

RT Series

User Manual

TRUE ONLINE UPS
1KVA-3KVA

1. Safety Information

1.1 UPS Safety Information

- Read all safety information and operating instructions carefully before attempting to install, service or maintain the UPS. Save this manual properly for reuse.
- This UPS is intended for indoor use only.
- Do not operate this UPS in direct sunlight, in contact with fluids, or where there is excessive dust or humidity.
- Do not open the UPS case as you will, there is a high risk of electric shocks inside. All connection/wiring/servicing must be performed by a qualified electrician.
- Do not connect to the equipment like hair dryer or electric heater.
- Do not use liquid extinguisher if there is a fire, a dry powder extinguisher is recommended.



UPS has high voltage inside, do not repair it by yourself. If any questions, please contact local service center or dealer.

1.2 Battery Safety Information

- Environmental factors impact battery life. Elevated ambient temperatures, poor quality utility, power, and frequent short duration discharges will shorten battery life. Replacing battery periodically can help to keep UPS in normal state and assure backup time required.
- Battery installing or replacing should be performed by a qualified electrician. If you want to replace the battery cable, please purchase it from our local service center or distributors to avoid fever and lighter which can cause fire by inadequate power capacity.
- Batteries may cause electric shocks and have a high short circuit current, follow below requirements before installing or replacing the batteries.
 - A. Remove wristwatches, rings, jewelry and other conductive materials.
 - B. Only use tools with insulated grips and handles
 - C. Wear insulated shoes and gloves
 - D. Do not put the metal tools or parts on the batteries
 - E. Before disconnecting the terminals from the batteries, cut off all the loads to the batteries first.
- Do not dispose of the batteries with fire. The batteries may explode.
- Do not open or mutilate batteries. Released electrolyte inside is harmful to the skin and eyes, and maybe toxic.

Note: Symbol Instructions

 Caution	 Danger! High Voltage!	 Turn on	 Turn off	 Standby or Shutdown	 AC	 DC
 Protective earth	 Disable/mute audible alarm	 Overload	 Battery inspection	 Repeat	 Display screen repeat key	 Battery

2. Product Overview

2.1 Specifications

Model	1KVAS-RT	1KVAH-RT	2KVAS-RT	2KVAH-RT	3KVAS-RT	3KVAH-RT
Rated Capacity	1KVA / 900W		2KVA / 1800W		3KVA / 2700W	
Input						
Rated input voltage	208Vac / 220Vac / 230Vac / 240Vac					
Rated input frequency	50Hz / 60Hz (auto-sense)					
Input voltage range	110 ~ 176Vac (power derating linearly between 50% and 100% load); 176 ~ 280Vac (no derating); 280 ~ 300Vac (power derating 50%)					
Input frequency range	40 ~ 70Hz					
PFC	≥ 0.99					
THDI	≤ 6%					
Bypass voltage range	-25% ~ +15% (settable)					
Output						
Output voltage	208Vac / 220Vac / 230Vac / 240Vac (settable)					
Voltage accuracy	± 1%					
Output PF	0.9					
Inverter overload capability	105% ~ 125% load: transfer to bypass in 1 min; 125% ~ 150% load: transfer to bypass in 30s; > 150% load: transfer to bypass in 300 ms;					
Load crest	3:1					
From mains mode to BAT mode	0 ms (transfer time)					
From mains mode to bypass	4 ms (typical)					
Efficiency	Line mode	90%	91%	92%		
	BAT mode	85%	86%	87%		
	ECO mode	95%	96%	97%		

Output frequency	Line mode	Same as input frequency								
	BAT mode	(50 / 60 ± 0.1) Hz								
Total voltage harmonic distortion		≤ 2% (linear load); ≤ 5% (non-linear load)								
Batteries										
Battery type		Sealed lead acid maintenance free battery								
DC voltage		24V	36V	36V	48V	72V	72V	72V	96V	96V
Inbuilt battery		9 Ah / 12V	7Ah / 12V	/	9 Ah / 12V	7 Ah / 12V	/	9 Ah / 12V	7 Ah / 12V	/
Quantity		2	3	3	4	6	6	6	8	8
Charger output voltage		27.1 ±0.4	40.7 ±0.6	40.7 ±0.6	54.2 ±0.8	81.3 ±1.2	81.3 ±1.2	81.3 ±1.2	108.4 ±1.6	108.4 ±1.6
Recharging time		Recover 90% capacity in 3 hours for standard models								
Charging current (Max.)		Standard model:1 (A ±0.15) Long time model: 6 A / 3 A (±0.5)								
System Control and Communications										
Protections		Over-temp protection; Fan testing protection; Overload protection; Output short circuit protection; Battery discharge protection								
Communication port		Standard: RS232; Options: USB, SNMP card, dry contacts								
Display		LCD								
Environmental										
Operating humidity		0 ~ 90 % RH @ 0 ~ 40°C (non-condensing)								
Storage temperature		-25°C ~ 55°C (exclude batteries)								
Operating altitude		≤ 1000m, above 1000m, derate 1% for each rising 100m								
Protection class		IP20								
Noise level		≤ 50dB (at 1m)								
Others										
Dimensions (mm) W/D/H		440*440*88	440*440*88	440*440*88	440*630*88	440*630*88	440*440*88	440*630*88	440*440*88	440*440*88
Weight (kg)		12.26	13.78	7.58	22.73	25.86	9.66	29.26	9.45	10.04

* Derate capacity to 70% in CUCF mode and to 90% when the output voltage is adjusted to 208Vac.

