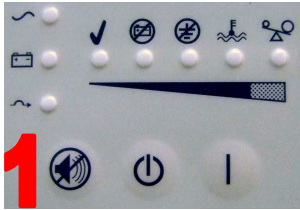# 9910-P11 TROUBLESHOOTING GUIDE

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 cable has to be connected prior to start up.

This is how you connect the battery:
Remove the front panel by pulling gently on the right hand side. Ensure that the battery cable is securely connected. Replace the 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 to request a replacement unit.

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.

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 to request a replacement unit.
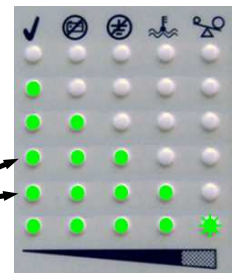

If your UPS is new then the battery cable may have become loose. To check the battery cable, first remove the front panel by pulling gently on the right hand side. Ensure that the battery cable is securely connected. Replace the front cover and power up the UPS.

The ⚡ light is flashing:
Your load is greater than the UPS can support, in other words the UPS has too much equipment connected to it. You need to shut down the UPS and disconnect some of your equipment.

As the load is reduced the number lights on the graph will reduce. Ideally you should have a maximum of 3 or 4 lights as shown.

The ⌒➔ light is flashing:
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 by following the configuration instructions in your 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.