

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-10233213

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	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	3.2	3.4	3.1	0.5	0.8

Components Replaced if any

S. No.	Description	Quantity
1	Charging card	48
2	net cart	9
3		
4		
5		
6		

Components Need to Replace

S. No.	Description	Quantity
1	Charging card	48
2	net cart	9
3		
4		
5		
6		
7		

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 jdosadsa Contact Name: Arjun Mehta Designation: Maintenance Manager Contact Number: 9988776655	Equipment is OK	YES	Connected Load:- 8 KVA
	Equipment is Not OK	NO	
	Call Carried Over	YES	
	Call Chargeable	NO	

Customer Care Number : 9045254014

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