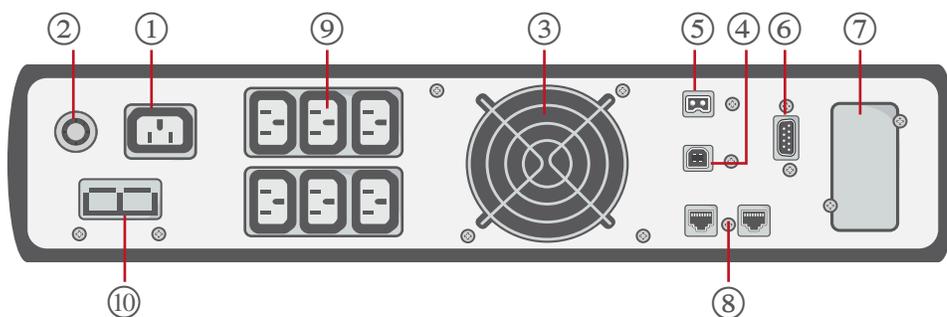
Note:

Model	Type	Model	Type
1KVAS-RT	1KVA Standard model	1KVAH-RT	1KVA Long backup model
2KVAS-RT	2KVA Standard model	1KVAH-RT	2KVA Long backup model
3KVAS-RT	3KVA Standard model	1KVAH-RT	3KVA Long backup model

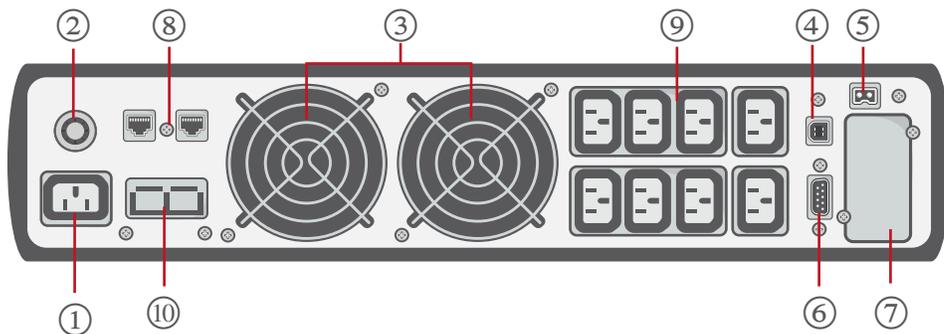
2.2 Front Panel Features



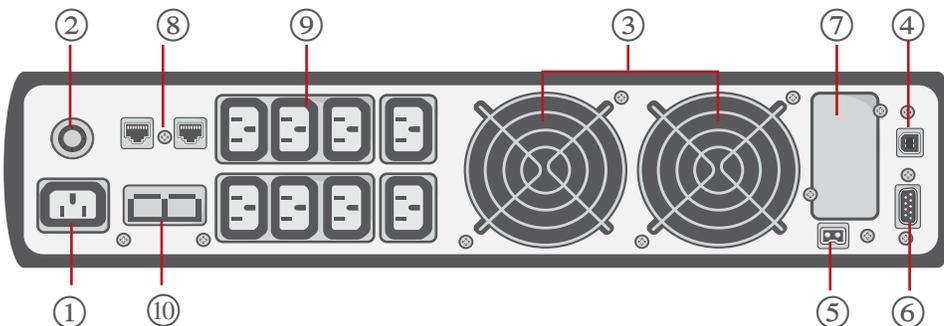
2.3 Rear Panel Features



a. 1KVAS-RT(24V), 1KVAS-RT(36V) and 1KVAH-RT rear panel.



b. 2KVAS-RT (48V), 2KVAS-RT (72V) and 3KVAS-RT(72V) rear panel.



c. 2KVAH-RT, 3KVAH-RT and 3KVAS-RT(96V) rear panel.

- ① AC input socket
- ② Overcurrent protector
- ③ Fan
- ④ USB port
- ⑤ EPO (Emergency Power Off) port
- ⑥ RS232 port
- ⑦ Intelligent slot
- ⑧ Surge protection for network/fax/modem
- ⑨ Output sockets
- ⑩ Battery connector

Note:

The figure is for reference only. Due to the technology upgrading and development, the real unit might be different from the figure.

3. Installation

3.1 Unpacking Inspection

- Open the UPS package and inspect the contents upon receipt. The accessories attached to the UPS contain a power cord, a user manual, communication cable, CD-ROM. The long backup model also includes the cable for connection to battery bank.
- Check if the unit is damaged during transport. Do not power on and notify the carrier and dealer if find damaged or parts missing.
- Verify this unit is the model you want to buy. Check the model name showed both on the front panel and rear panel.

Note:

Keep the packaging box and packaging materials for future transport use.
The equipment is heavy. Always handle it with care.

3.2 Installation Information

- The UPS installation environment must be in good ventilation, away from water, flammable gases and corrosive entities.
- Do not lie down the UPS against the wall so that front and side panel air intake hole, rear panel air outtake hole will be unobstructed.
- The ambient temperature around the UPS should be within 0 ~ 40°C (non-condensing).
- If dismantling the machine at low temperatures, there may be condensation droplets, users can not install or operate it before UPS completely got dry both inside and outside, otherwise there will be danger of electric shocks.
- Place the UPS near the mains source so that can cut off utility power without any delay in case of emergency.
- Make sure the load connected to the UPS is off when users connect it to UPS, and then turn on the load one by one later.
- Connect the UPS with the power outlet which is over-current protected. Do not connect the UPS with power outlets whose rated current is less than the maximum input current of this UPS.
- All power outlets should be configured with earthing device for safety.
- UPS could be electrified or powered no matter the input power cord is tied or not, even when the UPS is off. The only way to cut off the output is switching off the UPS and disconnecting the mains power supply.
- For all standard model UPS, it is advised to charge the batteries over 8 hours before using. Once the AC mains power energizes the UPS, it will automatically charge the batteries. Without prior charging, UPS output remains as usual but with shorter back-up time than normal.
- When connected to motor, display equipment, laser printer etc, UPS power selection should be based on the startup power of the load which is usually twice as rated power.
- Wiring by a qualified electrician is required. Ensure input cables and output cables are connected correctly and firmly.
- If install a leakage current protective switch, please install it on output cable.
- For 1-3K series long backup model units, you may need to prepare wires for terminals based on the following table.

