

Life Is On

Schneider
Electric

SERVICE INTERVENTION REPORT

CSS Name: COMPUTER CARE (Kol003)

WO Number: 115073297

Customer care Toll free numbers: 18001030011/18004194272 (9am-6pm Monday to Saturday)
 email id: indiainfo@se.com (9am-6pm Monday to Saturday)
 Chat support: https://www.apc.com/in/en/support/contact-us/ (9am-7pm Monday to Saturday)
 Hotline support number for critical need: 7349050111 (6pm to 9am next business day)

Schneider Electric IT Business India Pvt Limited
 No. 3/1, J.P. Techno Park, Mezzanine floor,
 Millers Road, Vasant Nagar, Bengaluru, Karnataka - 560 052
 Website: www.se.com

PRODUCT:
 HBN
 APC / Luminous / Easy 3S
 APC

CUSTOMER DETAILS

VISIT DETAILS

Customer Name: **DR. B.C. ROY ENGINEERING** Contact Person: _____ Visit Date & Time: **20.3.25 / 11:35 AM**
 Full Address: **CAHEGE, TEMUA ROAD** E-Mail ID: _____ Service Rep. Name: **A. K. SINGH**
FULTHORE, DURGAPUR Contact No: **6294383676**
 Model: **SRV 10K LXI - IN** Product Rating: **10KVA** Unit Status: working / non working condition
 Serial No: **958420A2004** Qty: **1** Call type: ☐ Warranty ☐ Contract ☐ Billable/OOW
 Service Nature: ☐ Breakdown ☒ Installation ☐ PM ☐ Commissioning ☐ Presales ☐ FSB ☐ Others
 Safety risk assessment completed YES (Refer overleaf for more details) Any near-miss reported ☐ YES ☐ NO If Yes pls mention details _____

Problem Reported by Customer Reason for visit: _____

Visit number - First Second Third

Whether repeat issue - Yes No,
If yes, pls inform service team.

Last Visit Date: _____

Last visit findings

SITE OBSERVATION

Input On mains Battery Reading during charging Battery Reading during Discharging
 Voltage L1-N L2-N L3-N Vac Battery One Voltage Vdc Battery One Voltage Vdc
 Voltage N-E Vac Battery Two Voltage Vdc Battery Two Voltage Vdc
 SITE ENVIRONMENT DETAILS: AC Provided: ☐ Yes ☐ No DG Provided: ☐ Yes ☐ No Is environment Dusty: ☐ Yes ☐ No
 Location where UPS installed: ☐ Computer Room ☐ Electrical Room ☐ Network Room ☐ Other (if any) _____
 Connected load: _____
 Any other site related point, then please specify: _____
 Duration of Power Failures in a Day _____

Power Condition No. of power Failures in day _____
 I/P wire - sqmm. O/P Wire - sqmm. I/P MCB - Amps, O/P MCB - Amps Operation during non business hrs, holiday: ☐ Yes ☐ No

Battery configuration ☐ Default ☐ Degradation required Degradation done ☐ Laptop used ☐ Displ Restart done and verified the DC voltage and found Ok ☐ Yes ☐ No

Battery Bank Description: Make: **QUANTA** Ah: **100** Qty: **18** Aging/batch code: _____ UPS Configuration: _____
 Reading during Charging (voltage): V Reading during Discharging (voltage): V

B1	B9	B17	B25	B1	B9	B17	B25	Input Output config
B2	B10	B18	B26	B2	B10	B18	B26	Output Voltage
B3	B11	B19	B27	B3	B11	B19	B27	Parallel/single
B4	B12	B20	B28	B4	B12	B20	B28	NMC Model
B5	B13	B21	B29	B5	B13	B21	B29	NMC Sr. No.
B6	B14	B22	B30	B6	B14	B22	B30	Operation during Visit
B7	B15	B23	B31	B7	B15	B23	B31	<input type="checkbox"/> On mains <input type="checkbox"/> On Battery
B8	B16	B24	B32	B8	B16	B24	B32	<input type="checkbox"/> On Bypass <input type="checkbox"/> Dead
Charging Current Amp				Discharging Current Amp				Load % - L1 L2 L3
Remarks (if any) for Battery				Charge %:				Fault Code:

PART REPLACEMENT DETAILS

Items Replaced	PART - 1	PART - 2	PART - 3	PART - 4	PART - 5
Old Sr. No.					
New Sr. No.					

Service Representative Observation about the problem reported:

NEW INSTALLATION

Rejection reason (If any) to be communicated to Operations & CS&Q team:

NA

Final Status / Corrective action / Recommendation:

INSTALLATION DONE, NOW UPS IS WORKING

OK

Call-wrap-up process done (Explained the work performed and explained about the survey feedback) - YES / Any remarks

Customer Remarks / Suggestions / Improvements:

Service Representative Signature

General

Dr. Mainway Chakraborty,
 Head
 Dept. Electronics & Comm. Engg.
 Dr. B. C. Roy Engineering College
 Durgapur