



# User Manual

## Smart-UPS<sup>TM</sup> Uninterruptible Power Supply

**SUA5000 VA**  
**208/230 Vac**

**SUA3000 VA**  
**200 Vac**

**Rack Mount 5U**

## Introduction

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### About this UPS

The APC™ by Schneider Electric Uninterruptible Power Supply (UPS) provides protection for electronic equipment from utility power blackouts, brownouts, sags and surges. The UPS filters small utility line fluctuations and isolates electronic equipment from large disturbances by internally disconnecting from utility line power. The UPS provides continuous power from the internal battery until utility power returns to safe levels or the battery is fully discharged.

### Unpack

#### Read the Safety Guide before installing the UPS.






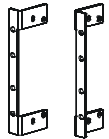

Inspect the UPS upon receipt. Notify the carrier and dealer if there is damage.

The packaging is recyclable; save it for reuse or dispose of it properly.


The UPS and the battery modules are heavy. Remove the battery modules to lighten the UPS during installation. Refer to battery removal instructions on the packaging.

Check the package contents:

- UPS
- Front bezel
- Display bezel
- Top covers (2) and one screw (tower configuration)
- EPO connector
- Serial cable
- Eight ornamental screws for securing the unit in the rack
- Four cage nuts
- Two rack-mount brackets (used as stabilizers in tower configuration)
- Eight pan-head locking screws
- Two rail cleats
- Eight pan-head screws
- Literature kit containing:
  - Product documentation
  - Documentation CD
  - PowerChute™ *Business Edition* CD
  - Safety information
  - Warranty information
- Additional contents for 230 V models:
  - IEC power connector
  - IEC jumper cables

Hardware		
8		pan head screws for securing rail cleats to UPS
8		pan head locking screws for securing rack-mount brackets/stabilizer brackets to the UPS
1		pan head locking screw (black) for securing top covers to UPS
8		ornamental screws for securing UPS to rack
4		cage nuts for rack installation
2		rack-mount brackets for rack-mount configuration stabilizer brackets for tower configuration
2		rail cleats

## Specifications

<b>Temperature</b> Operating Storage	32° to 104° F (0° to 40° C) 5° to 86° F (-15° to 30° C) charge the UPS battery every six months 86° to 113° F (30° to 45° C) charge the UPS battery every three months	This unit is intended for indoor use only. Select a location sturdy enough to handle the weight. Do not operate the UPS where there is excessive dust or the temperature or humidity are outside the specified limits. Environmental factors impact battery life. High temperatures, poor utility power, and frequent, short duration discharges will shorten battery life.
<b>Maximum Elevation</b> Operating Storage	6562 ft (2,000 m) 50,000 ft (15,240 m)	
<b>Humidity</b>	0 to 95% relative humidity, non-condensing	
<b>Weight</b>	215 lbs (98 kg) with battery module 107 lbs (49 kg) without battery module 27 lbs (12 kg) each battery module	215 lbs (98 kg) 

**NOTE:** The model and serial numbers are located on a small, rear panel label. For some models, an additional label is located on the chassis under the front bezel.

## Installation

### Rack-mount configuration

This unit is intended for mounting in a four post rack. To order a two post rack-mount kit contact your dealer or refer to the APC by Schneider Electric web site, [www.apc.com](http://www.apc.com).

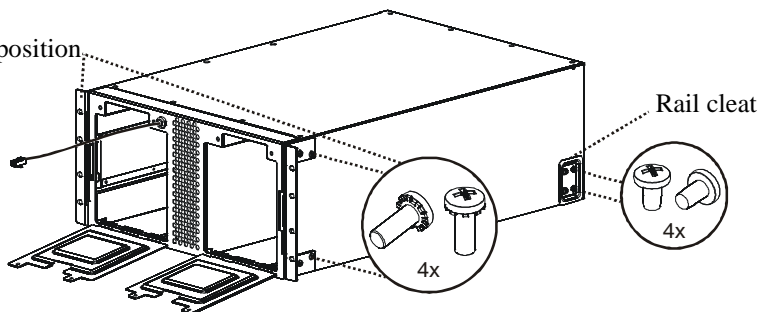


The UPS and the battery modules are heavy. Remove the battery modules to lighten the UPS during installation. Refer to the battery removal instructions on the packaging.

### Install rack-mount brackets and rail cleats

Four screws must be used to secure each rail bracket and rail cleat to the UPS. One rack mount bracket and one rail cleat must be secured to both sides of the UPS.

Rack-mount brackets  
four post rack-mount position



### Install unit in rack

Ensure rack stability prior to installing devices in the rack.

When installing rails in the rack, install two cage nuts above each rail, (see diagram below).

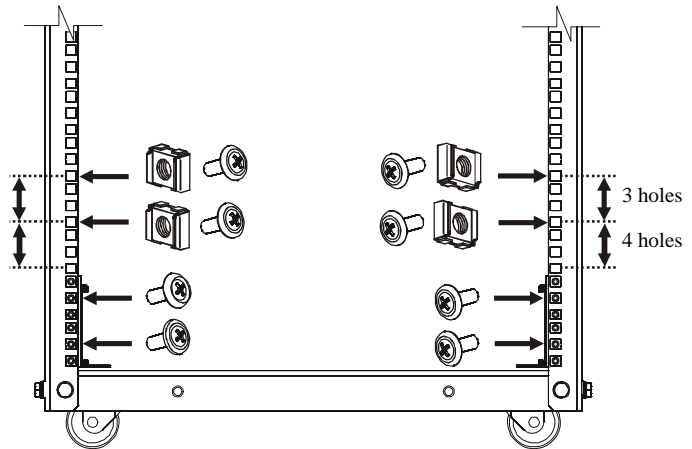
Secure the UPS in the rack using the four cage nuts and eight ornamental screws included in the package.