Model	Wiring spec (AWG)				
	Input	Output	Battery	Non-isolated Neutral	Ground
1KVAH-RT	1 mm ²	1 mm ²	4 mm ²	1 mm ²	1 mm ²
2KVAH-RT	1.5 mm ²	1.5 mm ²	4 mm ²	1.5 mm ²	1.5 mm ²
3KVAH-RT	2.5 mm ²	2.5 mm ²	4mm ²	2.5 mm ²	2.5 mm ²

3.3 Installation and Output Connection

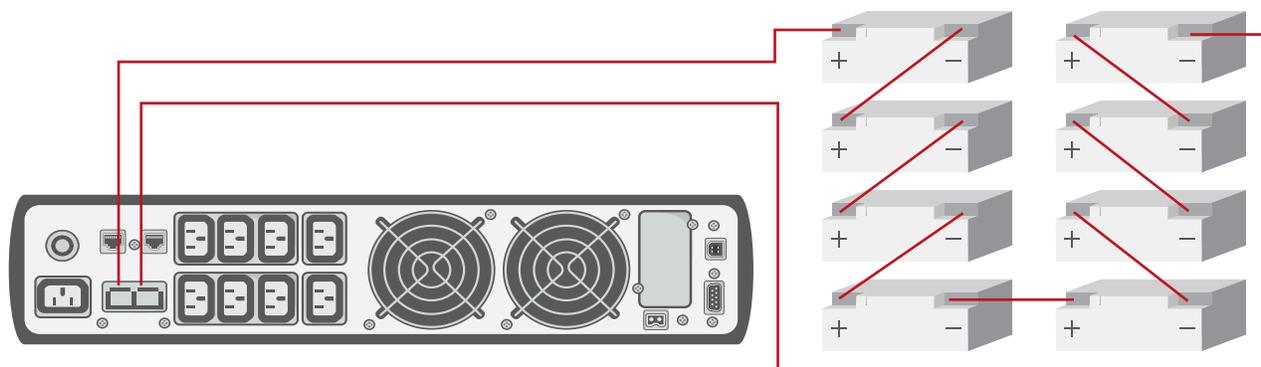
Normally, output connection of 1~3KVA series is configured with power outlets or terminal blocks, users can plug the load cable into the UPS power outlets to energize the load. Make sure the mains cable and breakers in the building are enough for the rated capacity of UPS to avoid the hazards of electric shock or fire.

3.4 External Batteries Connection (Long backup model)

- For different UPS model, users are instructed to configure different battery voltage as below table. More or less units are forbidden, or else something abnormal or faulty will appear.

Model	Battery Quantity (unit)	Battery Voltage (volt)
1KVAH-RT	3	36
2KVAH-RT	6	72
3KVAH-RT	8	96

- One end of battery cable is for UPS terminals while the other end with triple cables is for battery terminals. Correct installation procedure is highly vital or else probable electric shock will arise. Users are strictly required to follow the below procedure.
- Connect batteries correctly and make sure the total battery voltage is available for UPS.
- Correctly connect the long battery cable to battery terminals first, red wire is to positive plate while black is to negative. If users connect the UPS first, electric shock or other danger may not be avoided.
- Before connecting loads, users should supply mains power and energize the UPS.
- Connect long battery cable to UPS terminals with correct poles link (red is for '+', black is for '-'), UPS will start charging automatically.
- Connect the battery pack to the battery connector.



4. Network Functions

4.1 Communication Port

Users could monitor the UPS system through the communication port such as standard RS232 port and USB port with computer. Connecting this UPS with computer by communication cable could achieve UPS management easily.

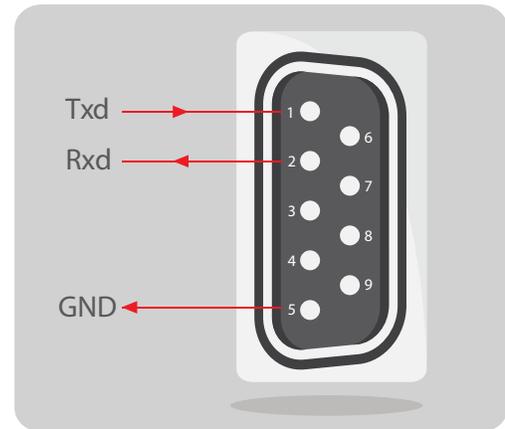
■ RS232 Port:

Pins	1	2	3	4	5	6	7	8	9
Indication	empty	send	receive	empty	ground	empty	empty	empty	empty

Note:

RS232 interface is set as below:

- Bit rate: 1200bps
- Byte: 8bit
- Completion code: 1bit
- Bit pattern: None



■ USB Port:

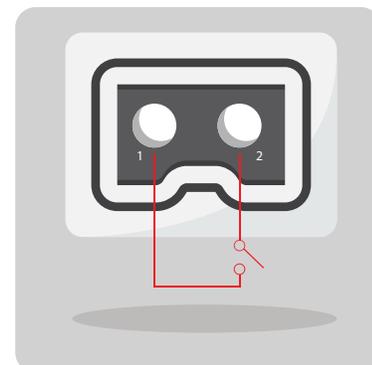
Pins	1	2	3	4
Indication	+5V	date+	date-	GND



4.2 EPO Port (Optional)

EPO is the short for Emergency Power Off. EPO port is on the rear panel of the UPS. It's green. Users can cut off the output of UPS immediately by operating EPO port in case of emergency.

Normally, pin1 and pin2 are connected so that the machine can be working normally. When some emergencies happen, and when users have to cut off the output, just need to disconnect the connection between pin1 and pin2, or just pulling it out.



