

4. Troubleshooting

If the UPS system does not operate correctly, please solve the problem by using the table below.

Symptom	Possible cause	Remedy
LED2 and LED5 will flash at the same time. And alarm is sounding every second.	The external or internal battery is incorrectly connected.	Check if all batteries are connected well.
LED5, LED7, LED8 and LED9 will be on at the same time and alarm is sounding continuously.	Battery voltage is too high or the charger is fault.	Contact your dealer.
LED5, LED8, LED9 and LED10 will be on at the same time and alarm is sounding continuously.	Battery voltage is too low or the charger is fault.	Contact your dealer.
LED5 and LED6 will flash at the same time and alarm is sounding twice every second.	UPS is overload	Remove excess loads from UPS output.
	UPS is overloaded. Devices connected to the UPS are fed directly by the electrical network via the Bypass.	Remove excess loads from UPS output.
	After repetitive overloads, the UPS is locked in the Bypass mode. Connected devices are fed directly by the mains.	Remove excess loads from UPS output first. Then shut down the UPS and restart it.
LED5 and LED6 will be on at the same time. And alarm is continuously sounding.	The UPS shut down automatically because of overload at the UPS output.	Remove excess loads from UPS output and restart it.
Battery backup time is shorter than nominal value	Batteries are not fully charged	Charge the batteries for at least 5 hours and then check capacity. If the problem still persists, consult your dealer.
	Batteries defect	Contact your dealer to replace the battery.