Troubleshooting Flow for Smart-UPS SMX

By Michael Victoriano & Jeremy Luyon
<table>
<thead>
<tr>
<th>SMX750</th>
<th>SMX2200RMLV2U</th>
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<td>SMX750US</td>
<td>SMX2200RMLVUS</td>
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<td>SMX750NC</td>
<td>SMX2200RMHV2U</td>
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<td>SMX750-NMC</td>
<td>SMX2200R2HVNC</td>
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Start

Identify the issue

A. The UPS will not turn on or there is no output

B. The Replace Battery LED is solid red and there is a replace battery error on the display

C. There is a Fault message or code on the display and fault LED is lit

D. Loads Drops or Reboot

E. UPS does not provide expected backup time

F. The Replace Battery LED is flashing red and there is a battery disconnected error on the display

G. The UPS is operating on battery while plugged into the wall

H. Site Wiring Fault error

Confidential Property of Schneider Electric
Is the battery installed properly? 

Is the UPS plugged in to a known good power source? 

Is the LCD display lit? 

Make sure battery is installed properly. Refer to FA156520 for more info. 

Make sure that the UPS is plugged into a good known power source. 

Brain Dead then Coldstart the UPS. See FA156611 for steps. 

Is the UPS under warranty? 

Were you able to turn on the UPS now? 

Press the ON button once to turn on the UPS. Please note that the LCD screen may be lit even though the UPS is OFF. 

Contact Chat Support 

Trade UPS 

Plug the UPS back into the wall and let it charge for at least 8 hours to maximize battery runtime before use. 

End
Has the battery ever been replaced? Yes

Is the UPS more than 3 yrs old? No

Visit FA158934

Is the alarm still present? No

Take note that SMX units have a 3 yr warranty on the UPS and 2 yrs for the battery

Is the battery still under its 2 yr warranty? Yes

Contact Chat Support

Visit UPS Replacement Battery Selector to find and order a replacement battery

Or Trade UPS

Do a Pull-Plug Test by unplugging the UPS from the wall outlet while everything is on. It is best to use non-critical loads. Let the UPS run on battery mode.

Did the UPS stay On Battery mode? No

APC recommends to only use genuine APC battery. Please visit FA328895 for more info

End

Alarm is cleared. Please monitor the UPS

Yes

Yes

Alarm is cleared. Please monitor the UPS

End
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C
The UPS has a possible Internal Fault

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

D
Visit FAQ FA156513

Did the FAQ solved your issue?
Yes
Monitor the UPS
End
No

Is the UPS under warranty?
Yes
Contact Chat Support
No
Trade UPS
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1. 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 for the tech specs or your user manual).

2. Has the battery ever been replaced?
   - Yes
   - No

3. If yes, refer to FA156620 for more info.

4. Visit FA158934

5. If no, make sure battery is installed properly and fully charged. Refer to FA156620 for more info.

6. Monitor the UPS

7. Was there a recent power failure?
   - Yes
   - No

8. If yes, run a battery calibration. Visit FA284198 for instructions.

9. Are you still getting the same issue?
   - Yes
   - No

10. Is the UPS under warranty?
    - Yes
    - No

11. Contact Chat Support

12. Trade UPS

End
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Is the UPS more than 3 yrs old?

- Yes: Please see FA158934
- No: Was the UPS been used or has been stored for more than 6 months?

Was the UPS been used or has been stored for more than 6 months?

- Yes: Was the UPS purchased less than a month ago?
- No: Run a diagnostic UPS Self-Test. Visit FA405317 for more info.

Was the UPS purchased less than a month ago?

- Yes: Run a diagnostic UPS Self-Test. Visit FA405317 for more info.
- No: Did it clear the alarm?

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

Consider replacing the battery because of its age. Please visit the UPS Replacement Battery Selector

- Yes: End
- No: Is the UPS under warranty?

Is the UPS under warranty?

- Yes: APC recommends to only use genuine APC battery. Please visit FA328895 for more info
- No: Contact Chat Support

End

Trade UPS
G

The UPS is operating normally. Visit FA156546 for more info

Did the FAQ fix your issue?

Please monitor the UPS

End

Contact Chat Support

H

Visit FAQ: FA128817

Plug the UPS on a different outlet on a different circuit

Is the Site Wiring Fault still present?

Yes

Is the UPS under warranty?

Yes

Contact Chat Support

No

Please have a certified electrician check the outlet / circuit

Trade UPS

No

Contact Chat Support