

## Eaton® PredictPulse™ Alarms and Events List

[Table 1](#) lists the alarms and events that will trigger a notification phone call from Eaton to the customer.

For additional information, call USA call 800.843.9433, option 2, then 5 or email [predictpulseoperations@eaton.com](mailto:predictpulseoperations@eaton.com).

**Table 1. Alarms and Events that Trigger a Customer Call from Eaton**

Event Description	Customer Message	Notes
Abnormal Output Voltage At Startup	Internal Fault Detected	Possible STSW short
Ambient OverTemperature	Ambient OverTemperature	The room is hot, have the customer check
Ambient UnderTemperature	Ambient UnderTemperature	The room is cold, have the customer check
Batteries Disconnected	Batteries Disconnected	
Battery Over Temperature	Battery Over Temperature	The battery is above recommended temperature
Battery Voltage High	Internal Fault Detected	Possible Sensing failure, indicates something may be wrong.
Bypass Phase Rotation	Bypass Source Out of Tolerance	Bypass phases are rotated.
Charger Over Temperature	Internal Over-Temperature	
Charger Over Voltage Or Current	Internal Fault Detected	
Charger Tripped	Internal Fault Detected	The Charger shutdown due to an alarm
Check Backfeed Switchgear	Internal Fault Detected	The backfeed contactor or breaker did not close or open as expected.
Check Battery	Check Battery	The battery should be checked.
Check Battery Ground	Internal Fault Detected	This alarm indicates that Battery acid may have leaked and is creating a path to ground.
Check Battery Switchgear	Internal Fault Detected	The battery contactor or breaker did not close or open as expected.
Check Bypass	Internal Fault Detected	The Bypass is not operating as expected.
Check Bypass Switchgear	Internal Fault Detected	The bypass contactor or breaker did not close or open as expected. Most UPS's do not have this device.
Check Charger	Internal Fault Detected	The charger is not working as expected
Check Fan	Internal Fault Detected	A Fan has failed
Check Fuse	Internal Fault Detected	A blown fuse has been detected.
Check Heatsink Temperature Sensor	Internal Fault Detected	A temperature sensor is reading invalid temperatures.
Check Input Switchgear	Internal Fault Detected	The Input contactor or breaker did not close or open as expected.

**Table 1. Alarms and Events that Trigger a Customer Call from Eaton (Continued)**

<b>Event Description</b>	<b>Customer Message</b>	<b>Notes</b>
Check Inverter	Internal Fault Detected	The Inverter cannot re-start.
Check Inverter Switchgear	Internal Fault Detected	The Inverter contactor or breaker did not close or open as expected.
Check Inverter Temperature Sensor	Internal Fault Detected	The sensor reading is out of range.
Check Logic Power Supply	Internal Fault Detected	A logic power supply has failed.
Check Parallel Board	Internal Fault Detected	Board Failure
Check Power Supply	Internal Fault Detected	A logic power supply has failed.
Check Precharge	Internal Fault Detected	The pre-charge circuit did not charge the DC Link as expected.
Check Rectifier	Internal Fault Detected	The rectifier has locked out. This could be due to many outages or a failure
Check Rectifier Temperature Sensor	Internal Fault Detected	
Check Static Switch	Internal Fault Detected	The static switch is not operating as expected.
Configuration Error	Internal Fault Detected	Typically occurs during servicing.
DC Link Over Voltage	Internal Fault Detected	This alarm could occur during transient condition or could be an indication of failure.
DC/DC Converter Tripped	Internal Fault Detected	The DC/DC converter shutdown due to an alarm
Emergency Shutdown Command	Emergency Shutdown	
External Communication Failure	Internal Fault Detected	A failure in the external CAN network was detected
Input Phase Rotation Error	Input Source Out of Tolerance	Site issue, possibly sensing failure.
Internal Communication Failure	Internal Fault Detected	CAN Communications failed
Inverter A/D Converter Self-Test Failed	Internal Fault Detected	Board Failure
Inverter AC Over Voltage	Internal Fault Detected	Could be due to a load transient or inverter failure
Inverter Control Board Failed Self-Test	Internal Fault Detected	Board Failure
Inverter CPU Self-Test Failed	Internal Fault Detected	Board Failure
Inverter L1 Current Limit	High Output Current	This could be due to a load transient or failure
Inverter L2 Current Limit	High Output Current	This could be due to a load transient or failure
Inverter L3 Current Limit	High Output Current	This could be due to a load transient or failure
Inverter Output Failure	Internal Fault Detected	The Inverter cannot generate output voltage
Inverter Output Over Current	High Output Current	
Inverter Over Temperature	Internal Over-Temperature	

