

9910-E83 TROUBLESHOOTING GUIDE

Please select the picture that matches what is shown on the front of your UPS



AUDIBLE ALARM AND RED ALARM LIGHT ON:

Use the ←, ▲ and ▼ buttons to select STATUS. This will show any alarms being generated by the unit. Use the ▲ and ▼ buttons to scroll up or down the displayed messages. The most common alarms are shown below.



BATTERY TEST FAILED ALARM:

This is possibly because the batteries were not fully charged when the test was carried out or the batteries have become weak. Use the front panel buttons as detailed in the user manual carry out a manual battery test.

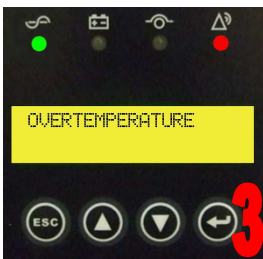
If the alarm doesn't clear please follow the standard RMA process and request replacement batteries.



OVERLOAD ALARM:

Your load is greater than the UPS can support, in other words the UPS has too much equipment connected to it. You need to disconnect some of your equipment.

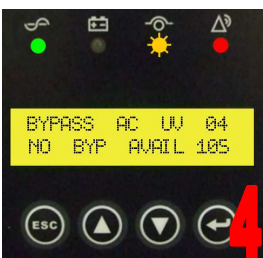
The SYSTEM STATUS screen shows the percentage of load connected to the UPS in the top right corner of the display. If the load is between 100 and 109% the UPS will stay online but will still alarm. Above 110% the UPS will transfer to bypass.



OVERTEMPERATURE ALARM:

This is because the air temperature within the UPS is too high. Ensure that the ventilation grills on the front and rear panels are not blocked, that the ambient temperature is not above 40 degrees C, and that the unit is not in direct sunlight. Shut down the UPS and allow it to cool down.

If the alarm re-occurs after restarting the unit please follow the standard RMA process and request a replacement power module.



BYPASS NOT AVAILABLE:

This is not a fault with the UPS, but a warning to you that the incoming mains is out of tolerance and is therefore not available as a bypass path should it be needed by the UPS. The default voltage for your unit is 230V but this can be set to 240V using the front panel buttons as detailed in the user manual.

This sometimes happens when there is a power surge. If this light remains on you should check the quality of the supply into the UPS. The bypass voltage can be checked by using the front panel buttons as detailed in the user manual.