4.3 Intelligent Card (Optional)

There is an intelligent slot on the rear panel of the UPS, it's for SNMP card and dry contacts. Users can insert any type intelligent card from those three into it to monitor and manager the UPS. And users don't have to turn off the UPS when install the intelligent card. Follow below process:

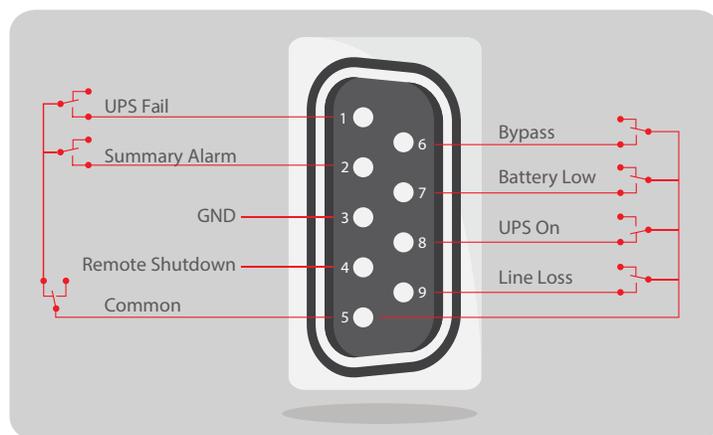
- First of all, remove the intelligent slot cover
- Then insert the intelligent card (SNMP card and dry contacts)
- Finally, screw the intelligent card back.
- Bit pattern: None

■ SNMP Card (optional)

SNMP card on UPS is compatible with the most software, hardware and network operating system, it is a network management of UPS, with this function, UPS can login on internet , which can supply information of UPS status and input power, and even possible to control UPS via net management system.

■ Dry Contacts Card (optional)

Insert the dry contacts card into the intelligent slot. It's another type function of intelligent monitoring.



Position	Definition
PIN1	ON: UPS is malfunctioning
PIN2	ON: Alarm (system failure)
PIN3	Ground
PIN4	Remote shutdown
PIN5	Common
PIN6	ON: Bypass mode
PIN7	ON: Battery low
PIN8	ON: Inverter mode OFF: Bypass mode
PIN9	ON: No AC power in

5. Operation

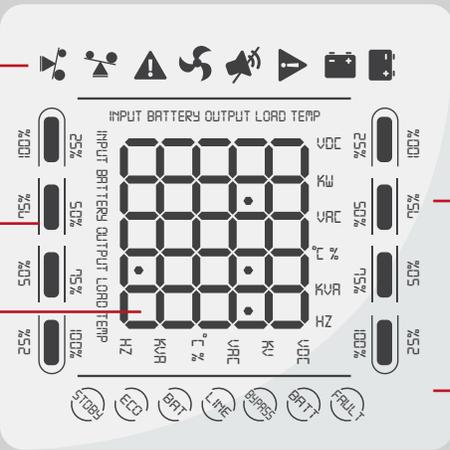
5.1 Button Operation



Button	Function
<p>"ON" key</p>	<p>Press the two keys for more than half a second to turn on the UPS.</p>
<p>"OFF" key</p>	<p>Press the two keys for more than half a second to turn off the UPS.</p>
<p>TEST/MUTE key</p>	<p>Press the two keys for more than 1 second and less than 5 seconds in Line mode or ECO mode or CUCF mode: UPS runs the self-test function.</p> <p>Press the two keys for more than 1 second in battery mode: UPS runs the mute function.</p>
<p>INQUIRING key</p>	<p>Not in setting mode: Press ◀ or ▶ for more than half a second (less than 2 seconds): display the items orderly.</p> <p>Press ▶ for more than 2 seconds: Circularly and orderly display the items every 2 seconds, when press the key for some time again, it will turn to output status.</p> <p>In setting mode: Press ◀ or ▶ for more than half a second (less than 2 seconds): Select the setting option.</p>
<p>FUNCTION SETTINGS key</p>	<p>Not in setting mode:</p> <ul style="list-style-type: none"> • Press the key for more than 2 seconds: Function settings interface. <p>In setting mode:</p> <ul style="list-style-type: none"> • Press the key for more than half a second (less than 2 seconds): go to the function setting options. • Press the key for more than 2 seconds: exit from this function settings interface.

Button	Function
<p>ROTATE key</p> 	<p>Press and hold  and  for more than 5 second: Change the direction to display items.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div data-bbox="560 399 771 499"> <p>Press and hold keys for more than 5 seconds.</p> </div> <div data-bbox="820 252 1117 634">  </div> <div data-bbox="1230 399 1469 499"> <p>The direction has been changed in the picture.</p> </div> </div>

5.2 Display Interface



The display interface includes several key areas:

- Icon display:** A row of icons at the top representing different system statuses.
- Load capacity display area:** A central grid of bars used to indicate the current load percentage.
- Digital display area:** Numerical readouts for various parameters like VDC, KW, KVA, etc.
- Battery capacity display area:** Vertical bar indicators on the sides showing the remaining battery charge.
- Working mode display area:** A row of circular icons at the bottom representing different operating modes like STORE, ECO, BATT, etc.

