Troubleshooting Flow for Smart-UPS SRT

By Michael Victoriano & Jeremy Luyon
SRT1000XLA
SRT1000RMXLA
SRT1000RMXLA-NC
SRT2200XLA
SRT2200RMXLA
SRT2200RMXLAUS
SRT2200RMXLA-NC
SRT3000XLA
SRT3000XLAUS
SRT3000XLW-IEC
SRT3000XLT
SRT3000XLT-5KTF
SRT3000RMXLA
SRT3000RMXLA-NC
SRT3000RMXLW-IEC
SRT3000RMXLT
SRT3000RMXLT-NC
SRT3000RMXLT-5KTF
SRT5KXLT
SRT5KXLTUS
SRT5KXLT-IEC
SRT5KXLT-5KTF
SRT5KRMXLT
SRT5KRMXLTUS
SRT5KRMXLT-IEC
SRT5KRMXLT-5KTF
SRT5KRMXLT-5KTF
SRT6KXLT
SRT6KXLTUS
SRT6KXLT-IEC
SRT6KXLT-5KTF
SRT6KRMXLT
SRT6KRMXLTUS
SRT6KRMXLT-IEC
SRT6KRMXLT-5KTF
SRT6KRMXLT-5KTF
SRT8KXLT
SRT8KXLTUS
SRT8KXLT-IEC
SRT8KXLT30
SRT8KXLT-5KTF
SRT8KRMXLT
SRT8KRMXLTUS
SRT8KRMXLT-IEC
SRT8KRMXLT-5KTF
SRT8KRMXLT-5KTF
SRT10KXLT
SRT10KXLTUS
SRT10KXLT30
SRT10KXLT-IEC
SRT10KXLT-5KTF2
SRT10KRMXLT
SRT10KRMXLT30
SRT10KRMXLT-IEC
SRT10KRMXLT-5KTF2
SRT10KRMXLT-5KTF2
SRT10KRMXLT-10KTF
SRT10KRMXLT-5KTF2
SRT10KRMXLT-10KTF2
SRT10KRMXLT-10KTF
Start

Confirm that the model number of your UPS is applicable for this troubleshooting flow. Visit https://youtu.be/AM63tBBu38 for more info on how to find your UPS’ model and serial number

Identify the issue

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

B. RBC Needs Replacement Error and LCD backlight is red

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. Connect Battery Backup Not Available Error and LCD backlight is red

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

H. Site Wiring Fault error
A

Is the battery installed properly?

Yes

Is the UPS plugged into a known good power source?

Yes

Is the LCD display lit?

Yes

Make sure battery is installed properly. Refer to FA333556 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

No

No

No

Is the UPS under warranty?

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

Yes

Were you able to turn on the UPS now?

Yes

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.

No

No

No

No

Yes

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

Please see FA156604
Has the battery ever been replaced? Yes → Make sure that the battery is fully charged. Run a diagnostic UPS Self-Test. Visit FA405317 for more info. No → Is the UPS more than 3 yrs old? Yes → Visit FA158934. No → Is the alarm still present? Yes → 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. No → Is the battery still under its 2 yr warranty? Yes → Contact Chat Support. No → Visit UPS Replacement Battery Selector to find and order a replacement battery. APC recommends to only use genuine APC battery. Please visit FA328895 for more info. Or Trade UPS.
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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

Yes

End
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).

Has the battery ever been replaced?

- No
  - Visit FA158934
  - Make sure battery is installed properly and fully charged. Refer to FA333556 for more info.

- Yes
  - End

Was there a recent power failure?

- No
  - Monitor the UPS
  - Are you still getting the same issue?
    - No
      - Contact Chat Support
    - Yes
      - Run a battery calibration. Visit FA284198 for instructions

- Yes
  - Is the UPS under warranty?
    - Yes
      - Trade UPS
    - No
      - Trade UPS
Is the UPS more than 3 yrs old?
Yes

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

Please see FA158934. Turn off the UPS and leave it plugged into a good power source for 24 hrs

Run a diagnostic UPS Self-Test. Visit FA405317 for more info. Please be aware of the loads possibly dropping.

Did it clear the alarm?
Yes

Consider replacing the battery because of it's age. Please visit the UPS Replacement Battery Selector

End

No

Did it clear the alarm?
Yes

Please monitor the UPS

No

Is the UPS under warranty?
Yes

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

Contact Chat Support

End

No

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**G**  
The UPS is operating normally. Visit FA156546 for more info  
Did the FAQ fix your issue?  
Yes → Please monitor the UPS → End  
No → Contact Chat Support

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**H**  
Visit FAQ: FA128817  
Plug the UPS on a different outlet on a different circuit  
Is the Site Wiring Fault still present?  
Yes → Contact Chat Support  
No → Please have a certified electrician check the outlet / circuit  
Is the UPS under warranty?  
Yes → Contact Chat Support  
No → Trade UPS