








Troubleshooting

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

| Symptom | Possible cause | Remedy |
|---|--|---|
| No indication and alarm even though the mains is normal. | The AC input power is not connected well. | Check if input power cord firmly connected to the mains. |
| | The AC input is connected to the UPS output. | Plug AC input power cord to AC input correctly. |
| The icon  and  flashing on LCD display and alarm is sounding every second. | The external or internal battery is incorrectly connected. | Check if all batteries are connected well. |
| Fault code is shown as 27 or 28 and the icon  is lighting on LCD display and alarm is continuously sounding. | Battery voltage is too high/low or the charger is fault. | Contact your dealer. |
| The icon  and  is flashing on LCD display 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. |
| Fault code is shown as 43 and The icon  is lighting on LCD display 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. |
| Fault code is shown as 14 and the icon  is lighting on LCD display and alarm is continuously sounding. | The UPS shut down automatically because short circuit occurs on the UPS output. | Check output wiring and if connected devices are in short circuit status. |
| Fault code is shown as 01, 02, 03, 04, 11, 12, 13, 41 and 45 on LCD display and alarm is continuously sounding. | A UPS internal fault has occurred. There are two possible results: 1. The load is still supplied, but directly from AC power via bypass. 2. The load is no longer supplied by power. | Contact your dealer |

| Symptom | Possible cause | Remedy |
|---|---------------------------------------|--|
| 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. |
| Warning code "EP" is displayed in LCD panel when turn on. | The internal temperature is too high. | <ol style="list-style-type: none"> 1. Temperature sensor problem. Please contact your dealer. 2. Wait until internal temperature cool down. Then, turn on the UPS again. |