

SERVICE CALL REPORT



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 ATM- CFBA000384014
Shahupuri, Kolhapur
Kolhapur, MAHARASHTRA
Kolhapur - 416115
India

SERVICE CALL REPORT NO: SA-3931429

DATE : 06.05.2024

AMC PO NO :

SERVICE BRANCH NAME : PUNE

SITE / ATM ID NO : N/A / S1BG007249052

SERVICE BRANCH CONTACT NO : 020-48605330/ 7738157792(FWP)

CONTACT PERSON NAME : Somnath Patil

SERVICE BRANCH EMAIL ID : soumen.parhi@numericups.com

TELEPHONE/ MOBILE NO : 9730799264

SITE CATEGORY : C

Call Received on : 03.05.2024 : 12:11:56

Call Registration No : 04046877

Call Assigned on: 04.05.2024 : 12:38:23

Visit Attended on: 06.05.2024 : 13:54:45

Visit Completed on: 06.05.2024 : 14:49:24

Customer Category:

UPS TECHNOLOGY: DIGITAL HP

TYPE OF CALLS: Breakdown - 1PH UPS BD

Customer Status: CAMC

UPS TYPE: 1P1

Call Type: Minor

PRODUCT DETAILS - U13DHP1KVA48/11UNI/FM/NPS075/1SET

UPS KVA : 01

DC VOLTS : 48

UPS SI.No : XIII130702828

UPS CONFIGURATION : UNI

BATT AH : 100

BATT VOLTS : 12V

BATT QTY : 3

No OF SETS : NA

BATT MAKE : EXIDE POWER SAFE

BATT TYPE : VRLA

Batt Batch No : 4RO, 4TO

SERVO STABILIZER / ISOLATION

KVA :

SI.No :

PRODUCT DETAILS - Captured by site - engineer during site visit - U13DHP1KVA48/11UNI/FM/NPS075/1SET

UPS KVA : 01

DC VOLTS : 48

UPS SI.No : XIII130702828

UPS CONFIGURATION : UNI

BATT AH : 100

BATT VOLTS : 12V

BATT QTY : 3

No OF SETS : NA

BATT MAKE : EXIDE POWER SAFE

BATT TYPE : VRLA

Batt Batch No : 4RO, 4TO

SERVO STABILIZER / ISOLATION

KVA :

SI.No :

PROBLEM REPORTED BY CUSTOMER: Ups Trip

ROOT CAUSE OF FAILURE (ENGINEERS OBSERVATION): Spares Related

FRONT PANEL INDICATION: NO INDICATION

PROBLEM OBSERVED IN WHICH MODE: Working On Mains Mode

ACTION TAKEN: Replies Spears And Tested UPS

CONCLUSION OF FAILURE: Product Related Ups Trip

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	108	Neutral to Earth Voltage		0	Static bypass function test		Yes
EB I/P Volts w.r.t Neutral		245			DC Volts with Battery	109	Power Failure Duration / Day		1	Communication / Remote pannel		Yes
EB I/P Current		1.5			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	6.5	Input power variation		255	Appearance of the Battery		Good
Bypass Voltage w.r.t Neutral		245			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	High	Room Temperature		32	Fan rotation		Yes
UPS O/P Current		2.1			DC Low Cut off Volts	82	Air Conditioner/Room Ventilation		Yes	General cleaning		Yes
Type of Load		ATM			No of Parallel bank	0	Input frequency		50	Remarks : Replies Spears And Tested UPS found working ok available UPS 3KVA 96V DC		

UPS SYSTEM PRESENT STATUS : Working Satisfactorily

If PCB call-Approval status : Open

Numeric Engineer's Remarks / Suggestion : Replies Spears And Tested UPS found working ok available UPS 3KVA 96V DC

Signature :

Signed By: Rutvik Sankpal
Name & Designation : RUTVIK ASHOK & Technician

The reported call has been completed and UPS is working satisfactorily on load, Preventive Maintenance carried out.
EMP Code : NA

Customer Email id : anshuman.pawar@hitachi-payments.com

Customer signature:
Signed By: Somnath Patil

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