

BESTEK

TROUBLESHOOTING GUIDE

--- POWER STRIPS & SURGE PROTECTORS ---

APPLIES TO ALL MODELS

Troubleshooting for Power Strips/Surge Protectors

In order to facilitate customers to inspect inverters on their own, in this article we will list common faults and fault analysis.

1. When connected to the wall socket, the power strip does not have power.

Analysis:

- 1) Power failure;
- 2) The power switch is off;
- 3) The plug is not inserted or is loose;
- 4) Overload switch tripped.

Solution:

- 1) Check for power failure;
- 2) Check whether the power switch is on;
- 3) Check whether the plug is inserted;
- 4) Remove the high-power devices from the socket and reset the overload switch.

2. The indicator light of the power switch is not on.

Analysis:

- 1) The socket does not have power;
- 2) The indicator light is broken;
- 3) The power switch is broken;

Solution:

- 1) Insert the power plug again;
- 2) Send the power strip for inspection or repair without affecting normal use;

3. The indicator light of lightning protection is not bright.

Analysis:

- 1) The indicator light is broken;
- 2) The module of lightning protection is damaged;

Solution:

- 1) Send the power strip for inspection or repair without affecting normal use;
- 2) Send the power strip for inspection or repair without affecting normal use, but the lightning protection function will lose;

4. The indicator light of the ground electrode is not bright;

Analysis:

- 1) The indicator light is broken;
- 2) The ground electrode of the electrical environment is disconnected.

Solution:

- 1) Send the power strip for inspection or repair without affecting normal use;
- 2) Reconfirm the grounding of electrical environment;

5. The USB ports do not charge devices

Analysis:

- 1) The power strip does not have power ;
- 2) The data cable is not inserted or is inserted incorrectly;
- 3) The data cable is broken;
- 4) The connected devices caused the short-circuit of the USB output;
- 5) The USB output is overloaded;

Solution:

- 1) Check whether the power strip has power;
- 2) Check whether the data cable is inserted or inserted correctly;
- 3) Check whether the data cable works;
- 4) Remove the charging devices and insert others.
- 5) Remove the charging devices and reinsert after 5 seconds. Reduce the quantity of simultaneous charging devices.