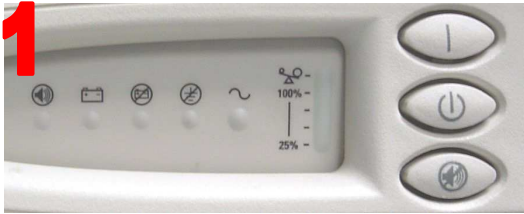


9910-P65 TROUBLESHOOTING GUIDE

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



Your UPS will not switch on:

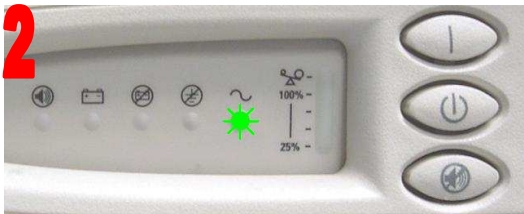
You've connected your UPS to the mains supply and tried to turn it on but nothing happens. This is possibly because the battery is not connected or is weak. The battery trays must be inserted and the breaker must be turned on prior to start up.



This is how you connect the battery:

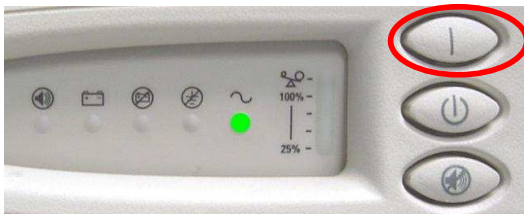
Remove the front panel by pulling gently on both ends. Push the battery trays firmly into position and turn on the battery breaker on the rear. Replace the front cover and power up the UPS.

Your UPS should now start, if it does not start the battery needs replacing. Please follow the standard RMA process and select battery replacement only. We will send just the battery packs.



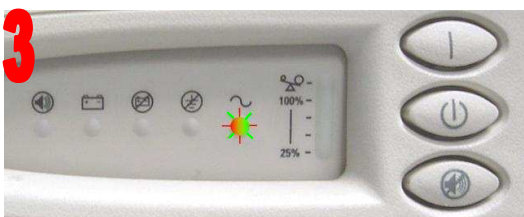
The light is flashing but there is no power to the equipment:

Your UPS is in STANDBY mode because the *power on button* has not been pressed or has not been pressed for long enough.



This is how you turn your UPS on:

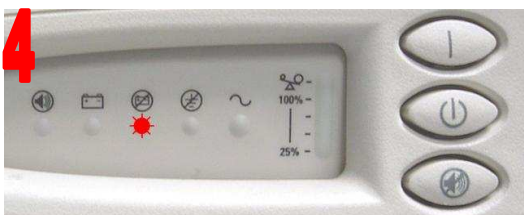
Press and hold the *power on button* until the light stops flashing and is on solid.



Your UPS has started but the light is flashing red and green:

Your UPS is in *buck mode* because the input voltage is too high. The default voltage for your unit is 230V but this can be set to 240V by using the Configuration tool on the software CD supplied with the unit or it can be downloaded from our website

http://www.powerware.com/EMEA/UPS/5125_UPS.asp



The light is flashing:

If your UPS is 2 to 3 years old then the battery is probably depleted and needs replacing.

Please follow the standard RMA process and select battery replacement only. We will send just the battery packs.



If your UPS is new then the battery connection may be loose or the battery breaker is off.

To check the battery connection, first remove the front panel by pulling gently on both ends. Ensure that the battery trays are firmly pushed in and check that the battery breaker on the rear is turned on. Replace the front cover and power up the UPS.