





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, BHIKANGAON BRANCH NAGAR PANCHAYAT CAMPUS,NEAR BUS STAND, DISTRICT KHARGONE KHARGONE, MADHYA PRADESH BHIKANGAON - 451331 India						SERVICE CALL REPORT NO: SA-4493114							
						DATE : 16.12.2024							
AMC PO NO :						SERVICE BRANCH NAME : BHOPAL							
SITE / ATM ID NO : N/A / NA						SERVICE BRANCH CONTACT NO : 0755-2764201/2764202							
CONTACT PERSON NAME : Mr. Mustafa Aarif						SERVICE BRANCH EMAIL ID : purushottam.dwivedi-02@numericups.com							
TELEPHONE/ MOBILE NO : 9827617006						SITE CATEGORY : B							
Call Received on : 10.12.2024 : 12:10:17						Call Registration No : 04602305							
Call Assigned on: 10.12.2024 : 13:17:54				Visit Attended on: 16.12.2024 : 12:59:34				Visit Completed on: 16.12.2024 : 14:13:02					
Customer Category:				UPS TECHNOLOGY: DIGITAL HP				TYPE OF CALLS: Breakdown - 1PH UPS BD					
Customer Status: CAMC				UPS TYPE: 1P1				Call Type: Major					
PRODUCT DETAILS - HP/2KVA/96V/1-1/UNITARY													
UPS KVA : 02			DC VOLTS : 96			UPS SI.No : III044806345			UPS CONFIGURATION : NA				
BATT AH : 100			BATT VOLTS : 12V			BATT QTY : 8			No OF SETS : NA				
BATT MAKE : AMARAJA QUANTA			BATT TYPE : VRLA			Batt Batch No : MOQ10047W							
SERVO STABILIZER / ISOLATION				KVA :				SI.No :					
PRODUCT DETAILS - Captured by site - engineer during site visit - HP/2KVA/96V/1-1/UNITARY													
UPS KVA : 02			DC VOLTS : 96			UPS SI.No : III044806345			UPS CONFIGURATION : NA				
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BATT MAKE : AMARAJA QUANTA			BATT TYPE : VRLA			Batt Batch No : MOQ10047W							
SERVO STABILIZER / ISOLATION				KVA :				SI.No :					
PROBLEM REPORTED BY CUSTOMER: Ups Down													
ROOT CAUSE OF FAILURE (ENGINEERS OBSERVATION): Spares Related													
FRONT PANEL INDICATION: NO INDICATION													
PROBLEM OBSERVED IN WHICH MODE: Working On Battery Mode													
ACTION TAKEN: ups rectification has been done													
CONCLUSION OF FAILURE: Customer Related Ups Down													
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	
AIH03C01779		ASSEMBLED PCB HP CONTROL 1-3 KVA - 01779				1.00		AIH03C01779		ASSEMBLED PCB HP CONTROL 1-3 KVA - 01779		1.00	
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		4	Static bypass function test		Yes
EB I/P Volts w.r.t Neutral		250			DC Volts with Battery		109	Power Failure Duration / Day			Communication / Remote pannel		No
EB I/P Current		5			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		8	Input power variation		270	Appearance of the Battery		good
Bypass Voltage w.r.t Neutral		250			Battery Condition - OK qty		8	Gen set availability		No	Input / Output break status		poor
UPS O/P Volts w.r.t Neutral		230			Battery Condition - weak qty		0	Dedicated Earth availability			Input / Output cable status		poor
UPS O/P Volts - Ph to Ph					Distilled water level			Room Temperature		29	Fan rotation		Yes
UPS O/P Current		4			DC Low Cut off Volts		86.4	Air Conditioner/Room Ventilation		No	General cleaning		Yes
Type of Load		Atm+Network Equipment		No of Parallel bank		0	Input frequency		50	Remarks : UPS rectification has been done. mais and out put wiring and switch socket condition is very weak and poor need to replace and please remake the wiring properly. thease are cause of fire.			
UPS SYSTEM PRESENT STATUS : Working Satisfactorily						If PCB call-Approval status :							
													
Numeric Engineer's Remarks / Suggestion : observation has been done. mains and out wiring and switch socket condition are not usable. nee to remake all wiring immediately. this is cause of fire. I have also advised last report.						The reported call has been completed and UPS is working satisfactorily on load, Preventive Maintenance carried out. EMP Code : NA							
Signature : 						Customer Email id : sbi.30033@sbi.co.in							
Signed By: Balwant Singh Bisht Name & Designation : BALWANT SINGH BIST & Technician						Customer signature:  Signed By: Mr. Mustafa Aarif							
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													