**Table 1. Alarms and Events that Trigger a Customer Call from Eaton (Continued)**

<b>Event Description</b>	<b>Customer Message</b>	<b>Notes</b>
Inverter Over Temperature Trip	Internal Over-Temperature	
Inverter Overload	Output Overload	
Inverter Startup Failure	Internal Fault Detected	The Inverter could not start
Inverter Tripped	Internal Fault Detected	The inverter shutdown due to an alarm
Inverter Under Or Over Frequency	Internal Fault Detected	This should never happen unless there is a failure
L1 Overload	Output Overload	
L1 Overload (Extreme Level)	Output Overload	
L1 Overload (High Level)	Output Overload	
L2 Overload	Output Overload	
L2 Overload (Extreme Level)	Output Overload	
L2 Overload (High Level)	Output Overload	
L3 Overload	Output Overload	
L3 Overload (Extreme Level)	Output Overload	
L3 Overload (High Level)	Output Overload	
Load Dumped (Load Power Off)	Load Power Off	
Loss Of Sync Bus	Internal Fault Detected	Internal digital signal failure
Low Battery Shutdown	Battery Totally Discharged	The Inverter was shut down when on battery due to totally discharging the battery
MBB Failure	Internal Fault Detected	This alarm is likely due to a failure to open or close the maintenance bypass breaker (MBB)
Network Not Responding	Internal Fault Detected	The internal network has lost communications
Non-Volatile Memory Failure	Internal Fault Detected	The NVRAM battery requires replacement
Output AC Over Voltage	Output Voltage Out of Tolerance	This could be a high bypass or failure
Output AC Under Voltage	Output Voltage Out of Tolerance	
Output DC Over Voltage	Internal Fault Detected	The Inverter AC voltage has a large DC component.
Output Load Over 100%	Output Overload	
Output Overload	Output Overload	
Output Short Circuit	High Output Current	A load short was detected
Output Under Or Over Frequency	Output Voltage Out of Tolerance	
Output Watts Overload	Output Overload	
Program Checksum Failure	Internal Fault Detected	

**Table 1. Alarms and Events that Trigger a Customer Call from Eaton (Continued)**

<b>Event Description</b>	<b>Customer Message</b>	<b>Notes</b>
Program Stack Error	Internal Fault Detected	Board Failure
Rectifier OverTemperature	Internal Over-Temperature	
Rectifier Over-Temperature Trip	Internal Over-Temperature	
Rectifier Tripped	Internal Fault Detected	The Rectifier shutdown due to an alarm
Redundancy Loss Due To Overload	System Not Redundant	
Selective Trip Of Module	Internal Fault Detected	
Shutdown Imminent	Shutdown Imminent	
Site Wiring Fault	Check Neutral Connection	The Neutral wire may be disconnected
Software Incompatibility Detected	Internal Fault Detected	This should only occur when flashing the code
Static Switch Over Temperature	Internal Over-Temperature	
System Not Redundant	System Not Redundant	
Transformer OverTemperature	Internal Over-Temperature	
Unable To Charge Batteries	Internal Fault Detected	A fault was detected, and the battery cannot be charged
UPS Cabinet OverTemperature	Internal Over-Temperature	