Second cage nut: count three holes up from first cage nut

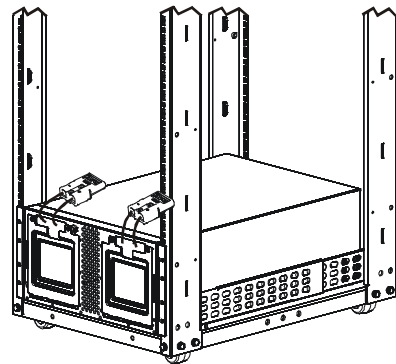
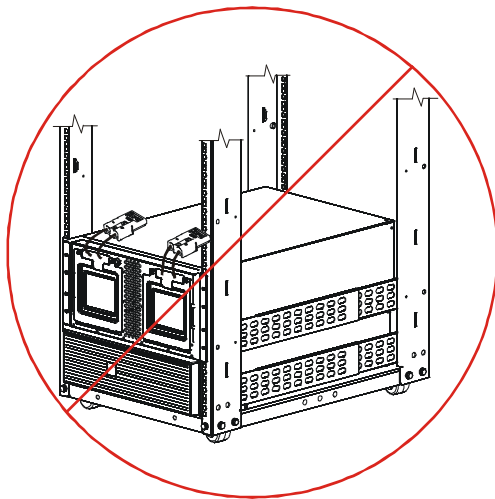
3 holes

First cage nut: count four holes up from top edge of rail

4 holes



**The UPS must be installed at the bottom of the rack.**

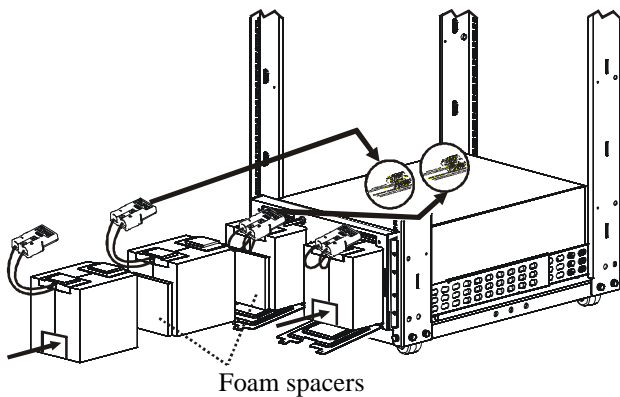


## Install batteries

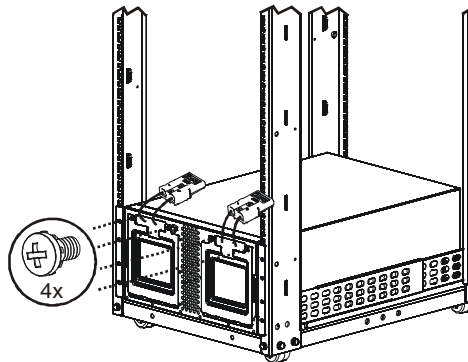


Connect only the first two batteries in the string of three batteries. Be sure that the battery connectors are fully engaged.

Do not connect the single battery or the last battery installed in the string of three batteries.



## Close and secure battery doors



## Rack-mount to tower conversion procedure



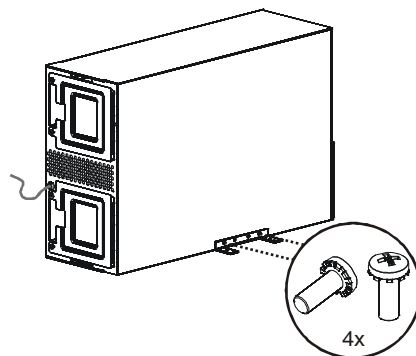
**The UPS and the battery modules are heavy. Remove the battery modules to lighten the UPS during installation. Refer to the battery removal instructions on the packaging.**

### Install stabilizer brackets

Stand the UPS on the side with the embossed marks.

Secure a stabilizer bracket (supplied), to both sides of the UPS.

Secure each bracket with two pan head locking screws (supplied).

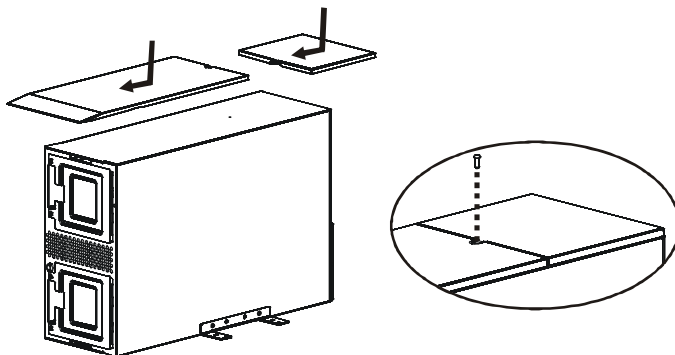


### Install two top covers

Install the large top cover by placing it in the slots on the UPS and sliding the cover forward.

Install the small top cover by placing it in the slots on the UPS and sliding the cover forward.

Secure the top covers with a #8 black screw (supplied).