Display	Function
Icon Display	
<p>Load Icon</p> 	<p>The approximate load capacity percentage (0-25%, 26-50%, 51-75% and 76-100%) is indicated by the number of load bar sections illuminated. When UPS is overloaded, the load icon will flash.</p>
<p>Mute Icon</p> 	<p>Indicates the audible alarm is disabled/mute. Press the mute key in the battery mode, the mute icon flash.</p>

Display	Function
Icon Display	
<p>Fan Icon</p> 	<p>Indicates fan working status. When the fan normally runs, the icon displays rotation; if the fan is not connected or faulty, the icon will flash.</p>
<p>Fault Icon</p> 	<p>Fault icon: Indicates UPS is in fault mode.</p>
<p>Battery Status Icon</p> 	<p>Battery status icon: Indicates the battery capacity of 0-25%, 26-50%, 51-75%, and 76-100%. When the capacity of battery get low or battery disconnected, the battery status icon will flash.</p>
UPS Status Information	
<p>Digital Display Area</p>	<ul style="list-style-type: none"> • In non-setting mode, it displays UPS output information when UPS normally runs; Fault code will be told in fault mode. • In setting mode, users could adjust different output voltage, activate ECO mode, activate CUCF mode, select an ID number and so on by operating function setting keys and inquiring key.
Operation Mode	
<p>Working Mode Display Area</p>	<p>Indicates the power capacity of UPS within 20 seconds after startingup.</p> <p>Indicates UPS operation mode in 20 seconds, such as STDBY (standby mode), BYPASS (Bypass mode), LINE (AC mode), BAT (Battery mode), BATT (Battery Self Test mode), ECO (Economic mode), SHUTDN (Shutdown mode), CUCF (Constant Voltage and Constant Frequency mode).</p>

5.3 UPS On/Off Operation

Operation	Description
Icon Display	
<p>Turn On the UPS</p>	<p>> Turn on the UPS with mains power</p> <ul style="list-style-type: none"> • With mains power connected, UPS works in bypass mode, its output is same as the input voltage within the input range. If there is no need of output voltage when mains power connected, you can set up bPS to 'OFF'. Default bPS is ON, it means there is bypass output when power on. • Press the ON key for more than half a second to start the UPS, then it will start the inverter. • Once started, the UPS will perform a self-test function. When the self-test finishes, it will turn to online mode. <p>> Turn on the UPS by battery without mains power</p> <ul style="list-style-type: none"> • When main power is disconnected, press the ON key for more than half a second to start UPS. • The operation of UPS startup process is almost same as above process with mains power. After the self-test finishes, UPS will work in battery mode.
<p>Turn Off the UPS</p>	<p>> Turn off the UPS in Line mode</p> <ul style="list-style-type: none"> • Press the OFF key for more than half a second to turn off the UPS. • After UPS shutdown, there is no output. If output is needed, you can set BPS 'ON' on LCD setting menu. <p>> Turn off the UPS in battery mode without mains power</p> <ul style="list-style-type: none"> • Press the OFF key for more than half a second to turn off the UPS. When UPS shut down, it will do self-test first, until there is no display on the panel.
<p>UPS Self-Test/Mute Test Operation</p>	<ul style="list-style-type: none"> • When UPS is in LINE Mode, press the self-test/mute key for more than 1 second. UPS gets to self-test mode and tests its status. It will exit automatically after finishing test. • When UPS is in BAT Mode, press the self-test/mute key for more than 1 second, the buzzer stops beeping. If you press the self-test/mute key for one more second, it will restart to beep again.

Operation	Description
<h3>UPS Setting</h3>	<p style="text-align: center;">Icon Display</p> <ul style="list-style-type: none"> • Enter Setup interface. Press and hold the function setting key  for more than 2 seconds, then come to Setup interface, press and hold the inquiring key (, ) for more than half a second (less than 2 seconds), select the function setting, choose the setup interface, at the moment, the letters flash. • Enter the setup interface. Press and hold the function setting key  for more than half a second (less than 2 seconds), then come to the setup interface, at this time, the letters doesn't flash any more, the numerical value flash. Press and hold the inquiring key (, ) for more than half a second (less than 2 seconds), select the numerical value in accordance with the function. • Confirm the setup interface. After selecting numerical value, press and hold the function setting  for more than half a second (less than 2 seconds). Now, the setting function is completed and the numerical value illuminates without flashing. • Exit from the setup interface. Press and hold function setting key  for more than half a second (less than 2 seconds), exit from the setup interface and return to the main interface.

5.4 UPS Settings

LCD Display	Settings
	<p style="text-align: center;">Output Voltage Setting</p> <p>For 208/220/230/240 VAC models, you may choose the following output voltage:</p> <p>208: output voltage is 208Vac. 220: output voltage is 220Vac. 230: (default): output voltage is 230Vac. 240: output voltage is 240Vac.</p> <p>For 100/110/115/120/127 VAC models, you may choose the following output voltage:</p> <p>100: output voltage is 100Vac. 110: output voltage is 110Vac. 115: output voltage is 115Vac 120 (default): output voltage is 120Vac. 127: output voltage is 127Vac.</p>

LCD Display

Settings

Low Voltage of Battery Setting



The battery voltage selecting interface.

You may choose the following output voltage:

9.8: Low voltage of battery is 9.8Vdc.

9.9: Low voltage of battery is 9.9Vdc.

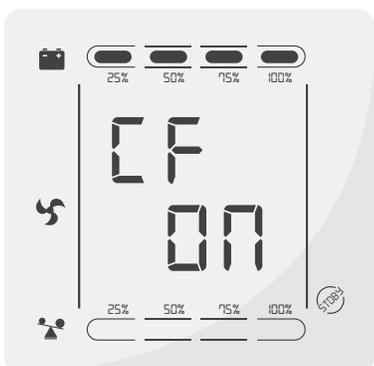
10: Low voltage of battery is 10Vdc.

10.2: Low voltage of battery is 10.2Vdc.

10.5: Low voltage of battery is 10.5Vdc.

dEF (default): EOD voltage automatically varies with loads, including 21.5 hours discharge protection.

Frequency Converter Enable/Disable



CF mode only can be set in STDBY mode.

You may choose the following two options:

ON: converter mode enable

OFF (default): converter mode disable

Output Frequency Setting



If frequency converter mode is enabled, you may choose the following output frequency:

50 (default): presents output frequency is 50Hz.

60: presents output frequency is 60Hz.

Mode Setting

Bypass Mode Setting

Enable or disable Bypass function. You may choose the following two options:

ON: Bypass enable.

OFF (default): Bypass disable.

ECO Mode Setting

Enable or disable ECO function. You may choose the following two options:

ON: ECO mode enable.

