



Online UPS Q&A

DN-170093 • DN-170094
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1. Alarm or fault reference code

Event log	UPS Alarm Warning	Buzzer	LED
1	Rectifier Fault	Beep continuously	Fault LED lit
2	Inverter fault (Including Inverter bridge is shorted)	Beep continuously	Fault LED lit
9	Fan fault	Beep continuously	Fault LED lit
12	Selftest fault	Beep continuously	Fault LED lit
13	Battery Charger fault	Beep continuously	Fault LED lit
15	DC Bus over voltage	Beep continuously	Fault LED lit
16	DC Bus below voltage	Beep continuously	Fault LED lit
17	DC bus unbalance	Beep continuously	Fault LED lit
18	Soft start failed	Beep continuously	Fault LED lit
19	Rectification model Over Temperature	Twice per second	Fault LED lit
20	Inverter model Over Temperature	Twice per second	Fault LED lit
26	Battery over voltage	Once per second	Fault LED blinking
29	Output Short-circuit	Once per second	Fault LED blinking
30	Input current limit	Once per second	Fault LED blinking
31	Bypass over current	Once per second	BPS LED blinking
32	Overload	Once per second	INV or BPS LED

			blinking
33	No battery	Once per second	Battery LED blinking
34	Battery under voltage	Once per second	Battery LED blinking
35	Battery low pre-warning	Once per second	Battery LED blinking
36	Overload time out	Once per 2 seconds	Fault LED blinking
37	DC component over limit.	Once per 2 seconds	INV LED blinking
39	Mains volt. Abnormal	Once per 2 seconds	Battery LED lit
40	Mains freq. abnormal	Once per 2 seconds	Battery LED lit
41	Bypass Not Available		BPS LED blinking
42	Bypass out of tracking range		BPS LED blinking
45	EPO Enable	Beep continuously	Fault LED lit

2. Troubleshooting

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

Symptom	Possible cause	Remedy
No indication and alarm even though the mains are normal.	1. The AC input power is not connected well.	<ul style="list-style-type: none"> Check if input power cord firmly connected to the mains.

	2. The AC input is connected to the UPS output.	<ul style="list-style-type: none"> Plug AC input power cord to AC input correctly.
Alarm code is shown as "33" and battery led blinking.	The external or internal battery is incorrectly connected.	Check if all batteries are connected well.
Alarm code is shown as "26" and battery led blinking.	Battery voltage is too high, or the charger is fault.	Contact your dealer.
Alarm code is shown as "34" and battery led blinking	Battery voltage is too low, or the charger is fault.	Contact your dealer.
Alarm code is shown as "32" and INV or BYPASS led blinking.	UPS is overload	Remove excess loads from UPS output.
Alarm code is shown as "29" and FAULT led light.	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.
Alarm code is shown as "9" and FAULT led light.	Fan fault.	Contact your dealer.
Alarm code is shown as "01,02,15,16,17,18"	A UPS internal fault has occurred.	Contact your dealer.
Battery backup time is shorter than nominal value	1. Batteries are not fully charged	<ul style="list-style-type: none"> Charge the batteries for at least 5 hours and then check capacity. If the problem persists, consult your dealer.
	2. Batteries defect	<ul style="list-style-type: none"> Contact your dealer to replace the battery.

3. Question

My UPS is showing the battery at 0V voltage and 0% capacity on the display. Does the battery need to be replaced?

Answer:

Please run battery test (UPS self-test mode): Press and hold "On/Enter Button" for 2 seconds to enter UPS self-testing while in AC mode.

If it is still abnormal, please help to check each battery with multi-meter. If a battery voltage is much less than 13.75V; then the battery is broken and needs a replacement.

Note: The lifetime of a lead-acid battery is 2-4 years, even it is not used frequently at all.

We turned on the UPS, but is no voltage comes out of the UPS (does not supply), no alarm, and no information from the screen. Why?

Answer:

When starting up the online UPS, need to press ON button for over 3 second.

Even though a short press can light up the LCD, but it only acts as the charger to charge the batteries. Inverter is not working so there is no output at socket.

What is error 33?

Answer:

Error 33 means UPS cannot detect batteries.

- Trouble shooting suggests checking the connection between each battery & battery connector of the whole string.
- The other possibility is battery under voltage that causes UPS cannot detect it.

Solution: Please measure the voltage of per battery, or the complete string.

If per fully charged battery voltage is much lesser than 13.75V, means battery is broken and needs to be replaced.