**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 |

1. **Job Description**

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

1. **Actions Taken**
   1. On arrival, the UPS was on. The UPS had and an error of *Thermal Overload.*
   2. 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.
   3. On further troubleshooting of the UPS, the UPS had raised alarms of *Inverter failure and Bad connection.*
   4. 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.
   5. The UPS was then able to support the loads on clean power
   6. 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.
   7. Power loss simulation was conducted and the UPS was able to support the clean power loads which summed up to 1kW.
2. **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 |

1. **Conclusion & Recommendations**
   1. All clean power loads (ATM, CDM, Server and Workstations) are currently supported by the UPS.