

## FIELD SERVICE REPORT

## TriStar Engineers &amp; 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 &amp; 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			DC Output			Battery		
Important	RN	YN	BN	VOLT	AMP	VOLT	VOLT	AMP
Parameters	230	231	229	108	12		13.4	7.5
O/P Volts			O/P AMPS			I/P Earth Volt		
Important	RN	YN	BN	R	Y	B	PE	NE
Parameters	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
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 &amp; Seal

undefined

Equipment is OK

undefined

Connected Load:- undefined

Equipment is Not OK

undefined

Call Carried Over

undefined

Call Chargeable

undefined

Contact Name: Arjun Mehta

Designation: Maintenance Manager

Contact Number: 9988776655

Customer Care Number : 9045254014

Email : support@tristarengineer.com

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