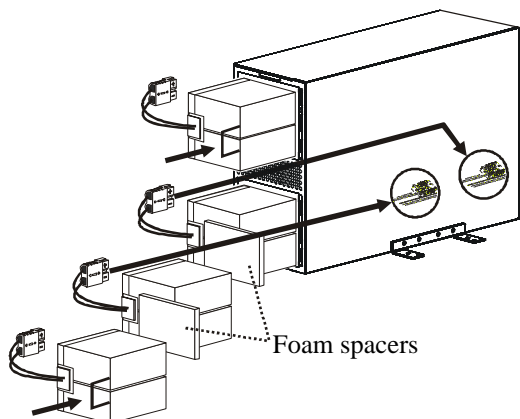


### Install batteries

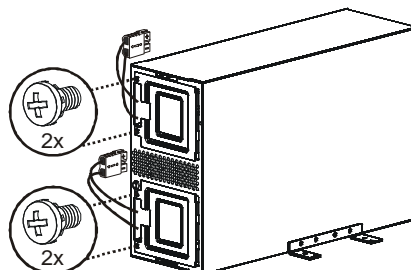


**Connect only the first two batteries in the string of three batteries. Be sure that the battery connectors are fully engaged.**

**Do not connect the single battery or the last battery installed in the string of three batteries.**



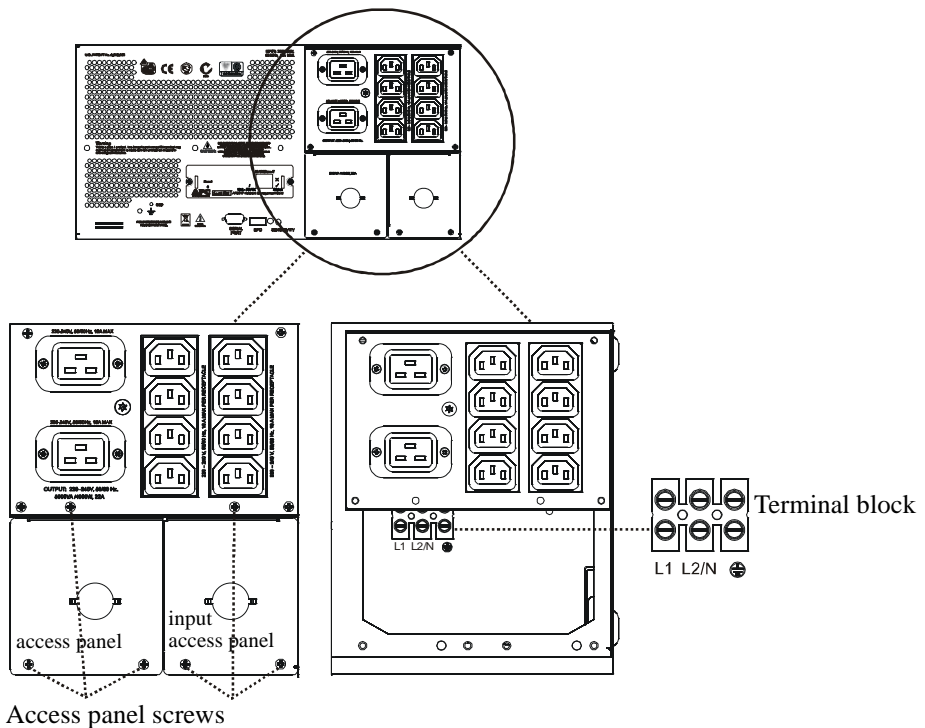
**Close and secure the battery doors**



## Input hardwire 230 V models only

**Hardwiring must be performed by a qualified electrician. Adhere to all national and local regulations.**

1. Use a dedicated branch circuit with a maximum of 32 A of over-current protection, (either a circuit breaker or fuses).  
A lower rated branch may be used depending on the requirements of the UPS load.  
Allow an additional 600 W for the UPS during the battery replacement procedure.
2. Switch the circuit breaker OFF prior to connecting equipment and power to the UPS.
3. Remove the access panels located on the rear panel of the UPS.
4. Remove the knockout from the input access panel.
5. Use # 10 AWG (5 mm<sup>2</sup>).  
Strip approximately six inches (152.4 mm) of the outer jacket from the input cable exposing the wires.  
Strip .5 inch (12.7 mm) of the individual wire coverings.
6. Route the input cable through the hole in the input access panel. Apply an appropriate strain relief.
7. **Connect the ground wire prior to connecting the line wires.**
8. Replace the access panels and secure each panel with three screws.



## Accessories

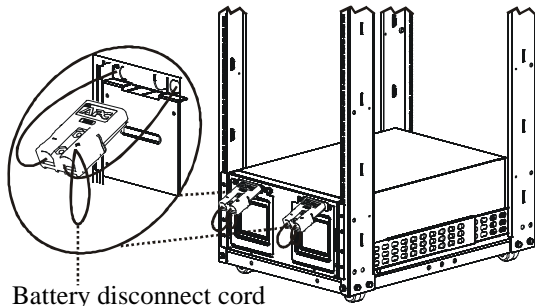
Install accessories prior to connecting power to the UPS.

Refer to the APC by Schneider Electric web site, [www.apc.com](http://www.apc.com) for available accessories.

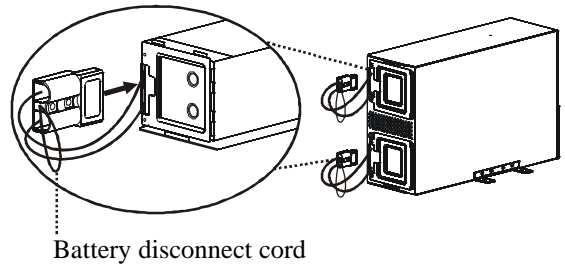
- Input/output hardwire kit
- Two post rack option

