Troubleshooting Flow for Back-UPS ES “G”

- BE350G/BEP350G-CN
- BE450G/BEP450G-CN/BEP450G-LM
- BE550G/BEP550G-CN/BEP550G-LM/BEP550G-TW
- BE650G/BEP650G-CN/BEP650G-LM
- BE650G1/BEP650G1-CN/BEP650G1-LM
- BE750G/BEP750G-CN/BEP750G-LM

By Michael Victoriano & Jeremy Luyon
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Start

Identify the issue

A Unit will not turn on

B Flashing Red LED with Constant Tone (Battery Disconnect Alarm)

C Red LED Flashing with Chirping Or LED Off with Constant tone

D Loads Drops or Reboot

E Dropped the load while on Battery with LED off and Constant tone. (On-Battery Overload)

F Alternating Green and Red LED with Constant Tone (Bad Battery Alarm)

G Site/Building Wiring Fault is on

H Green LED On / Green LED Off during; 4 beeps every 30 secs

Confirm that the model number of your UPS is applicable for this troubleshooting flow. Visit FA334689 for more info on how to find your UPS’ model and serial number.
A

Is the battery installed properly?

Yes

Brain Dead the UPS. See FA158947 for steps

No

Make sure battery is installed properly. Refer to FA158958 for more info. Charged at least 8 hours.

Turn on the UPS

Is the UPS turning on now?

No

Is the UPS under warranty?

No

Yes

Let the UPS charge for at least 8 hours to maximize battery runtime before use

End

Yes

Contact Chat Support

Trade UPS
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1. Has the battery ever been replaced?
   - Yes: Visit FA158958
   - No: Is the UPS more than 3 yrs old?
     - Yes: Visit FA158934
     - No: Is the alarm still present?
       - Yes: Trade UPS
       - No: Do a Pull-Plug Test by unplugging the UPS from the wall outlet while everything is on. Let the UPS run on battery for at least 5 mins.
         - Yes: Alarm is cleared. Please monitor the UPS
         - No: Did the UPS stay On Battery for at least 5 mins?
           - Yes: Alarm is cleared. Please monitor the UPS
           - No: End
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1. **E**
   - Disconnect all loads. Power Cycle (turn off then turn on) the UPS

2. Did the alarm clear?
   - Yes: The UPS is undersized for the loads. Recommend keeping non-critical loads on surge only and/or reduce load on the UPS. Should you need a bigger UPS, please refer to our UPS Selector or Contact Chat Support
   - No: Is the UPS under warranty?

3. Is the UPS under warranty?
   - Yes: Contact Chat Support
   - No: Trade UPS

End
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Is the UPS more than 3 yrs old?

- Yes: Please see FA158934
- No: Used or has been stored for more than 6 months

Did it clear the alarm?

- Yes: Please monitor the UPS
- No: Consider replacing the battery because of its age. Please visit the UPS Replacement Battery Selector

Was it purchased less than a month ago?

- Yes: Run a diagnostic Self-Test via PCPE (PowerChute Personal Edition) or a Manual Self-Test (Press and hold the power button until you hear 2 beeps, then let go.)
- No: Was it purchased less than a month ago?

Is the UPS under warranty?

- Yes: Contact Chat Support
- No: Trade UPS
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G

Visit FAQ: FA128817
Plug the UPS on a different outlet on a different circuit

Is the Site/Building Wiring Fault LED still on?
Yes
Is the UPS under warranty?
Yes
Contact Chat Support
No

Please have a certified electrician check the outlet / circuit

No

Trade UPS

H

Brain Dead the UPS. See FA158947 for steps

Did the Brain Dead procedure clear the alarm?
Yes
Please monitor the UPS
End
No

Is the UPS under warranty?
Yes
Contact Chat Support
No
Trade UPS