



# 9120 TROUBLESHOOTING GUIDE

Please select the picture that matches what is shown on the front of your UPS




## BATTERY FAILURE ALARM:

This is possibly because the batteries were not fully charged when the test was carried out or the batteries have become weak. Use the  and  buttons as detailed in the user manual carry out a manual battery test.

If the alarm doesn't clear please follow the standard RMA process and request a replacement unit.



## DC BUS FAULT ALARM:

This is possibly because there has been a high load demand on the output of the unit, there has been a very sudden high surge on the mains supply, or there is a fault with the unit. Shut the load down or place the load on external bypass and press and hold the  button to switch the unit off, wait 10 seconds, and turn it back on.

If the alarm is still present please follow the standard RMA process and request a replacement unit.




## OVERTEMPERATURE ALARM:

This is because the air temperature within the UPS is too high. Ensure that the ventilation grills on the front and rear panels are not blocked, that the ambient temperature is not above 40 degrees C, and that the unit is not in direct sunlight. Rectify any of these problems if present.

If the alarm is still present 1 hour after rectifying the problem please follow the standard RMA process and request a replacement unit.




## LOW OUTPUT VOLTAGE ALARM:

This is possibly because there has been a high load demand on the output of the unit or there is a fault with the unit. Shut the load down or place the load on external bypass and press and hold the  button to switch the unit off, wait 10 seconds, and turn it back on.

If the alarm is still present please follow the standard RMA process and request a replacement unit.





## OUTPUT SHORT ALARM:


This is possibly because there has been a high load demand on the output of the unit, there is a fault with a piece of equipment connected to the unit, or there is a fault with the unit. Shut the load down or place the load on external bypass and press and hold the  button to switch the unit off, wait 10 seconds, and turn it back on.

If the alarm is still present please follow the standard RMA process and request a replacement unit.



## BYPASS NOT AVAILABLE in the display:

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 using the  and  buttons as detailed in the 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. The bypass voltage can be checked by using the  button as detailed in the user manual.