



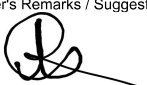



SERVICE CALL REPORT - Exception Report										 A Group brand   					
<b>Head Office:</b> 10th Floor, Presige Centre Court, Office Block, Vijaya Forum Mall, 183, N.S.K Salai, Vadapalani, Chennai, Tamilnadu-600026 <b>Customer Support Number -</b> 0484 3103266 / 0484 4723266 : Support email id : customer.care@numericups.com															
<b>CUSTOMER NAME &amp; ADDRESS:</b> STATE BANK OF INDIA, ATM, SPGC OIL CORPORATION COLLECTORATE VIRUDHUNAGAR, TAMIL NADU VIRUDHUNAGAR - 626001 India						<b>SERVICE CALL REPORT NO:</b> SA-4030698  <b>DATE :</b> 19.06.2024									
<b>AMC PO NO :</b>						<b>SERVICE BRANCH NAME :</b> MADURAI									
<b>SITE / ATM ID NO :</b> / S1BW000951005						<b>SERVICE BRANCH CONTACT NO :</b> 0452-2604555/2602629									
<b>CONTACT PERSON NAME :</b> CUSTODIAN						<b>SERVICE BRANCH EMAIL ID :</b> jebarsingh.aruldas@numericups.com									
<b>TELEPHONE/ MOBILE NO :</b> 6382880269						<b>SITE CATEGORY :</b> B									
<b>Call Received on :</b> 18.06.2024 : 21:34:44						<b>Call Registration No :</b> 04143860									
<b>Call Assigned on:</b> 19.06.2024 : 13:12:39				<b>Visit Attended on:</b> 19.06.2024 : 20:18:31				<b>Visit Completed on:</b> 19.06.2024 : 21:06:00							
<b>Customer Category:</b> Direct Sales				<b>UPS TECHNOLOGY:</b> DIGITAL HP				<b>TYPE OF CALLS:</b> Breakdown - 1PH UPS BD							
<b>Customer Status:</b> CAMC				<b>UPS TYPE:</b> 1P1				<b>Call Type:</b> Major							
<b>PRODUCT DETAILS - U4DHP/3KVA/FMI/96V/UNI/SNMP/DISPLAY-L</b>															
<b>UPS KVA :</b> 03			<b>DC VOLTS :</b> 96			<b>UPS SI.No :</b> III051702194			<b>UPS CONFIGURATION :</b> UNI						
<b>BATT AH :</b> 100			<b>BATT VOLTS :</b> 12V			<b>BATT QTY :</b> 8			<b>No OF SETS :</b> NA						
<b>BATT MAKE :</b> EXIDE POWER SAFE			<b>BATT TYPE :</b> VRLA			<b>Batt Batch No :</b> 4PJ									
<b>SERVO STABILIZER / ISOLATION</b>				<b>KVA :</b>				<b>SI.No :</b>							
<b>PRODUCT DETAILS - Captured by site - engineer during site visit - U4DHP/3KVA/FMI/96V/UNI/SNMP/DISPLAY-L</b>															
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<b>SERVO STABILIZER / ISOLATION</b>				<b>KVA :</b>				<b>SI.No :</b>							
<b>PROBLEM REPORTED BY CUSTOMER:</b> <span style="color: blue;">Ups Down</span>															
<b>ROOT CAUSE OF FAILURE (ENGINEERS OBSERVATION):</b> <span style="color: blue;">Battery Related</span>															
<b>FRONT PANEL INDICATION:</b> <span style="color: blue;">BATT LOW</span>															
<b>PROBLEM OBSERVED IN WHICH MODE:</b> <span style="color: blue;">Change Over From Mains To Battery</span>															
<b>ACTION TAKEN:</b> <span style="color: blue;">UPS IS OK, BATTERY WEAK CONDITION.</span>															
<b>CONCLUSION OF FAILURE:</b> <span style="color: blue;">Product Related Ups Down</span>															
<b>Spare parts replaced, if any: (Material code details are given in the front wrapper)</b>															
<b>ACTUAL SPARE PARTS FAILED DETAILS</b>						<b>ACTUAL SPARE PARTS REPLACED DETAILS</b>									
<b>SAP CODE</b>		<b>DESCRIPTION</b>				<b>QTY</b>		<b>SAP CODE</b>		<b>DESCRIPTION</b>				<b>QTY</b>	
NA		NA				NA		NA		NA				NA	
<b>UPS PARAMETERS</b>				<b>BATT PARAMERTERS</b>				<b>SITE PARAMETERS</b>		<b>GENERAL INFORMATION REG SITE</b>					
<b>PARAMETERS</b>	R	Y	B			DC Volts W/O Battery	108	Neutral to Earth Voltage	2	Static bypass function test		Yes			
EB I/P Volts w.r.t Neutral	228					DC Volts with Battery	108	Power Failure Duration / Day	1	Communication / Remote panel		No			
EB I/P Current	2					DC Volts W/O Mains	100	No of time Power Failure / Day	2	Tightness of all the termination		Yes			
EB I/P Volts - Ph to Ph						Batt Charging Current	4.2	Input power variation	248	Appearance of the Battery		GOOD			
Bypass Voltage w.r.t Neutral	228					Battery Condition - OK qty		Gen set availability	No	Input / Output break status		OK			
UPS O/P Volts w.r.t Neutral	230					Battery Condition - weak qty		Dedicated Earth availability	Yes	Input / Output cable status		OK			
UPS O/P Volts - Ph to Ph						Distilled water level	None	<span style="color: red;">Room Temperature</span>	<span style="color: red;">36</span>	Fan rotation		Yes			
UPS O/P Current	2					DC Low Cut off Volts	87	<span style="color: red;">Air Conditioner/Room Ventilation</span>	<span style="color: red;">No</span>	General cleaning		Yes			
Type of Load	Atm+Network Equipment					No of Parallel bank		Input frequency	50	Remarks : FOUND BATTERY LIFE EXPIRED AND WEAK CONDITION, SO WE SUGGEST TO THE CUSTOMER GO FOR NEW BATTERY FOR BATTER BACKUP. AC NOT WORKING SO PROPER VENTILATION IS REQUIRED. UPS COVERED BY UNWANTED MATERIALS WITH DUST, SO CUSTOMER SHOULD PROVIDE SUFFICIENT SPACE FOR UPS SERVICE .					
<b>UPS SYSTEM PRESENT STATUS :</b> RWF						<b>If PCB call-Approval status :</b> Open									
															
<b>Numeric Engineer's Remarks / Suggestion :</b>  Signature :   Signed By: G ARUMUGARAJ Name & Designation : ARUMUGARAJ GANESAN & Technician								<b>EMP Code :</b>  Customer Email id : sangavi.s@hitachi-payments.com    Customer signature: Signed By: CUSTODIAN							
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.															