





SERVICE CALL REPORT - Exception Report										<div>NUMERIC®</div> <div>A Group brand legrand</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, SBI CHHATARPUR BRANCH, MADHYA PRADESH CHHATARPUR - 471001 India						SERVICE CALL REPORT NO: SA-4484668									
						DATE : 04.12.2024									
AMC PO NO :						SERVICE BRANCH NAME : BHOPAL									
SITE / ATM ID NO : S1BW000347008 / S1BB000347011 / S1BG000347009						SERVICE BRANCH CONTACT NO : 0755-2764201/2764202									
CONTACT PERSON NAME : Mr. Salim						SERVICE BRANCH EMAIL ID : purushottam.dwivedi-02@numericups.com									
TELEPHONE/ MOBILE NO : 6260454697						SITE CATEGORY : A									
Call Received on : 04.12.2024 : 12:17:16						Call Registration No : 04593593									
Call Assigned on: 04.12.2024 : 12:19:21				Visit Attended on: 04.12.2024 : 16:19:01				Visit Completed on: 04.12.2024 : 18:07:14							
Customer Category:				UPS TECHNOLOGY: DIGITAL HP				TYPE OF CALLS: Breakdown - 1PH UPS BD							
Customer Status: CAMC				UPS TYPE: 1P1				Call Type: Minor							
PRODUCT DETAILS - U4DHP/2.0KVA/FM/108V/1-1/UNI															
UPS KVA : 02			DC VOLTS : 108			UPS SI.No : V070104173			UPS CONFIGURATION : UNI						
BATT AH : 100			BATT VOLTS : 12V			BATT QTY : 8			No OF SETS : NA						
BATT MAKE : NUMERIC			BATT TYPE : VRLA			Batt Batch No : 6EE05									
SERVO STABILIZER / ISOLATION			KVA :			SI.No :									
PRODUCT DETAILS - Captured by site - engineer during site visit - U4DHP/2.0KVA/FM/108V/1-1/UNI															
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SERVO STABILIZER / ISOLATION			KVA :			SI.No :									
PROBLEM REPORTED BY CUSTOMER: Backup Issue															
ROOT CAUSE OF FAILURE (ENGINEERS OBSERVATION): Battery Related															
FRONT PANEL INDICATION: 1															
PROBLEM OBSERVED IN WHICH MODE: Working On Battery Mode															
ACTION TAKEN: Ups ok. All Batteries are faulty.															
CONCLUSION OF FAILURE: Battery 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			
NA		NA				NA		NA		NA		NA			
UPS PARAMETERS				BATT PARAMERTERS				SITE PARAMETERS				GENERAL INFORMATION REG SITE			
PARAMETERS		R	Y	B	DC Volts W/O Battery		108	Neutral to Earth Voltage		5	Static bypass function test		Yes		
EB I/P Volts w.r.t Neutral		234			DC Volts with Battery		108	Power Failure Duration / Day		2	Communication / Remote pannel		Yes		
EB I/P Current		3			DC Volts W/O Mains		95	No of time Power Failure / Day		4	Tightness of all the termination		Yes		
EB I/P Volts - Ph to Ph					Batt Charging Current		10	Input power variation		5	Appearance of the Battery		Yes		
Bypass Voltage w.r.t Neutral		234			Battery Condition - OK qty		8	Gen set availability		No	Input / Output break status		Ok		
UPS O/P Volts w.r.t Neutral		230			Battery Condition - weak qty		0	Dedicated Earth availability		Yes	Input / Output cable status		Ok		
UPS O/P Volts - Ph to Ph					Distilled water level		None	Room Temperature		30	Fan rotation		Yes		
UPS O/P Current		2			DC Low Cut off Volts		84	Air Conditioner/Room Ventilation		No	General cleaning		Yes		
Type of Load		ATM			No of Parallel bank		1	Input frequency		50	Remarks : Ups ok. All Batteries are faulty.				
UPS SYSTEM PRESENT STATUS : Working Satisfactorily						If PCB call-Approval status :									
															
Numeric Engineer's Remarks / Suggestion : Ups ok. All Batteries are faulty. <div>Signature : </div> Signed By: Jay Singh Pal Name & Designation : JAYSINGH PAL & Technician						The reported call has been completed and UPS is working satisfactorily on load, Preventive Maintenance carried out. EMP Code : 0 Customer Email id : aarushi.singh@hitachi-payments.com <div>Customer signature: </div> Signed By: Mr. Salim									
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															