

Remote Diagnostic Troubleshooting of a Feeder Breaker Close Failure

To accurately diagnose the cause of a feeder breaker close failure through remote technical support, enabling rapid fault identification while avoiding unnecessary site mobilisation and minimising operational disruption.

Our Solution

- Conducted a structured remote diagnosis using client-supplied photographs, equipment status indicators, and control schematics to determine the breaker's operating condition.
- Analysed breaker control logic and stored-energy systems to eliminate relay protection and lockout faults, focusing the investigation on the breaker control power circuit.
- Developed a step-by-step remote troubleshooting process that enabled the client to safely verify the fault, confirming a failed 125VDC control power fuse caused by moisture ingress.

At a Glance

Challenges

- No field technician was immediately available, requiring the entire diagnosis to be completed remotely.
- Troubleshooting relied solely on photographs, client feedback, and electrical schematics without direct equipment access.
- Multiple potential causes had to be systematically eliminated to avoid unnecessary component replacement or site mobilisation.
- The investigation required careful interpretation of breaker status indicators and control logic to accurately identify the underlying fault.

Value to client

Aurora successfully diagnosed the root cause of the feeder breaker failure without requiring an on-site visit, saving both mobilisation costs and valuable response time. By systematically ruling out protection relay faults and identifying a failed control power fuse caused by moisture ingress, the team provided the client with a clear corrective action on the same day. The structured remote support minimised downtime, reduced unnecessary maintenance activity, and demonstrated Aurora's capability to deliver expert technical assistance quickly and efficiently, regardless of location.

