

SERVICE CALL REPORT



Head Office: 10th Floor, Presige Centre Court, Office Block, Vijaya Forum Mall, 183, N.S.K Salai, Vadapalani, Chennai, Tamilnadu-600026

HELP DESK TOLL FREE NO - 1800 425 3266 : PH 044 4656 5555 : HO email id : helpdesk@numericups.com

CUSTOMER NAME & ADDRESS:

STATE BANK OF INDIA,
SHANKARLAL RAMRATAN & SONS
NERI NAKKA, MAHARASHTRA
JALGAON - 425001
India

SERVICE CALL REPORT NO: SA-3467822

DATE : 06.11.2023

AMC PO NO :

SERVICE BRANCH NAME : NAGPUR

SITE / ATM ID NO : / S10F000393006

SERVICE BRANCH CONTACT NO : 0712-2286991/2289668

CONTACT PERSON NAME : Krishna Patil

SERVICE BRANCH EMAIL ID : dilip.sonar@numericups.com

TELEPHONE/ MOBILE NO : 8007917056

SITE CATEGORY : C

Call Received on : 04.11.2023 : 15:09:19

Call Registration No : 03585915

Call Assigned on: 04.11.2023 : 15:17:27

Visit Attended on: 06.11.2023 : 12:42:20

Visit Completed on: 06.11.2023 : 14:04:46

Customer Category:

UPS TECHNOLOGY: DIGITAL HP

TYPE OF CALLS: Breakdown - 1PH UPS BD

Customer Status: PCB

UPS TYPE: 1P1

Call Type: Minor

PRODUCT DETAILS - U4DHP2KVA96/11UNI/SNMPFM/NPS065/2SET

UPS KVA : 02	DC VOLTS : 96	UPS SI.No : IV084808073	UPS CONFIGURATION : UNI
BATT AH : 65	BATT VOLTS : 12V	BATT QTY : 16	No OF SETS : NA
BATT MAKE : NUMERIC	BATT TYPE : VRLA	Batt Batch No :	
SERVO STABILIZER / ISOLATION	KVA :	SI.No :	

PRODUCT DETAILS - Captured by site - engineer during site visit - U4DHP2KVA96/11UNI/SNMPFM/NPS065/2SET

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PROBLEM REPORTED BY CUSTOMER: [Ups Down](#)

ROOT CAUSE OF FAILURE (ENGINEERS OBSERVATION): [Battery Related](#)

FRONT PANEL INDICATION: [BATT LOW](#)

PROBLEM OBSERVED IN WHICH MODE: [Working On Mains Mode](#)

ACTION TAKEN: [Kindly arrange 4no of batteries.](#)

CONCLUSION OF FAILURE: [Others Ups Down \(4 number of batteries are missing. \)](#)

Spare parts replaced, if any: (Material code details are given in the front wrapper)

ACTUAL SPARE PARTS FAILED DETAILS						ACTUAL SPARE PARTS REPLACED DETAILS				
SAP CODE		DESCRIPTION			QTY	SAP CODE		DESCRIPTION		QTY
NA		NA			NA	NA		NA		NA
UPS PARAMETERS				BATT PARAMERTERS		SITE PARAMETERS		GENERAL INFORMATION REG SITE		
PARAMETERS	R	Y	B	DC Volts W/O Battery	110	Neutral to Earth Voltage	1	Static bypass function test		
EB I/P Volts w.r.t Neutral	239			DC Volts with Battery	109	Power Failure Duration / Day	1	Communication / Remote pannel		
EB I/P Current	2			DC Volts W/O Mains	50	No of time Power Failure / Day	2	Tightness of all the termination		Yes
EB I/P Volts - Ph to Ph				Batt Charging Current	4	Input power variation	245	Appearance of the Battery		4 nos batteries are missing &4 available.
Bypass Voltage w.r.t Neutral	239			Battery Condition - OK qty	4	Gen set availability	No	Input / Output break status		Ok
UPS O/P Volts w.r.t Neutral	230			Battery Condition - weak qty	0	Dedicated Earth availability	Yes	Input / Output cable status		Ok
UPS O/P Volts - Ph to Ph				Distilled water level	None	Room Temperature	30	Fan rotation		Yes
UPS O/P Current	1			DC Low Cut off Volts	84	Air Conditioner/Room Ventilation	Yes	General cleaning		Yes
Type of Load	Atm+Network Equipment			No of Parallel bank	0	Input frequency	50	Remarks : Ups workings ok but 4 number of batteries are missing only 4 batteries are available on site.		

UPS SYSTEM PRESENT STATUS : Working Satisfactorily

If PCB call-Approval status : Open

Numeric Engineer's Remarks / Suggestion : Call completed.

Signature :

Signed By: Bhushan Patil
Name & Designation : BHUSHAN PATIL & Technician

The reported call has been completed and UPS is working satisfactorily on load, Preventive Maintenance carried out.
EMP Code : N/A

Customer Email id : mitesh.tambe@hitachi-payments.com

Customer signature:
Signed By: N/A

Payments can be made by the way of Demand Draft/RTGS and favouring NOVATEUR ELECTRICAL & DIGITAL SYSTEMS PRIVATE LIMITED. Cash mode of payment is not acceptable. For RTGS, Bank details are as follows - Bank A/C No. '0908810469600130, BNP PARIBAS , Chennai; RTGS / IFSC code:BNPA0009088.