OFF (default): ECO mode disable.

EP Setting

This setting is mainly used for some special units. Users are not advised to operate it. After starting EP mode, output voltage display will have nine option (240V, 230V, 220V, 208V, 100V, 110V, 115V, 120V, 127V) but the voltage output is still four option (240V, 230V, 220V, 208V). You can choose to shield the LCD display capacity values when starting up, you can choose whether UPS go directly to the Line mode or bypass mode when connect mains and automatically start up.

AUO Setting

EP setting ON required.

AUO setting only can be set in Stdby mode or Bypass mode. You may choose the following two options:

ON: UPS will start up automatically and works in Line mode when connect mains.

OFF: UPS won't start up automatically when connect mains except EOD, it will work in standby or bypass mode (Default).

5.5 Parameters Inquiring Operation

Press the inquiring key or for more than half a second (less than 2 seconds) to inquire about items. The inquired items include Input, Battery, Output, Load and Temperature. The displayed items on LCD screen are shown as following:

LCD Display	Description
	<p>Output: Display the output voltage and output frequency of the UPS. As the following graphic shows, the output voltage is 220V, the output frequency is 50Hz.</p>
	<p>Load: Display the numerical value of the active power (WATT) and apparent power (VA) of the load. For example, as the following graphics shows, the WATT of the load is 800W, VA is 1.0KVA (when disconnect loads, it is a normal phenomenon to show a small numerical value of WATT and VA).</p>
	<p>Temperature: Display the maximum temperature of the components in the UPS. As the following graphics shows, the maximum temperature is 40°C.</p>
	<p>Input: Display the voltage and frequency of the input. As the following graphics shows, the input voltage is 220V, input frequency is 50Hz.</p>

LCD Display	Description
 <p>The LCD display shows a battery icon at the top left, a progress bar for battery level at the top with markers for 25%, 50%, 75%, and 100%. The main display shows '24.0 VDC' and '100 %'. Below this, it says 'BATTERY' and has another progress bar with the same markers. There are also icons for a fan and a battery symbol at the bottom left.</p>	<p>Battery: Display the voltage and capacity of the battery. As the following graphics shows, the battery voltage is 24V, the capacity of battery is 100% (the capacity of battery is approximately reckoned according to the battery voltage).</p>

5.6 Operation mode

Operation Mode and LCD Display	Description
<p>Bypass Mode</p>	<p>Turn to bypass mode under the following three conditions:</p> <ul style="list-style-type: none"> • Connect mains power and the bypass setup is ON. • Turn off the UPS in line mode and the bypass setup is ON. • Overload in line mode. <p>Note: When UPS is working in bypass mode, it has no back up function.</p>
<p>Line Mode</p>	<p>Being in line mode are as following: When input mains corresponding to the working conditions, UPS will work in line mode, LCD displays 'Line' .</p>
<p>Stdby Mode</p>	<p>UPS is powered off and no output supply power, but still can charge batteries.</p>
<p>Battery Mode</p>	<p>Being in battery mode are as following: the buzzer beeps once every 4 seconds.</p> <p>When the mains power is low or unstable, UPS will turn to battery mode at once, and LCD displays 'batt'.</p>
<p>Ecco Mode</p>	<p>Being in ECO mode are as following: When the input mains meet the input range of the ECO mode and the ECO function is on, the UPS works in ECO mode. If input mains exceed the range of ECO several times within one minute but stays in inverter input range, UPS will work in inverting mode automatically. LCD displays 'ECO' .</p>

Operation Mode and LCD Display	Description
CUCF Mode	Frequency conversion mode is mainly to provide a stable voltage and frequency (mainly in terms of frequency). After starting this mode, its output will not be affected by utility to meet input needs of some precision equipment and make users' load more stable and secure. After opening CUCF mode setup, LCD displays 'CUCF'. Under the CUCF mode, when the output frequency is set to 50HZ, the load capacity decreased to 80% of the original volume; when the output frequency is set to 60HZ, the load capacity decreased to 70% of the original capacity. The output frequency is fixed with the setting values, it doesn't vary with utility change. And the UPS can not be set to going bypass under this mode.
Fault Mode	When UPS has a failure, the buzzer beeps and the UPS turns to fault mode. UPS cuts off the output and LCD displays fault codes. At the moment, users can press the mute key to make the buzzer stop beeping temporarily to wait for maintenance. Users can also press the OFF key to shut down the UPS when confirm that there is no serious fault.

6. Fault Messages

Table 1: Fault Code Messages

Fault Code	Fault Type	Bypass Output	Note
0, 1, 2, 3, 4	Bus high	yes	
5, 6, 7, 8, 9,	Bus low	yes	
10, 11, 12, 13, 14	Bus unbalance	yes	
15, 16, 17, 18, 19	Bus soft start fail	yes	
20, 21, 22, 23, 24	Inverter soft start fail	yes	
25, 26, 27, 28, 29	Inverter high	yes	
30, 31, 32, 33, 34	Inverter low	yes	
35, 36, 37, 38, 39	Bus discharge fail	yes	
40, 41, 42, 43, 44	Over heat	yes	
45, 46, 47, 48, 49	OP(inverter) short	yes	
50, 51, 52, 53, 54	Overload	yes	
55, 56, 57, 58, 59	Line NTC break	yes	
60, 61, 62, 63, 64	Shutdown fault	yes	
65, 66, 67, 68, 69	AC input fuse open	yes	unused
70, 71, 72, 73, 74	Communication fault	yes	unused
75, 76, 77, 78, 79	Communication fault	yes	
80, 81, 82, 83, 84	Relay fault	yes	
85, 86, 87, 88, 89	AC input SCR fault	yes	unused
90, 91, 92, 93, 94	CAN fault	yes	

