

SERVICE CALL REPORT										<div>NUMERIC® 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 : helpdesk@numericups.com											
CUSTOMER NAME & ADDRESS: STATE BANK OF INDIA, NEAR OLD BUSSTAND OPP TO RK COMPLEX, ARUPPUKOTTAI, TAMIL NADU VIRUDUNAGAR India						SERVICE CALL REPORT NO: SA-3672164					
						DATE : 26.01.2024					
AMC PO NO :						SERVICE BRANCH NAME : MADURAI					
SITE / ATM ID NO : N/A / S1NW000951019/ S1BJ000951108						SERVICE BRANCH CONTACT NO : 0452-2604555/2602629					
CONTACT PERSON NAME : Manager						SERVICE BRANCH EMAIL ID : jebarsingh.aruldas@numericups.com					
TELEPHONE/ MOBILE NO : 6380574973						SITE CATEGORY : C					
Call Received on : 24.01.2024 : 15:42:16						Call Registration No : 03786820					
Call Assigned on: 24.01.2024 : 19:18:45				Visit Attended on: 26.01.2024 : 15:05:45				Visit Completed on: 26.01.2024 : 15:16:31			
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 : S1BJ000951108			UPS CONFIGURATION : NA		
BATT AH :			BATT VOLTS :			BATT QTY : 0			No OF SETS :		
BATT MAKE :			BATT TYPE :			Batt Batch No :					
SERVO STABILIZER / ISOLATION			KVA :			SI.No :					
PRODUCT DETAILS - Captured by site - engineer during site visit - OTHERMAKE/HP/2KVA/48V/1-1/UNITARY											
UPS KVA : 02			DC VOLTS : 48			UPS SI.No : S1BJ000951108			UPS CONFIGURATION : NA		
BATT AH :			BATT VOLTS :			BATT QTY : 0			No OF SETS :		
BATT MAKE :			BATT TYPE :			Batt Batch No :					
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: Working On Battery Mode											
ACTION TAKEN: Two battery weak condition											
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		0.2	Static bypass function test		Yes
EB I/P Volts w.r.t Neutral	234			DC Volts with Battery	108	Power Failure Duration / Day		1	Communication / Remote pannel		No
EB I/P Current	2			DC Volts W/O Mains	103	No of time Power Failure / Day		1	Tightness of all the termination		Yes
EB I/P Volts - Ph to Ph				Batt Charging Current	7	Input power variation		236	Appearance of the Battery		
Bypass Voltage w.r.t Neutral	234			Battery Condition - OK qty		Gen set availability		Yes	Input / Output break status		
UPS O/P Volts w.r.t Neutral	229			Battery Condition - weak qty		Dedicated Earth availability		Yes	Input / Output cable status		
UPS O/P Volts - Ph to Ph				Distilled water level	None	Room Temperature		23	Fan rotation		Yes
UPS O/P Current	1.3			DC Low Cut off Volts	86	Air Conditioner/Room Ventilation		Yes	General cleaning		Yes
Type of Load	Atm+Network Equipment			No of Parallel bank	0	Input frequency		50	Remarks : Two battery weak condition		
UPS SYSTEM PRESENT STATUS : RWF						If PCB call-Approval status : Open					
Numeric Engineer's Remarks / Suggestion : Ups working normal condition battery side issue						EMP Code : Nil					
Signature :						Customer Email id : avinash@hitachi-payments.com					
Signed By: R Thiruppathi Name & Designation : TIRUPATHI RACKAPPAN & Technician						Customer signature: Signed By: Manager					
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											