



Diagnostic Process:

The Diagnostic process includes any type of site visit that is used to determine the status of a UPS, whether due to damage or electrical or technical evaluation.

In the form it is important to fill in all the information with details.

The fields of the electrical and physical environment or the UPS environment are extremely important in determining a solution.

Add relevant comments that help the Forza team make a decision about the case.

Take into account important points such as:

- Appropriate earth (<5 Ohms)
- Electrical connection (Colors and wiring with appropriate thickness)
- Neutral grounded for transformer equipment
- Type of load (linear or non-linear)
- Total charge on the UPS (Recommended 80% use and 20% free)
- Errors on Screen
- Voltage of each battery
- Separated electrical panels (to avoid overload on the output)
- Breaker type appropriate to UPS and load

Remember to include points that validate or invalidate the equipment warranty:

- Land not connected or out of range
- Installed by technicians or electrician not suitable
- Wrong installation