




SERVICE CALL REPORT - Exception Report										<div>NUMERIC</div> <div>A Group brand   </div>					
Head Office: 10th Floor, Presige Centre Court, Office Block, Vijaya Forum Mall, 183, N.S.K Salai, Vadapalani, Chennai, Tamilnadu-600026															
Customer Support Number - 0484 3103266 / 0484 4723266 : Support email id : customer.care@numericups.com															
CUSTOMER NAME & ADDRESS: STATE BANK OF INDIA, NEAR PETROL PUMP MANDLA MANDLA, MADHYA PRADESH JABALPUR - 481661 India						SERVICE CALL REPORT NO: SA-3763174									
						DATE : 12.03.2024									
AMC PO NO :						SERVICE BRANCH NAME : BHOPAL									
SITE / ATM ID NO : N/A / S1BB000421004						SERVICE BRANCH CONTACT NO : 0755-2764201/2764202									
CONTACT PERSON NAME : MR.GANESH PRASAD						SERVICE BRANCH EMAIL ID : diwakar.yadav@numericups.com									
TELEPHONE/ MOBILE NO : 7440777327						SITE CATEGORY : C									
Call Received on : 11.03.2024 : 12:53:38						Call Registration No : 03879634									
Call Assigned on: 11.03.2024 : 13:17:56				Visit Attended on: 12.03.2024 : 12:02:50				Visit Completed on: 12.03.2024 : 13:13:20							
Customer Category: Direct Sales				UPS TECHNOLOGY: DIGITAL HP				TYPE OF CALLS: Breakdown - 1PH UPS BD							
Customer Status: CAMC				UPS TYPE: 1P1				Call Type: Major							
PRODUCT DETAILS - OTHERMAKE/HP/2KVA/48V/1-1/UNITARY															
UPS KVA : 02			DC VOLTS : 48			UPS SI.No : S1BB000421004			UPS CONFIGURATION : NA						
BATT AH : 100			BATT VOLTS : 12V			BATT QTY : 16			No OF SETS : NA						
BATT MAKE : EXIDE POWER SAFE			BATT TYPE : VRLA			Batt Batch No : 4THO									
SERVO STABILIZER / ISOLATION			KVA :			SI.No :									
PRODUCT DETAILS - Captured by site - engineer during site visit - OTHERMAKE/HP/2KVA/48V/1-1/UNITARY															
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BATT AH : 100			BATT VOLTS : 12V			BATT QTY : 16			No OF SETS : NA						
BATT MAKE : EXIDE POWER SAFE			BATT TYPE : VRLA			Batt Batch No : 4THO									
SERVO STABILIZER / ISOLATION			KVA :			SI.No :									
PROBLEM REPORTED BY CUSTOMER: Backup Issue															
ROOT CAUSE OF FAILURE (ENGINEERS OBSERVATION): Spares Related															
FRONT PANEL INDICATION: NO INDICATION															
PROBLEM OBSERVED IN WHICH MODE: Working On Mains Mode															
ACTION TAKEN: SPARES REPLACE GOOD CONDITION															
CONCLUSION OF FAILURE: Product Related Backup Issue															
Spare parts replaced, if any: (Material code details are given in the front wrapper)															
ACTUAL SPARE PARTS FAILED DETAILS						ACTUAL SPARE PARTS REPLACED DETAILS									
SAP CODE		DESCRIPTION				QTY		SAP CODE		DESCRIPTION		QTY			
SKDCHP3KPWR		SKD COMPONENT HP 3KVA PSDR BOARD				1.00		SKDCHP3KPWR		SKD COMPONENT HP 3KVA PSDR BOARD		1.00			
UPS PARAMETERS				BATT PARAMERTERS				SITE PARAMETERS				GENERAL INFORMATION REG SITE			
PARAMETERS		R	Y	B	DC Volts W/O Battery		109	Neutral to Earth Voltage		1.6	Static bypass function test		No		
EB I/P Volts w.r.t Neutral		248			DC Volts with Battery		107	Power Failure Duration / Day		1	Communication / Remote pannel		No		
EB I/P Current		2			DC Volts W/O Mains		98	No of time Power Failure / Day		2	Tightness of all the termination		Yes		
EB I/P Volts - Ph to Ph					Batt Charging Current		8	Input power variation		10	Appearance of the Battery		WEAK CONDITION		
Bypass Voltage w.r.t Neutral		248			Battery Condition - OK qty		6	Gen set availability		No	Input / Output break status		OK		
UPS O/P Volts w.r.t Neutral		230			Battery Condition - weak qty		10	Dedicated Earth availability		Yes	Input / Output cable status		OK		
UPS O/P Volts - Ph to Ph					Distilled water level		None	Room Temperature		26	Fan rotation		Yes		
UPS O/P Current		1.6			DC Low Cut off Volts		89	Air Conditioner/Room Ventilation		No	General cleaning		Yes		
Type of Load		ATM			No of Parallel bank		1	Input frequency		50	Remarks : 10 NOS BATTERIES IN WEAK CONDITION.				
UPS SYSTEM PRESENT STATUS : Working Satisfactorily						If PCB call-Approval status : Open									
Numeric Engineer's Remarks / Suggestion : CHECK THE UPS AND BATTERIES FOUND UPS PSDR FAILURE CONDITION SO REPLACE THE SPARES GOOD CONDITION BUT CUSTOMER SITE 10 NOS BATTERIES IN WEAK CONDITION ADVICE TO CUSTOMER TO REPLACE ALL 16 NOS BATTERIES REPLACE TO PROPER BACKUP. UPS WORKING FINE.						The reported call has been completed and UPS is working satisfactorily on load, Preventive Maintenance carried out. EMP Code : NA									
Signature : 						Customer Email id : tania.shekh@hitachi-payments.com									
Signed By: SUNIL KUMAR TIWARI Name & Designation : SUNIL KUMAR TIWARI & Technician						Customer signature:  Signed By: GANESH PRASAD									
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.															
NPDM/SER/FR/01/Rev 12															

Back-up test										
S.NO.	BATTERY Batch No.	Health Check Status	SP.GR. ONLY TUBULAR BATT.	Individual Battery volts during charger ON	Individual Battery Voltages at regular interval while discharging					
					I	II	III	IV	V	VI
					10 minutes	20 minutes	30 minutes	40 minutes	50 minutes	60 minutes
1	4THO	Good		13.07	12.15	12.10	12.06			
2	4THO	Weak		13.07	12.08	11.50	10.10			
3	4THO	Weak		13.07	12.04	11.20	10.10			
4	4THO	Good		13.07	12.20	12.12	12.08			
5	4THO	Good		13.07	12.22	12.14	12.18			
6	4THO	Weak		13.07	12.04	11.20	10.90			
7	4THO	Weak		13.07	12.09	11.90	10.80			
8	4THO	Weak		13.07	12.12	12.04	11.80			
9	4THO	Weak		13.07	12.18	12.11	11.90			
10	4THO	Good		13.07	12.14	12.08	12.04			
11	4THO	Weak		13.07	12.10	11.80	10.90			
12	4THO	Weak		13.07	12.11	12.01	11.90			
13	4THO	Good		13.07	12.22	12.14	12.06			
14	4THO	Weak		13.07	12.06	11.90	10.10			
15	4THO	Good		13.07	12.13	12.06	12.01			
16	4THO	Weak		13.07	12.09	11.80	10.10			
TOTAL DC VOLTAGE					209.1					