Table 2: Working Status Messages

S/N	Working Status	LCD Display Messages	Alarm Beep
Inverter Mode (Mains Power)			
1	Mains power voltage	Working mode displays line	No beep
	Mains power high/low voltage protection, switch to battery mode	Working mode displays bAT	One beep / 4 sec
Battery Mode			
2	Battery voltage - normal	Working mode displays bAT	One beep / 4 sec
	Warning for abnormal voltage of battery	Working mode displays bAT, Batflash	One beep / sec
Bypass Mode			
3	Mains power – normal (under Bypass)	Working mode displays byPASS	One beep / 2 mins
	Mains power – high voltage warning (under Bypass)	Working mode displays byPASS	One beep / 4 sec
	Mains power – low voltage warning (under Bypass)	Working mode displays byPASS	One beep / 4 sec
Warning for Battery Disconnected			
4	Bypass mode	Working mode displays byPASS, bat display is 0, and flash all the time	One beep / 4 sec
	Inverter mode	Working mode displays Line, bat display is 0, and flash all the time	One beep / 4 sec
	Power on / Switch on	LCD illuminates when power on, and display the capacity of the UPS, some time later working mode displays Line or byPASS, bat icon flash all the time	6 beeps

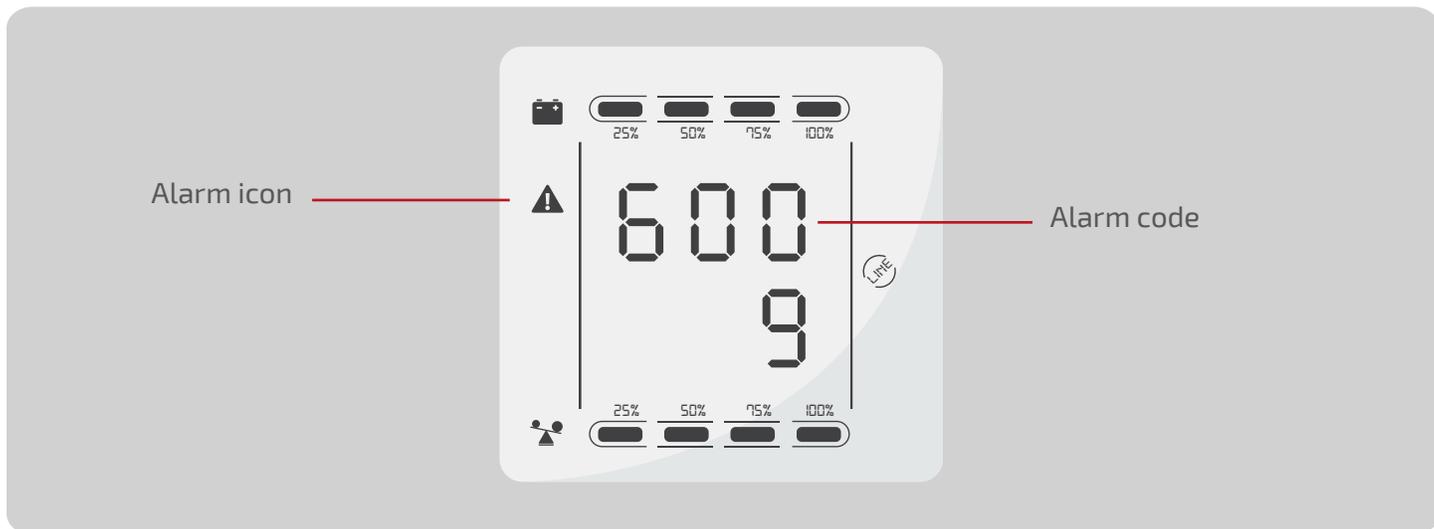
S/N	Working Status	LCD Display Messages	Alarm Beep
Output Overload Protection			
5	Warning for mains power overload	Working mode displays Line, load icon flash	2 beeps / sec
	Protect operation for mains power mode overload	Working mode displays FAULT and the corresponding codes	Long beep
	Warning for battery overload	Working mode displays bAT, load icon flash	2 beeps / sec
	Protect operation for battery mode overload	Working mode displays FAULT and the corresponding codes	Long beep
6	Warning for bypass mode overload	Working mode displays byPASS, load icon flash all the time	One beep / 2 sec
7	Fans fault (fan icon)	Fan icon flash, working mode displays depending on current mode	One beep / 2 sec
8	Faults mode	Working mode displays FAULT, numerical value area displays the corresponding error code	Long beep

Note:

- End user need to provide below information when require to maintain the UPS.
- UPS Model No. & Serial No.
- Date of fault occurrence.
- Fault details (LCD status, noise, AC power situation, load capacity, battery capacity configuration ect.).

Table 3: Alarm Code Display

- The alarm code will be displayed in four digital tubes on the right of the numerical part of the LCD screen (red mark), as shown below:



- The alarm truth table during operations is shown as below:
- '●' signifies the alarm occurs, blank signifies no alarm appears.

The first digital tube from right to left	Display Value	Bypass Lost	Remote Shutdown	Overload	Battery Disconnected
	0				
	1	●			
	2		●		
	3	●	●		
	4			●	
	5	●		●	
	6			●	●
	7	●	●	●	
	8				●
	9	●			●
	A			●	●
	B	●	●		●
	C				●
	D	●		●	●
	E			●	●
	F	●	●	●	●

The second digital tube from right to left	Display Value	Overcharging Warnings	Mains Reverse	Start-Up Abnormal	Charger Fault
	0				
	1	●			
	2		●		
	3	●	●		
	4			●	
	5	●		●	
	6			●	●
	7	●	●	●	
	8				●
	9	●			●
	A			●	●
	B	●	●		●
	C				●
	D	●		●	●
	E			●	●
	F	●	●	●	●

