

FIELD SERVICE REPORT

TriStar Engineers & Services

D-514, Kalindi Vihar, Agra M#9045254014, 4016, 4012, 9557528916

Email- support@tristarengineer.com, tses@gmail.com

CRM ID: CRM-1023

Call	Date	Time
Received On	2025-01-10	
Attended On	2025-01-12	
Cognised On	2025-01-13	

Customer Name & Address: ABC Industries, Plot 45, Industrial Area, Delhi

Contact Person

Rohit Kumar

Contact Number

9876543210

Email ID

support@abcindustries.com

Website

https://abcindustries.com

Nature of Complaints: UPS not switching to backup

Serial Number: undefined

Model: SmartX-10KVA

Capic: 10 KVA

Product: UPS System

Configuration: Online UPS with external batteries

Battery Details: SMF 12V 9AH x 16

Type of Faults Power supply fault

Complaint Details	Customer reported UPS not switching to battery mode.							
Diagnosis / Observation:	Found faulty charging card.							
Collective Action / Remarks	Replaced charging card and tested successfully.							
I/P Volts								
Important Parameters	RN	YN	BN	VOLT	AMP	VOLT	VOLT	AMP
	230	231	229	108	12		13.4	7.5
O/P Volts								
Important Parameters	RN	YN	BN	R	Y	B	PE	NE
	230	232	228	undefined	3.4	3.1	undefined	undefined

Components Replaced if any

S. No.	Description	Quantity
1	undefined	undefined
2	undefined	undefined
3	undefined	undefined
4	undefined	undefined
5	undefined	undefined
6	undefined	undefined

Components Need to Replace

S. No.	Description	Quantity
1	undefined	undefined
2	undefined	undefined
3	undefined	undefined
4	undefined	undefined
5	undefined	undefined
6	undefined	undefined

Technical Suggestion if any :- Regular maintenance recommended.

Customer Comments if any UPS running fine after repair.

Reported Complaints have been Rectified, Servicing Done to Our Satisfaction. We agree to pay your Charges for the same if applicable

Customer Sign & Seal undefined Contact Name: Arjun Mehta Designation: Maintenance Manager Contact Number: 9988776655	Equipment is OK	undefined	Connected Load:- undefined
	Equipment is Not OK	undefined	
	Call Carried Over	undefined	
	Call Chargeable	undefined	

Customer Care Number : 9045254014

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