Troubleshooting Flow for Back-UPS Pro
<table>
<thead>
<tr>
<th>Back-UPS Pro Model / SKU</th>
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<tbody>
<tr>
<td>BN1100M2</td>
<td>BX1350M</td>
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Troubleshooting Flow for Back-UPS Pro

By Michael Victoriano / Jeremy Luyon

Start

A. Unit will not turn on

B. The UPS is operating on battery, while connected to utility power

C. LED off with constant tone and Loads Dropped (Overload Shutdown)

D. Drops load / No Output power

E. Showing F01 – F02

Identify the issue

F. Showing F03

G. Showing F04 – F09

H. Site/Building Wiring Fault is on

I. Battery with an X flashing and Battery Empty

J. Battery Disconnect (Battery Empty Flashing)
Is the battery installed properly?

Yes: Brain Dead the UPS. See FA158947 for steps

No: Make sure battery is installed properly. Refer to Please see FA309983 – for BX/BR "LCD" FA158954 – for BX/BR "G" FA373651 – for BR/BN "MS/M2" for more info. Charged at least 8 hours.

Turn on the UPS

Is the UPS turning on now?

Yes: Let the UPS charge for at least 8 hours to maximize battery runtime

No: Is the UPS under warranty?

Yes: Contact Chat Support

No: Trade-UPS

End

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Is it Emitting 4 beeps every 30 secs.

Yes: Try to plug it in to a different known good outlet

No:
  - Is there a power issue on your location?
    - Yes: The UPS is on its normal operation. You may want to contact your local power provider
    - No: Is the alarm still present?

Alarm is cleared. Please monitor the UPS

Yes: Please follow Brain Dead Visit FA158947

No:
  - Is the UPS under warranty?
    - Yes: Trade-UPS
    - No: Contact Chat Support
Make sure the maximum draw of the loads is less than 80% of the maximum capacity of the UPS. (To know the maximum capacity of your UPS, you can visit [www.apc.com](http://www.apc.com) for the tech specs or your user manual. Also make sure to transfer non-critical loads to the Surge Only. Then simulate a pull plug test at 100% charge.

Is the same error present?

Remove all the loads from the UPS and simulate another pull plug test.

Is the same error present?

The UPS provides less capacity than the power consumption of the loads. Recommend keeping non-critical loads on surge only. Or recommend a higher UPS model that fits the load.

Is the UPS under warranty?

Yes

Contact Chat Support

No

Trade-UPS

End

Yes

No

Yes

No
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D

Visit FAQ: FA158811

Did the FAQ Resolve your issue

Yes

Monitor the UPS

End

No

Contact Chat Support
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- Disconnect all loads. Power Cycle UPS (Turn off and Turn on UPS).
- Did the alarm clear?
  - Yes: Reduce load on the UPS → End
  - No: Is the UPS under warranty?
    - Yes: Contact Chat Support
    - No: Trade-UPS
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F

Is this a newly installed unit

Yes

Is the UPS under warranty?

No

Adjust Sensitivity to High. Please visit FA158952

Disconnect all High Inductive Loads

Remove all loads

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.)

Did the self test passed

Yes

No

Contact Chat Support

Trade-UPS or replace battery

UPS Replacement Battery Selector

Adjust Sensitivity to High. Please visit FA158952

Contact Chat Support

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Property of Schneider Electric
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Follow the Brain Dead Procedure
see FA158947 for steps

Did the FAQ Resolve your issue?
Yes
Monitor the UPS
No

Is the UPS under warranty?
No
Trade-UPS
Yes
Contact Chat Support
Troubleshooting Flow for Back-UPS Pro

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Is the site wiring fault LED still on?

Have a certified electrician check the outlet / circuit.

Is the UPS under warranty?

Contact Chat Support

Trade UPS
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1. Is the UPS more than 3 yrs old?
   - Yes: Please see FA156934
   - No: Is it purchase less than a month ago?
   - Yes: Used/stored for more than 6 months
   - No: 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.)

2. Did it clear the alarm?
   - Yes: Consider replacing the battery because of its age. Please visit the UPS Replacement Battery Selector
   - No: Please monitor the UPS

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

Please see FA309883 – for BX/BR "LCD"
FA156954 – for BX/BR "G"
FA373651 – for BR/BN "MS/M2". Turn off the UPS and leave it plugged into a good power source for 24 hrs.
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Has the battery ever been replaced?

- Yes: Reseat the battery and let the UPS charge for 24 hrs. Please see FA309883 – for BX/BR "LCD" FA158954 – for BX/BR "G" FA373651 – for BR/BN "MS/M2" for more info
- No: Is the UPS more than 3 yrs old?

- Yes: Visit FAQ FA158934
- No: Is the alarm still present?

- Yes: Contact Chat Support
- No: Do a Pull-Plug Test by unplugging the UPS from the wall while everything is on. Let the UPS run on battery at least 5 mins

Did the UPS stay on battery for at least 5 mins?

- Yes: Alarm is cleared. Please monitor the UPS
- No: Trade-UPS

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