## Connect batteries

### Rack-mount configuration



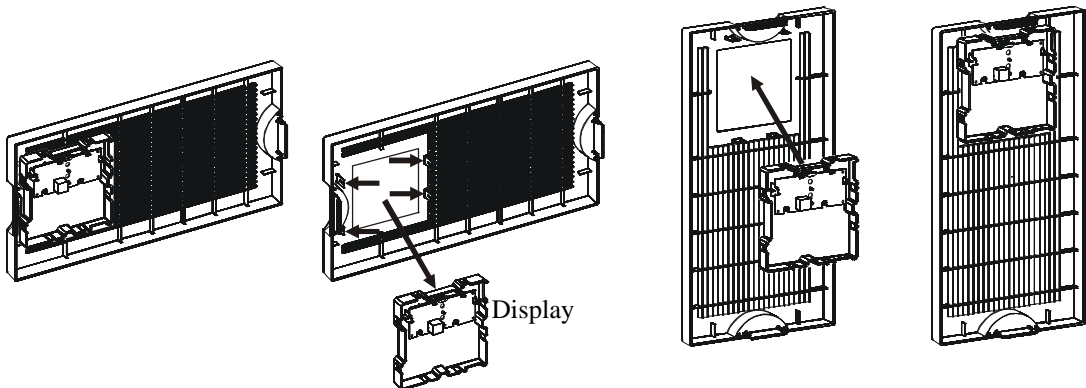
### Tower configuration



After all of the batteries have been connected, tuck the battery cables and the battery disconnect cord in the space provided in the battery doors. This will ensure a secure fit of the bezel to the unit.

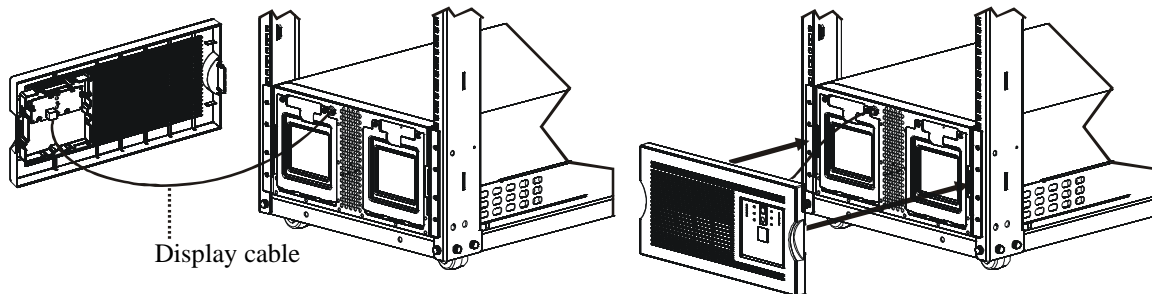
## Configure bezel

Snap the display out of the bezel. Rotate the bezel and reinstall the display for a tower configuration.

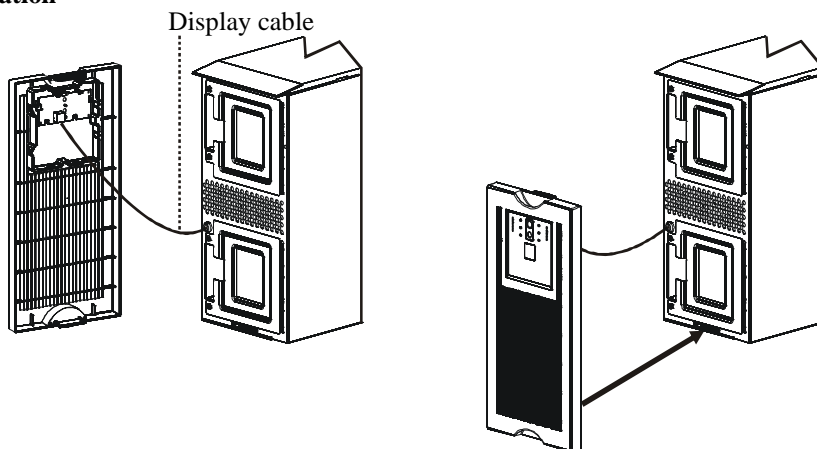


## Connect display cable and install bezel

### Rack-mount configuration



### Tower configuration



## Start-up

### Connect Equipment and Power to the UPS

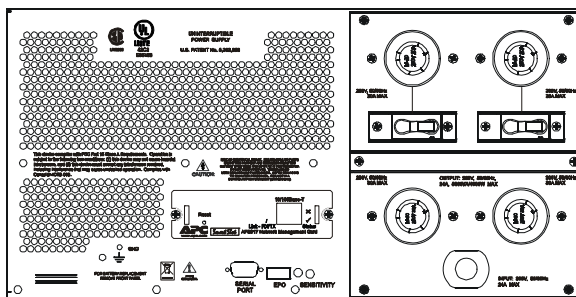
1. The UPS features a chassis ground connection screw located on the rear panel, for connecting the ground leads on transient voltage devices.

**Prior to connecting the grounding wire, ensure that the UPS is NOT connected to utility or battery power.**

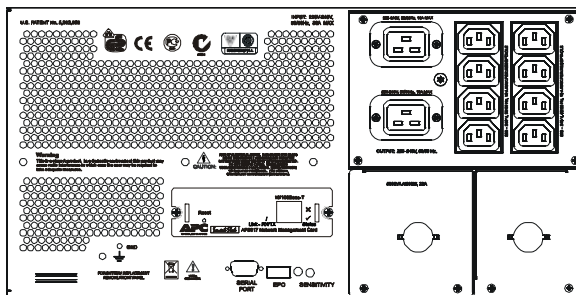
2. Connect equipment to the UPS.
3. **208 V models:** Plug the UPS into a two pole, three wire, grounded receptacle only. Avoid using extension cords.  
**230 V models:** Refer to the *Input Hardwire* section in this manual.
4. To use the UPS as a master on/off switch be sure all connected equipment is switched on.

