

# 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:**  
BANGALORE ELECTRICITY SUPPLY,  
AEE (ELE.) (COM. O&M), BESCOM  
HONNALI-577217 TEL. PH. NO: 08188-251172  
DAVANGERE, KARNATAKA  
HONNALI - 577217  
India

**SERVICE CALL REPORT NO:** SA-4970830

**DATE :** 03.07.2025

**AMC PO NO :**

**SERVICE BRANCH NAME :** HUBLI

**SITE / ATM ID NO :** / NA

**SERVICE BRANCH CONTACT NO :** 0836-425118

**CONTACT PERSON NAME :** NAZAR

**SERVICE BRANCH EMAIL ID :** anandan.ramanujam@numericups.com

**TELEPHONE/ MOBILE NO :** 9035098336

**SITE CATEGORY :** B

**Call Received on :** 30.06.2025 : 12:33:55

**Call Registration No :** 05099156

**Call Assigned on:** 03.07.2025 : 12:17:19

**Visit Attended on:** 03.07.2025 : 12:18:39

**Visit Completed on:** 03.07.2025 : 17:08:16

**Customer Category:** National Distributor

**UPS TECHNOLOGY:** ONFINITI PLUS

**TYPE OF CALLS:** Breakdown - 1PH UPS BD

**Customer Status:** UW

**UPS TYPE:** 1P1

**Call Type:** Major

## PRODUCT DETAILS - U7ONFPLUS/6K192V11UNIFM/VRL17-42AH/1SET

**UPS KVA :** 06

**DC VOLTS :** 192

**UPS SI.No :** III241017952

**UPS CONFIGURATION :** UNI

**BATT AH :** 100

**BATT VOLTS :** 12V

**BATT QTY :** 16

**No OF SETS :** NA

**BATT MAKE :** AMARAJA QUANTA

**BATT TYPE :** VRLA

**Batt Batch No :** MOQ010052Y, MOQ010050Y

**SERVO STABILIZER / ISOLATION**

**KVA :**

**SI.No :**

## PRODUCT DETAILS - Captured by site - engineer during site visit - U7ONFPLUS/6K192V11UNIFM/VRL17-42AH/1SET

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**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 Mains Mode

**ACTION TAKEN:** Spares yet to be replace

**CONCLUSION OF FAILURE:** Site Related Ups Down

**Spare parts replaced, if any: (Material code details are given in the front wrapper)**

## ACTUAL SPARE PARTS FAILED DETAILS

| SAP CODE | DESCRIPTION | QTY |
|----------|-------------|-----|
| NA       | NA          | NA  |

## ACTUAL SPARE PARTS REPLACED DETAILS

| SAP CODE | DESCRIPTION | QTY |
|----------|-------------|-----|
| NA       | NA          | NA  |

### UPS PARAMETERS

### BATT PARAMERTERS

### SITE PARAMETERS

### GENERAL INFORMATION REG SITE

| PARAMETERS                   | R        | Y | B | DC Volts W/O Battery         | Neutral to Earth Voltage         | Static bypass function test                                                                                                                                                                                                                                                          |      |
|------------------------------|----------|---|---|------------------------------|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| EB I/P Volts w.r.t Neutral   | 245      |   |   | DC Volts with Battery        | Power Failure Duration / Day     | Communication / Remote pannel                                                                                                                                                                                                                                                        |      |
| EB I/P Current               | 4        |   |   | DC Volts W/O Mains           | No of time Power Failure / Day   | Tightness of all the termination                                                                                                                                                                                                                                                     | Yes  |
| EB I/P Volts - Ph to Ph      |          |   |   | Batt Charging Current        | Input power variation            | Appearance of the Battery                                                                                                                                                                                                                                                            | Good |
| Bypass Voltage w.r.t Neutral | 245      |   |   | Battery Condition - OK qty   | Gen set availability             | Input / Output break status                                                                                                                                                                                                                                                          | OK   |
| UPS O/P Volts w.r.t Neutral  | 0        |   |   | Battery Condition - weak qty | Dedicated Earth availability     | Input / Output cable status                                                                                                                                                                                                                                                          | OK   |
| UPS O/P Volts - Ph to Ph     |          |   |   | Distilled water level        | Room Temperature                 | Fan rotation                                                                                                                                                                                                                                                                         |      |
| UPS O/P Current              | 0        |   |   | DC Low Cut off Volts         | Air Conditioner/Room Ventilation | General cleaning                                                                                                                                                                                                                                                                     | Yes  |
| Type of Load                 | IT Loads |   |   | No of Parallel bank          | Input frequency                  | Remarks : Found out Ups Full set Boards are burnt due to Keb Phase to Phase short CIRCUIT should be replace all the spares. INV PFC , CNTL CARD , CHARGER , ADDITIONAL CHARGER BOX & ADDITIONAL CHARGER 2 NOS ARE FAILURE should be replace all the spares on chargeable basis only. |      |

**UPS SYSTEM PRESENT STATUS :** Down

**If PCB call-Approval status :** Open

Numeric Engineer's Remarks / Suggestion :

EMP Code : 00

Signature :

Customer Email id : mujafarnazar@gmail.com

Signed By: N PRASHANTH

Name & Designation : PRASANTH NAGARAJ-07072045 & Technician

Customer signature:

Signed By: NAZAR

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.