
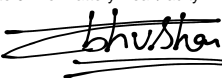
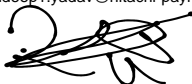


SERVICE CALL REPORT - Exception Report										<div>NUMERIC®</div> <div>A Group brand legrand</div>			
Head Office: 10th Floor, Presige Centre Court, Office Block, Vijaya Forum Mall, 183, N.S.K Salai, Vadapalani, Chennai, Tamilnadu-600026													
Customer Support Number - 0484 3103266 / 0484 4723266 : Support email id : customer.care@numericups.com													
CUSTOMER NAME & ADDRESS: STATE BANK OF INDIA, HAAT BAJAR MAU ROAD MEHGAON DISTT BHIND, MADHYA PRADESH Amayan - 477557 India						SERVICE CALL REPORT NO: SA-4451090							
						DATE : 22.11.2024							
AMC PO NO :						SERVICE BRANCH NAME : BHOPAL							
SITE / ATM ID NO : NA / S1BW003512046						SERVICE BRANCH CONTACT NO : 0755-2764201/2764202							
CONTACT PERSON NAME : Mr.Sandeep Yadav						SERVICE BRANCH EMAIL ID : purushottam.dwivedi-02@numericups.com							
TELEPHONE/ MOBILE NO : 9131785304						SITE CATEGORY : B							
Call Received on : 21.11.2024 : 15:41:23						Call Registration No : 04562228							
Call Assigned on: 22.11.2024 : 10:34:37				Visit Attended on: 22.11.2024 : 10:48:38				Visit Completed on: 22.11.2024 : 12:39:23					
Customer Category:				UPS TECHNOLOGY: DIGITAL HP				TYPE OF CALLS: Breakdown - 1PH UPS BD					
Customer Status: CAMC				UPS TYPE: 1P1				Call Type: Minor					
PRODUCT DETAILS - U9DHP2KVA96/11UNI/SNMP/EPS120/1SET													
UPS KVA : 02			DC VOLTS : 96			UPS SI.No : IX084006237			UPS CONFIGURATION : UNI				
BATT AH : 100			BATT VOLTS : 12V			BATT QTY : 8			No OF SETS : NA				
BATT MAKE : SOUTHERN PP			BATT TYPE : TUBULAR			Batt Batch No : ID4HS04403623617, ID4HS04403623680, ID4HS04403623620, ID4HS04403623613, ID4HS04403623585, ID4HS04403623586, ID4HS04403623589, ID4HS04403623596							
SERVO STABILIZER / ISOLATION				KVA :				SI.No :					
PRODUCT DETAILS - Captured by site - engineer during site visit - U9DHP2KVA96/11UNI/SNMP/EPS120/1SET													
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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: BATT LOW													
PROBLEM OBSERVED IN WHICH MODE: Others (Yes)													
ACTION TAKEN: Check and found UPS working ok.													
CONCLUSION OF FAILURE: Others Backup Issue (Check and found UPS working ok with load but not providing backup due to 04 no. Battery weak/faulty. Kindly arrange to replace 04 no. faulty battery at earliest.)													
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		109	Neutral to Earth Voltage		2	Static bypass function test		Yes
EB I/P Volts w.r.t Neutral		235			DC Volts with Battery		105	Power Failure Duration / Day		2	Communication / Remote pannel		Yes
EB I/P Current		15			DC Volts W/O Mains		101	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		0	Appearance of the Battery		Yes
Bypass Voltage w.r.t Neutral		235			Battery Condition - OK qty		4	Gen set availability		No	Input / Output break status		OK
UPS O/P Volts w.r.t Neutral		230			Battery Condition - weak qty		4	Dedicated Earth availability		Yes	Input / Output cable status		OK
UPS O/P Volts - Ph to Ph					Distilled water level		None	Room Temperature		32	Fan rotation		Yes
UPS O/P Current		2			DC Low Cut off Volts		85	Air Conditioner/Room Ventilation		No	General cleaning		Yes
Type of Load		IT Loads			No of Parallel bank		0	Input frequency		50	Remarks : Check and found UPS working ok with load but not providing backup due to 04 no. Battery weak/faulty. Kindly arrange to replace 04 no. faulty battery at earliest.		
UPS SYSTEM PRESENT STATUS : Working Satisfactorily								If PCB call-Approval status :					
													
Numeric Engineer's Remarks / Suggestion : Check and found UPS working ok with load but not providing backup due to 04 no. Battery weak/faulty. Kindly arrange to replace 04 no. faulty battery at earliest.								The reported call has been completed and UPS is working satisfactorily on load, Preventive Maintenance carried out. EMP Code : 3245780 Customer Email id : sandeep1.yadav@hitachi-payments.com					
Signature : 								Customer signature: 					
Signed By: Chandrabhooshan Sharma Name & Designation : CHANDRABHOOSAN SHARMA & Technician								Signed By: Mr.Sandeep Yadav					
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.													

Back-up test											
S.NO.	BATTERY Batch No.	Serial Number.	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	ID4HS04403623617	1130880	Weak		13.5	11.50	10.00				
2	ID4HS04403623680	1130881	Weak		13.5	11.80	10.20				
3	ID4HS04403623620	1130882	Weak		13.5	11.90	10.40				
4	ID4HS04403623613	1130883	Weak		13.5	11.95	10.40				
5	ID4HS04403623585	1130884	Good		13.5	12.28	11.90				
6	ID4HS04403623586	1130885	Good		13.5	12.30	11.80				
7	ID4HS04403623589	1130886	Good		13.5	12.50	11.90				
8	ID4HS04403623596	1130887	Good		13.5	12.60	12.10				
TOTAL DC VOLTAGE					108.0						