### Rear Panels


208 V models



230 V models

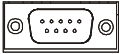


### Start the UPS

1. Press the  button on the front panel to start the UPS.
  - The battery charges to 90% capacity during the first four hours of normal operation. *Do not* expect full battery run capability during this initial charge period.
  - Refer to the APC by Schneider Electric web site, [www.apc.com](http://www.apc.com) for battery runtimes.
2. For optimal computer system security, install PowerChute Smart-UPS monitoring software.

## Communication ports

### SERIAL PORT



Use only the supplied cable to connect to the serial port. A standard serial interface cable is incompatible with the UPS.

## Emergency power off

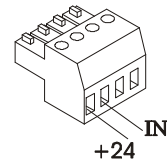
The emergency power off (EPO) feature is user configurable. EPO provides immediate deenergizing of connected equipment from a remote location, without switching to battery operation.

1. Use the EPO connector supplied with the UPS.
2. Use a normally open contact to connect the +24 terminal to the IN terminal. External voltage is not required.
3. Wire the four pin connector to the EPO system.

**EPO PORT**  
(located on rear panel)



**EPO Connector**



**The EPO interface is a Safety Extra Low Voltage (SELV) circuit. Connect it only to other SELV circuits. The EPO interface monitors circuits that have no determined voltage potential. Such closure circuits may be provided by a switch or relay properly isolated from the utility. To avoid damage to the UPS, do not connect the EPO interface to any circuit other than a closure type circuit.**

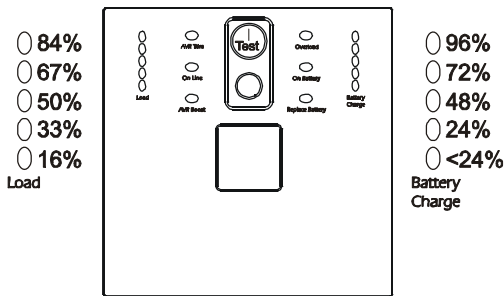
Use one of the following cable types to connect the UPS to the EPO switch.

- CL2: Class 2 cable for general use.
- CL2P: Plenum cable for use in ducts, plenums, and other spaces used for environmental air.
- CL2R: Riser cable for use in a vertical run in a floor to floor shaft.
- CLEX: Limited use cable for use in dwellings and for use in raceways.
- For installation in Canada: Use only CSA certified, type ELC, (extra low voltage control cable).
- For installation in other countries: Use standard low-voltage cable in accordance with national and local regulations.

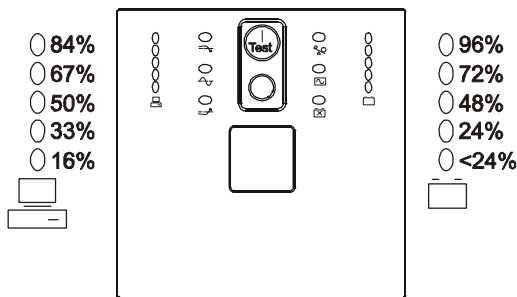
# Operation

## Display Panels

### 208 V models








### 230 V models



## Display Panel Indicators and Function Buttons

Indicator LED	Indicator Title	Description
	AVR Trim	The UPS is compensating for a high utility voltage. Refer to the APC by Schneider Electric Web site, <a href="http://www.apc.com">www.apc.com</a> for AVR settings.
	On Line	The UPS is supplying utility power to the connected equipment, (see <i>Troubleshooting</i> in this manual).
	AVR Boost	The UPS is compensating for a low utility voltage. Refer to the APC by Schneider Electric Web site, <a href="http://www.apc.com">www.apc.com</a> for AVR settings.
	Overload	The connected equipment is drawing more than the UPS power rating allows, (see <i>Troubleshooting</i> in this manual).
	On Battery	The UPS is supplying battery power to the connected equipment.
	Disconnected Battery/ Replace Battery	The battery is disconnected or must be replaced, (see <i>Troubleshooting</i> in this manual).





Indicator LED	Indicator Title	Description
<p>230 V    208 V</p> <p>○266    ○133</p> <p>○248    ○123</p> <p>○229    ○115</p> <p>○210    ○105</p> <p>○191    ○96</p> <p> Battery Charge</p>	<p>Diagnostic Utility Voltage</p>	<p>The UPS has a diagnostic feature that indicates the utility voltage. The UPS starts a self-test as part of this procedure. The self-test does not affect the voltage display.</p> <p>Press and hold the  button to view the utility voltage bar graph indicator. As soon as the on-line LED starts flashing indicating a self-test is in progress, the five-LED Battery Charge indicator will show the utility input voltage.</p> <p>Refer to the figure on the left for the voltage reading. Values are not listed on the UPS.</p> <p>The indicator on the UPS shows the voltage is between the displayed value on the list and the next higher value, (see <i>Troubleshooting</i> in this manual).</p>






Feature Button	Feature Title	Function
	<p>Power On</p>	<p>Press this button to turn on the UPS. Continue reading for additional capabilities.</p>
	<p>Self-Test</p>	<p><b>Automatic:</b> The UPS performs a self-test automatically when turned on, and every two weeks thereafter (by default). During the self-test, the UPS briefly operates the connected equipment on battery.</p> <p><b>Manual:</b> Press and hold the  button for a few seconds to initiate the self-test.</p>
	<p>Cold Start</p>	<p>When there is no utility power and the UPS is off, the cold start feature will switch the UPS and connected equipment onto battery power, (see <i>Troubleshooting</i> in this manual).</p>
	<p>Power Off</p>	<p>Press this button to turn off the UPS.</p>

## Configuration

### UPS settings




Settings are adjusted through PowerChute software or optional SmartSlot accessory cards.

