

Technical Service Bulletin

Vault Series UPS Reset Procedure

1. Unplug the loads from the UPS.
2. Turn off the UPS and wait until it is entirely shut down (the fans will stop rotating).
3. With the UPS completely shut down, unplug the UPS from the AC power source.
4. Remove the battery connector or the battery cartridge. After disconnecting the batteries, measure the battery voltage at the red and black Anderson connectors.
5. Now hold the power button in continuously with no AC and no batteries present. This will remove the energy stored in the capacitors that are inside the UPS.
6. Reinstall/reconnect the batteries.
7. Turn on the UPS without connecting the AC Input Power. This is to check if the UPS can successfully start in Battery (DC) Mode.
8. If the UPS starts in Battery Mode, apply AC Input Power to test if the UPS transfers from Battery Mode to AC (Normal) Mode.
9. If the UPS transfers to AC Mode, apply a load and unplug the UPS from the AC power source to test if it transfers to Battery Mode.
10. Review the text on the LCD display to ensure that any faults or errors are cleared.