Liebert GXT4 – Battery Percentage Rest Procedure

Symptom: After performing a battery replacement the battery run time can show 0 minutes and/or have a high battery capacity percentage that is greater than 100%. This can be seen on the display and from the web page of the network card.

**Caution: Following this procedure will completely remove the output power from the UPS that can shut down the connected equipment. If the UPS has either the optional maintenance bypass (MicroPOD for the 500-3000VA models or the built in one on the 5-10 kVA models) it is recommended that the unit be placed in maintenance bypass to keep power to the connected equipment.*

***Caution: Following this procedure will reset any of the configurable settings that could have been made to customize the operational parameters to suit the application. It is recommended to review and record the settings or use the configuration program that shipped with the UPS to download the settings to upload them back after the reset is completed.*

1. If your unit has an external maintenance bypass or one built into the UPS chassis (on 5-10 kVA models only), follow the transfer procedure to place the system in maintenance bypass to keep the connected equipment powered.

   If there is no external maintenance bypass, shut down all the connected equipment.

2. Review and record all the customizable settings from the LCD display to be able to set the unit up again once this reset function is complete. Main menu/Configuration/UPS and then Main menu/Configuration/Battery

   If you have the configuration program either on the original CD that shipped with the unit or if you copied it to a computer hard drive, connect the USB cable from the computer to the UPS then launch the configuration program. Use the "Download" button and save the configuration file to your hard drive or USB drive. Remember the location where the file is saved to access this later to restore the settings

3. Place the unit in standby mode. To do this, turn the UPS off but still have input power on the input of the UPS. Main menu/Control/Turn UPS ON & OFF, press the ENTER button, select TURN UPS OFF and press ENTER and confirm to turn off the UPS.

4. Once the UPS is in standby mode, using the LCD navigate to Main menu/Configuration/Factory default and press ENTER, then select YES to confirm to reset to factory settings and select YES when prompted to save the settings.

   If using the configuration program, click on the "Factory Setting" button and confirm by selecting the "Yes" button. Exit the configuration program.

5. If the unit is the 500-3000VA models, unplug the input cord from the wall outlet. If you have a 5-10kVA model, open the input breaker on the rear of the UPS. This will shutdown the UPS.

6. Wait 1-2 minutes before plugging the input cord (500-3000VA) or closing the input breaker (5-10 kVA) to restart the UPS. Leave the UPS in standby mode at this time so that the customizable settings can be restored.

7. If using the LCD, navigate to Main menu/Configuration/UPS and change any setting to match what was recorded in step 2. Then navigate to Main menu/Configuration/Battery and change any setting to match what was recorded in step 2.

   If using the configuration program, restart the configuration program and use the "UPLOAD" button and point to the saved configuration file that you saved in step 2.

8. Restart the UPS. Navigate to Main menu/Control/Turn ON & OFF, press the ENTER button, select TURN UPS ON and press ENTER and confirm to turn on the UPS.

   If using an external MicroPOD on the 500-3000VA, once the UPS available light is illuminated, rotate the rotary switch to the UPS position.

   If using any external maintenance bypass on the 5-10 kVA models, the unit will only start on its internal bypass, then follow the transfer sequence to transfer from maintenance bypass to UPS.

   All connected equipment should now be back on protected power by the UPS inverter.

9. If you did not have any external maintenance bypass, once the UPS has restarted, restart all the connected equipment.