Function	Factory Default	User Selectable Choices	Description
Automatic Self-Test	On startup and every 14 days (336 hours) there after	<ul style="list-style-type: none"> <li>• On startup and every 7 days (168 hours) there after</li> <li>• On startup and every 14 days (336 hours) there after</li> <li>• On startup only</li> <li>• No self-test</li> </ul>	Set the interval at which the UPS will execute a self-test.
UPS ID	UPS_IDEN	Up to eight characters (alphanumeric)	Uniquely identify the UPS, (i.e. server name or location) for network management purposes.
Date of Last Battery Replacement	Manufacture Date	mm/dd/yy	Reset this date when you replace the battery module.
Minimum Capacity Before Return from Shutdown	0 percent	<ul style="list-style-type: none"> <li style="width: 50%;">• 0%</li> <li style="width: 50%;">• 60%</li> <li style="width: 50%;">• 15%</li> <li style="width: 50%;">• 75%</li> <li style="width: 50%;">• 30%</li> <li style="width: 50%;">• 90%</li> <li style="width: 50%;">• 45%</li> </ul>	Specify the percentage to which batteries will be charged following a low battery shutdown before powering connected equipment.
Voltage Sensitivity The UPS detects and reacts to line voltage distortions by transferring to battery operation to protect the connected equipment.	High sensitivity 	 Brightly illuminated: high sensitivity   Dimly illuminated: medium sensitivity   No illumination: low sensitivity	Adjust by pressing the <i>VOLTAGE SENSITIVITY</i> switch (rear panel). Use a pointed object, (such as a pen) to do so.  Note: In situations of poor power quality, the UPS may frequently transfer to battery operation. If the connected equipment can operate normally under such conditions, reduce the sensitivity setting to conserve battery capacity and service life.
Alarm Delay Control	Enable	<ul style="list-style-type: none"> <li>• Enable</li> <li>• Mute</li> <li>• Disable</li> </ul>	Mute ongoing alarms or disable all alarms.
Shutdown Delay	90 seconds	<ul style="list-style-type: none"> <li style="width: 50%;">• 0 s</li> <li style="width: 50%;">• 360 s</li> <li style="width: 50%;">• 90 s</li> <li style="width: 50%;">• 450 s</li> <li style="width: 50%;">• 180 s</li> <li style="width: 50%;">• 540 s</li> <li style="width: 50%;">• 270 s</li> <li style="width: 50%;">• 630 s</li> </ul>	Set the interval between the time when the UPS receives a shutdown command and actual shutdown.


Function	Factory Default	User Selectable Choices	Description
<p>Low Battery Warning</p> <p>PowerChute software interface provides automatic, unattended shutdown when approximately two minutes of battery operated run time remains.</p>	<p> 2 minutes</p> <p>LED is located on rear panel</p>	<p> <i>Brightly illuminated:</i> low battery warning level of about 2 minutes</p> <p> <i>Dimly illuminated:</i> low battery warning level of about 5 minutes</p> <p> <i>No illumination:</i> low battery warning level is about 8 minutes</p>	<p>The low battery warning beeps are continuous when two minutes of run time remain.</p> <p>To change the default interval setting, use a pointed object such as a pen to press the <i>VOLTAGE SENSITIVITY</i> switch (rear panel), while</p> <p>pressing the  button, (front display).</p> <p>Change the low battery warning interval setting to the time that the operating system or system software requires to safely shut down.</p>
<p>Synchronized Turn-on Delay</p>	<p>0 seconds</p>	<ul style="list-style-type: none"> <li>• 0 s</li> <li>• 60 s</li> <li>• 120 s</li> <li>• 180 s</li> <li>• 240 s</li> <li>• 300 s</li> <li>• 360 s</li> <li>• 420 s</li> </ul>	<p>Specify the time the UPS will wait after the return of utility power before start up, (to avoid branch circuit overload).</p>
<p>High Transfer Point</p>	<p><i>208 V models:</i> 225 Vac</p> <p><i>230 V models:</i> 253 Vac</p>	<ul style="list-style-type: none"> <li>• 225 Vac</li> <li>• 229 Vac</li> <li>• 253 Vac</li> <li>• 257 Vac</li> <li>• 233 Vac</li> <li>237 Vac</li> <li>• 261 Vac</li> <li>• 265 Vac</li> </ul>	<p>To avoid unnecessary use of the battery where utility voltage is chronically high, set the high transfer point higher if the connected equipment can tolerate this condition.</p>
<p>Low Transfer Point</p>	<p><i>208 V models:</i> 182 Vac</p> <p><i>230 V models:</i> 208 Vac</p>	<ul style="list-style-type: none"> <li>•</li> <li>• 182 Vac</li> <li>• 178 Vac</li> <li>• 196 Vac</li> <li>• 200 Vac</li> <li>•</li> <li>• 174 Vac</li> <li>• 170 Vac</li> <li>• 204 Vac</li> <li>• 208 Vac</li> </ul>	<p>To avoid unnecessary use of the battery where utility voltage is chronically low, set the low transfer point lower if the connected equipment can tolerate this condition.</p>
<p>Output Voltage 230 V models</p>	<p>230 Vac</p>	<ul style="list-style-type: none"> <li>• 220 Vac</li> <li>• 230 Vac</li> <li>• 240 Vac</li> </ul>	<p>Set the output voltage of the UPS.</p>

## Troubleshooting

Use this chart to solve minor UPS installation and operation problems. Refer to [www.apc.com](http://www.apc.com) for assistance with complex UPS problems.

