Equipment on Site on arrival**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Equipment** | **Quanti ty** | **Serial Number** | **Equity Tag Number** | **Status** |
| Growatt 5kVA SPF5000 Inverter | 3 | JZM2DAM0RY  JZM2DAN0QC  JZM2DAM0PE | EQ385702  EQ385703  EQ385704 | Okay  Okay  Okay |
| Monitoring dongle | 3 | DDD0CHD0QE  DDD0CHD0K6  DDD0CHD0UZ | N/A | Okay  Okay  Okay |
| Megatank 5kWh battery | 2 | GL48100D7210202RL  GL48100D7210137RL | N/A | Okay  Okay |

1. **Job Description**

Check why the power backup was not providing backup during a KPLC outage.

1. **Actions Taken**
   1. On arrival, the backup system was ON with loads on KPLC.
   2. One inverter had no output supply to the loads.
   3. Checked the batteries, both are fully charged with voltages of 55V.
   4. Restarted the system by turning all inverters and batteries OFF and turning them ON. The system was back to normal operation mode.
   5. Set the b2ac to 95% and ac2b to 100%, to ensure the batteries are always full.
   6. Switched the ATS to inverter mode and the power backup system was able to support the loads during power loss simulation.
2. **Photos**

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| --- | --- |
| A close up of a screen  Description automatically generated  Figure : Host inveter on line mode | A close up of a device  Description automatically generated  Figure : Slave 2 inverter having no output supply to the loads |
| A close up of a digital display  Description automatically generated  Figure : Slave 1 inverter on | A rectangular object with a green light  Description automatically generated  Figure : ATS on KPLC mode |
| A black device with a screen and buttons  Description automatically generated  Figure : Host inverter on normal operation | A close up of a device  Description automatically generated  Figure : Slave 1 inverter on normal operation |
| Figure : Slave 2 inverter on normal operation | A close-up of a switch  Description automatically generated  Figure : ATS on inverter mode |
| A close-up of a machine  Description automatically generated  Figure : AVS in normal operation |  |

1. **Recommendations**

There’s an issue with KPLC supply since the generator has to be turned on for the inverters to turn on and batteries to start charging. This can be resolved by making a follow up with KPLC on the power supply issue