

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			DC Output			Battery		
Important	RN	YN	BN	VOLT	AMP	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	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

Email : support@tristarengineer.com

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