Problem and/or Possible Cause	Solution
<b>UPS will not turn on</b>	
The battery is not connected properly.	Check that the battery connector is fully engaged.
 button not pushed.	Press the  button once to power up the UPS and connected equipment.
The UPS is not connected to utility power supply.	Check that the power cable from the UPS to the utility power supply is securely connected at both ends.
Very low or no utility voltage	Check the utility power supply to the UPS by plugging in a table lamp. If the light is very dim, have the utility voltage checked.
<b>UPS will not turn off</b>	
The UPS is experiencing an internal fault	Do not attempt to use the UPS. Unplug the UPS and have it serviced immediately.
<b>UPS beeps occasionally</b>	
Normal UPS operation when running on battery.	None: The UPS is protecting the connected equipment. Press the  button to silence this alarm.
<b>UPS is not providing expected backup time</b>	
The UPS battery(s) are weak due to a recent power outage or battery(s) are near the end of their service life.	Charge the battery(s). Batteries require recharging after extended outages. Batteries can wear faster when put into service often or when operated at elevated temperatures. If the battery(s) are near the end of their service life, consider replacing the battery(s) even if the <i>replace battery</i> LED is not yet illuminated.
<b>All LEDs are illuminated and the UPS emits a constant beeping</b>	
The UPS is experiencing an internal fault.	Do not attempt to use the UPS. Unplug the UPS and have it serviced immediately.
<b>Front panel LEDs flash sequentially</b>	
The UPS has been shut down remotely through software or an optional accessory card.	None: The UPS will restart automatically when utility power returns.
<b>All LEDs are off and the UPS is plugged into a wall outlet</b>	
The UPS is shut down or the battery is discharged from an extended outage.	None: The UPS will restart automatically when utility power is restored and the battery has a sufficient charge.

Problem and/or Possible Cause	Solution
<b>The Overload LED is illuminated and the UPS emits a sustained alarm tone</b>	
The UPS is overloaded.	<p>The connected equipment exceeds the specified “maximum load” as defined in Specifications on the APC by Schneider Electric web site, <a href="http://www.apc.com">www.apc.com</a>.</p> <p>The alarm remains on until the overload is removed. Disconnect nonessential equipment from the UPS to eliminate the overload condition.</p> <p>The UPS continues to supply power as long as it is online and the circuit breaker does not trip; the UPS will not provide power from batteries in the event of a utility voltage interruption.</p>
<b>The Disconnected Battery/Replace Battery LED is illuminated</b>	
The <i>Disconnected Battery/Replace Battery</i> LED flashes and a short beep is emitted every two seconds to indicate the battery is disconnected.	Check that the battery connectors are fully engaged.
Weak battery	Allow the battery to recharge for 24 hours and perform a self-test. If the problem persists after recharging, replace the battery.
Failure of a battery self-test: <i>Replace Battery/Battery Disconnected</i> LED illuminates and the UPS emits short beeps for one minute. The UPS repeats the alarm every five hours.	<p>Allow the battery to recharge for 24 hours. Perform the self-test procedure to confirm the replace battery condition. The alarm stops and the LED clears if the battery passes the self-test.</p> <p>If the battery fails again, it must be replaced. The connected equipment is unaffected.</p>
<b>The input circuit breaker trips</b>	
The connected equipment exceeds the specified “maximum load” as defined in <i>Specifications</i> on the <b>APC by Schneider Electric</b> web site, <a href="http://www.apc.com">www.apc.com</a> .	<p>Unplug all nonessential equipment from the UPS.</p> <p>Reset the circuit breaker.</p>
<b>The AVR Boost or AVR Trim LEDs are illuminated</b>	
The system is experiencing very high or low utility voltage.	Have qualified service personnel check your facility for electrical problems. If the problem persists, contact the utility company for further assistance.

Problem and/or Possible Cause	Solution
<b>There is no utility power</b>	
There is no utility power and the UPS is off.	<p>Use the cold start feature to supply power to the connected equipment from the UPS battery(s).</p> <p>Press and hold the  button. There will be a short beep followed by a longer beep. Release the button during the second beep.</p>
<b>UPS operates on battery although line voltage exists</b>	
The UPS input circuit breaker trips.	<p>Unplug all nonessential equipment from the UPS.</p> <p>Reset the circuit breaker.</p>
Your system is experiencing very high, low or distorted line voltage.	<p>Move the UPS to a different outlet on a different circuit: Inexpensive fuel powered generators may distort the voltage. Test the input voltage with the utility voltage display, (see <i>Operation</i> in this manual). If acceptable to the connected equipment, reduce the UPS sensitivity.</p>
<b>Battery Charge and Load LEDs flash simultaneously</b>	
<p>The UPS has shut down.</p> <p>The internal temperature of the UPS has exceeded the allowable threshold for safe operation.</p>	<p>Check that the room temperature is within the specified limits for operation.</p> <p>Check that the UPS is properly installed, allowing for adequate ventilation.</p> <p>Allow the UPS to cool down. Restart the UPS. If the problem persists, contact APC by Schneider Electric at <a href="http://www.apc.com">www.apc.com</a>.</p>
<b>Diagnostic utility voltage</b>	
All five LEDs are illuminated.	The line voltage is extremely high and should be checked by an electrician.
There is no LED illumination.	The line voltage is extremely low and should be checked by an electrician.
<b>On Line LED</b>	
There is no LED illumination.	The UPS is running on battery, or it must be turned on.
The LED is blinking.	The UPS is running an internal self-test.

# Maintenance

## Replace battery modules

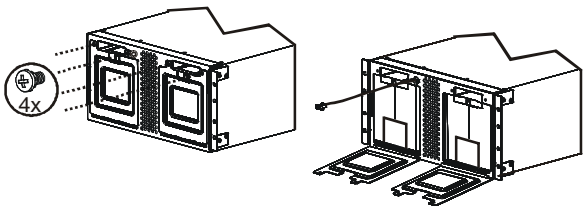
This UPS has easy to replace, hot swappable battery modules. Replacement is a safe procedure, isolated from electrical hazards. Leave the UPS in the rack and connected equipment on during the replacement procedure.

