

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											
HELP DESK TOLL FREE NO - 1800 425 3266 : PH 044 4656 5555 : HO email id : helpdesk@numericups.com											
CUSTOMER NAME & ADDRESS: STATE BANK OF INDIA, HPCL PETROL PUMP,LALGHATI P.B.B BRANCH,KOH-E FIZA, MADHYA PRADESH BHOPAL India						SERVICE CALL REPORT NO: SA-3148204					
						DATE : 19.07.2023					
AMC PO NO :						SERVICE BRANCH NAME : BHOPAL					
SITE / ATM ID NO : N/A / S10A014132015						SERVICE BRANCH CONTACT NO : 0755-2764201/2764202					
CONTACT PERSON NAME : Sbi atm						SERVICE BRANCH EMAIL ID : diwakar.yadav@numericups.com					
TELEPHONE/ MOBILE NO : 6260454697						SITE CATEGORY : B					
Call Received on : 18.07.2023 : 18:04:00						Call Registration No : 03259233					
Call Assigned on: 18.07.2023 : 18:11:09				Visit Attended on: 19.07.2023 : 10:17:35				Visit Completed on: 19.07.2023 : 11:40:26			
Customer Category:				UPS TECHNOLOGY: DIGITAL HP				TYPE OF CALLS: Breakdown - 1PH UPS BD			
Customer Status: CAMC				UPS TYPE: 1P1				Call Type: Minor			
PRODUCT DETAILS - HP/2KVA/96V/1-1/UNITARY											
UPS KVA : 02			DC VOLTS : 96			UPS SI.No : NL034122901			UPS CONFIGURATION : NA		
BATT AH : 65			BATT VOLTS : 12V			BATT QTY : 8			No OF SETS : NA		
BATT MAKE : EXIDE POWER SAFE			BATT TYPE : VRLA			Batt Batch No : 4TK03					
SERVO STABILIZER / ISOLATION			KVA :			SI.No :					
PRODUCT DETAILS - Captured by site - engineer during site visit - HP/2KVA/96V/1-1/UNITARY											
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SERVO STABILIZER / ISOLATION			KVA :			SI.No :					
PROBLEM REPORTED BY CUSTOMER: Ups Trip											
ROOT CAUSE OF FAILURE (ENGINEERS OBSERVATION): Others ( found 30 minutes battery backup checking due to 2 no battery weak condition so ups trip now rectified the issue and ups working ok and advice to customer replace to all 8no battery immediately and all battery life is over more than 4 years old )											
FRONT PANEL INDICATION: BATT LOW											
PROBLEM OBSERVED IN WHICH MODE: Working On Mains Mode											
ACTION TAKEN: Ups working fine with load											
CONCLUSION OF FAILURE: Battery 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
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	1	Static bypass function test		No	
EB I/P Volts w.r.t Neutral	237			DC Volts with Battery	109	Power Failure Duration / Day	1	Communication / Remote pannel		No	
EB I/P Current	3			DC Volts W/O Mains	100	No of time Power Failure / Day	1	Tightness of all the termination		Yes	
EB I/P Volts - Ph to Ph				Batt Charging Current	2	Input power variation	250	Appearance of the Battery		2 no battery weak condition	
Bypass Voltage w.r.t Neutral	0			Battery Condition - OK qty	6	Gen set availability	No	Input / Output break status		Good	
UPS O/P Volts w.r.t Neutral	230			Battery Condition - weak qty	2	Dedicated Earth availability	Yes	Input / Output cable status		Good	
UPS O/P Volts - Ph to Ph				Distilled water level	None	Room Temperature	30	Fan rotation		Yes	
UPS O/P Current	1			DC Low Cut off Volts	87	Air Conditioner/Room Ventilation	No	General cleaning		Yes	
Type of Load	Atm+Network Equipment			No of Parallel bank	0	Input frequency	50	Remarks : Checkind and found 30 minutes battery backup checking due to 2 no battery weak condition so ups trip now rectified the issue and ups working ok and advice to customer replace to all 8no battery immediately and all battery life is over more than 4 years old			
UPS SYSTEM PRESENT STATUS : Working Satisfactorily						If PCB call-Approval status : Open					
Numeric Engineer's Remarks / Suggestion : <div><div>Signature :</div><div>Signed By: RAKESH MEHAR Name &amp; Designation : RAKESH MEHAR &amp; Technician</div></div>						The reported call has been completed and UPS is working satisfactorily on load, Preventive Maintenance carried out. EMP Code : . Customer Email id : priyam.srivastav@hitachi-payments.com <div><div>Customer signature:</div><div>Signed By: shailendra</div></div>					
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											

Back-up test										
S.NO.	BATTERY Batch No.	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	4TK03	Good		13.06	12.36		12.06			
2	4TK03	Weak		13.06	12.40		10.30			
3	4TK03	Good		13.06	12.42		12.06			
4	4TK03	Good		13.06	12.45		12.36			
5	4TK03	Good		13.06	12.60		12.26			
6	4TK03	Good		13.06	12.51		12.40			
7	4TK03	Good		13.06	12.06		12.36			
8	4TK03	Weak		13.06	12.36		11.01			
TOTAL DC VOLTAGE					104.5					