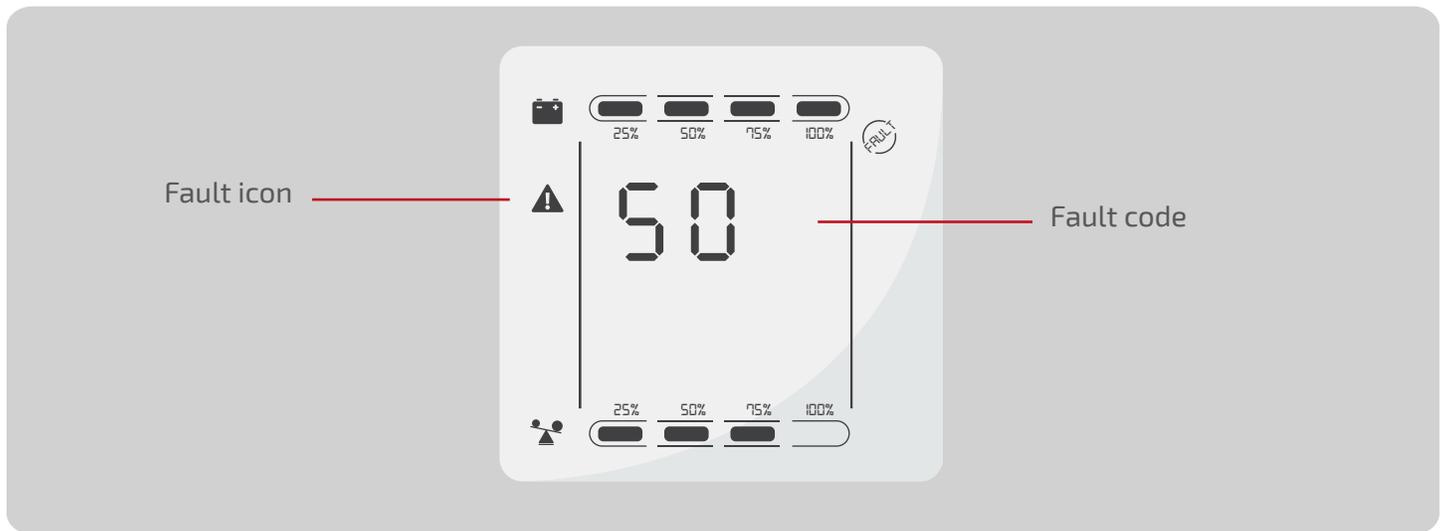
The third digital tube from right to left	Display Value	EEPROM Abnormal	Fan Abnorma	Low Battery	Low Battery	
	0					
	1	●				
	2			●		
	3	●		●		
	4				●	
	5	●			●	
	6			●	●	
	7	●		●	●	
	8					●
	9	●				●
	A			●		●
	B	●		●		●
	C				●	●
	D	●			●	●
	E			●	●	●
	F	●		●	●	●
The fourth digital tube from right to left	Display Value	Over Load Fault	Mains Lost	Bypass Abnormal		
	0					
	1	●				
	2			●		
	3	●		●		
	4				●	
	5	●			●	
	6			●	●	
7	●		●	●		

Example:

- If the alarm code "2000" appears on the LCD screen, it indicates loss of mains power.

7. Troubleshooting

When the system works in fault mode, the LCD displays as below:



Problem	Possible Cause	Solution
Fault icon display, audible buzzer alarm continually, the fault code is 00-14	Bus bar voltage fault	Test the bus bar voltage or contact the supplier
Fault icon display, audible buzzer alarm continually, the fault code is 15-24	Soft start fault	Check the soft start circuit, especially the soft start resistance or contact the supplier directly
Fault icon display, audible buzzer alarm continually, the fault code is 25-39	Inverter voltage fault	Contact the supplier
Fault icon display, audible buzzer alarm continually, the fault code is 40-44	Over temperature inside	overloaded, and the fan vent is not obstructed, as well as the indoor temperature is not high. Leave alone the UPS 10 minutes for cooling, and restart it. If the problem persists, contact the supplier
Fault icon display, audible buzzer alarm continually, the fault code is 45-49	Output short-circuit	Turn off the UPS and disconnect all the loads. Be sure there is no any fault or internal short circuit of the loads. And then restart the UPS. If the problem persists, contact the supplier.
Fault icon display, audible buzzer alarm continually, the fault code is 50-54	Overload	Check the load level and disconnect the non-critical equipments, recount the total capacity of your load and reduce the load to the UPS. Check whether the load equipments has fault or not.

Problem	Possible Cause	Solution
Fault icon display, audible buzzer alarm continually, the fault code is 55-59	Input NTC fault	Contact the supplier
Fault icon display, audible buzzer alarm continually, the fault code is 60-64	Power fault	Check whether the input & output power are normal or not, contact the supplier if it is abnormal.
Fault icon display, audible buzzer alarm continually, the fault code is 65-69	Input fuse fault	Check if the input fuse is burnt. Replace the old fuse and restart the UPS. If the problem persists, contact the supplier.
Fault icon display, audible buzzer alarm continually, fan icon in the LCD flickers	Fan fault	Check whether the fans are connected and fixed well or not, and if fans are not broken. If all seems fine, contact the supplier.
UPS fail to start when operate 'On' key	Pressing time too short	Press the power key more than 2 seconds to start the UPS
	The input connection is not ready or UPS internal battery disconnect	Connect the input well, if the battery voltage is too low, disconnect the input and start the UPS with no-load
	UPS internal system fault	Contact the supplier
Back up time become short	Battery undercharge	Keep the UPS battery recharging more than 3 hours
	UPS overload	Check the load level and disconnect the non-critical equipments
	Battery maturing, capacity descend	Replace with new batteries, contact the supplier to get the new batteries and spare parts.
UPS doesn't have any power going through even mains power on	UPS input breaker disconnected	Reset the circuit breaker by manual.



CAUTION

Note:

When the output is short-circuited, the action of UPS protection will show up. Before turning off the UPS, make sure to disconnect the entire loads and cut off the mains power supply, otherwise it will make the AC input short circuit.

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