**Once the batteries are disconnected the connected equipment is not protected from power outages.**

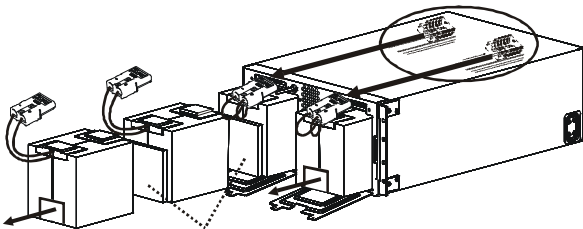
Refer to the appropriate replacement battery user manual for battery module installation instructions. See your dealer or contact APC by Schneider Electric at [www.apc.com](http://www.apc.com) for information on replacement battery modules.

	<p><b>Be sure to deliver the spent battery(s) to a recycling facility or ship it to APC by Schneider Electric in the replacement battery packing material.</b></p>
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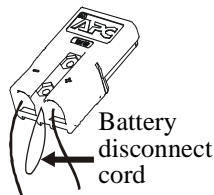
### Open battery doors



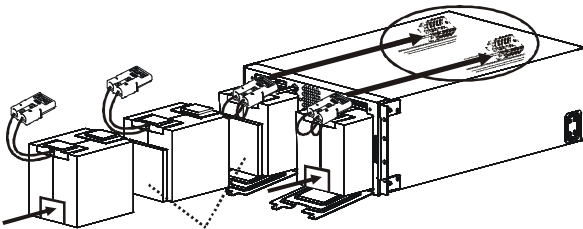
### Remove spent batteries from the UPS



Pull the battery disconnect cords attached to the battery connectors. **DO NOT** pull the battery cables to disconnect the batteries.



### Install new batteries



## Transport

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1. Shut down and disconnect all connected equipment.
2. Disconnect the unit from utility power.
3. Disconnect all internal and external batteries (if applicable).
4. Follow the shipping instructions outlined in the *Service* section of this manual.

## Service

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If the unit requires service, do not return it to the dealer. Follow these steps:

1. Review the *Troubleshooting* section of the manual to eliminate common problems.
2. If the problem persists, contact APC by Schneider Electric Customer Support through the APC by Schneider Electric web site, **www.apc.com**.
  - a. Note the model number and serial number and the date of purchase. The model and serial numbers are located on the rear panel of the unit and are available through the LCD display on select models.
  - b. Call Customer Support and a technician will attempt to solve the problem over the phone. If this is not possible, the technician will issue a Returned Material Authorization Number (RMA#).
  - c. If the unit is under warranty, the repairs are free.
  - d. Service procedures and returns may vary internationally. Refer to the APC by Schneider Electric web site, **www.apc.com** for country specific instructions.
3. Pack the unit properly to avoid damage in transit. Never use foam beads for packaging. Damage sustained in transit is not covered under warranty.
  - a. **Note: When shipping within the United States, or to the United States always DISCONNECT ONE UPS BATTERY before shipping in compliance with U.S. Department of Transportation (DOT) and IATA regulations.** The internal batteries may remain in the UPS.
  - b. Batteries may remain connected in the XBP during shipment. Not all units utilize XLBPs.
4. Write the RMA# provided by Customer Support on the outside of the package.
5. Return the unit by insured, prepaid carrier to the address provided by Customer Support.

## Limited Warranty

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Schneider Electric IT Corporation (SEIT), warrants its products to be free from defects in materials and workmanship for a period of two (2) years from the date of purchase. The SEIT obligation under this warranty is limited to repairing or replacing, at its own sole option, any such defective products. Repair or replacement of a defective product or parts thereof does not extend the original warranty period.

This warranty applies only to the original purchaser who must have properly registered the product within 10 days of purchase. Products may be registered online at [warranty.apc.com](http://warranty.apc.com).

SEIT shall not be liable under the warranty if its testing and examination disclose that the alleged defect in the product does not exist or was caused by end user or any third person misuse, negligence, improper installation, testing, operation or use of the product contrary to SEIT recommendations or specifications. Further, SEIT shall not be liable for defects resulting from: 1) unauthorized attempts to repair or modify the product, 2) incorrect or inadequate electrical voltage or connection, 3) inappropriate on site operation conditions, 4) Acts of God, 5) exposure to the elements, or 6) theft. In no event shall SEIT have any liability under this warranty for any product where the serial number has been altered, defaced, or removed.

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To obtain service under warranty you must obtain a Returned Material Authorization (RMA) number from customer support. Customers with warranty claims issues may access the SEIT worldwide customer support network through the APC web site: [www.apc.com](http://www.apc.com). Select your country from the country selection drop down menu. Open the Support tab at the top of the web page to obtain information for customer support in your region. Products must be returned with transportation charges prepaid and must be accompanied by a brief description of the problem encountered and proof of date and place of purchase.



# APC by Schneider Electric Worldwide Customer Support

Customer support for this or any other APC by Schneider Electric product is available at no charge in any of the following ways:

- Visit the APC by Schneider Electric web site, [www.apc.com](http://www.apc.com) to access documents in the APC Knowledge Base and to submit customer support requests.
  - **www.apc.com** (Corporate Headquarters)  
Connect to localized APC by Schneider Electric web site for specific countries, each of which provides customer support information.
  - **www.apc.com/support/**  
Global support searching APC Knowledge Base and using e-support.
- Contact the APC by Schneider Electric Customer Support Center by telephone or e-mail.
  - Local, country specific centers: go to **www.apc.com/support/contact** for contact information.
  - For information on how to obtain local customer support, contact the APC by Schneider Electric representative or other distributor from whom you purchased your APC by Schneider Electric product.

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