APC
by Schneider Electric

User Manual

Smart-UPS™

Uninterruptible Power Supply

500 VA
100 Vac

750 VA
100/120/230 Vac

Tower

For Professional Business Applications – Not For Consumer Use

Important Safety Information

SAVE THESE INSTRUCTIONS - This manual contains important instructions that should be followed during installation and maintenance of the Smart-UPS and batteries.

Read these instructions carefully and look at the equipment to become familiar with the equipment before trying to install, operate, service or maintain it. The following special messages may appear throughout this manual or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.

The addition of this symbol either to a “Danger” or “Warning” safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.

This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

⚠ DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

⚠ WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

⚠ CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

Product Handling Guidelines

Safety and General Information

- Adhere to all national and local electrical codes.
- All wiring must be performed by a qualified electrician.
- Changes and modifications to this unit not expressly approved by APC could void the warranty.
- This UPS is intended for indoor use only.
- Do not operate this UPS in direct sunlight, in contact with fluids, or where there is excessive dust or humidity.
- Do not operate the UPS near open windows or doors.
- Be sure the air vents on the UPS are not blocked. Allow adequate space for proper ventilation.
  Note: Allow 20 cm clearance on both front and rear sides of the UPS.
- For a UPS with a factory installed power cord, connect the UPS power cable directly to a wall outlet. Do not use surge protectors or extension cords.
- The equipment is heavy. Always practice safe lifting techniques adequate for the weight of the equipment.

- The batteries are heavy. Remove the batteries before installing the UPS and External Battery Packs (XLBPs), in a rack.
- The battery typically lasts for two to three years. environmental factors impact battery life. Elevated ambient temperatures, poor quality AC power, and frequent short duration discharges will shorten battery life.
- Additional safety information can be found in the Safety Guide supplied with this unit.

Deenergizing safety

- The UPS contains internal batteries and may present a shock hazard even when disconnected from AC and DC power.
- The AC and DC output connectors may be energized by remote or automatic control at any time.
- Before installing or servicing the equipment check that the:
  - Mains circuit breaker is in the **OFF** position
  - Internal UPS batteries are removed
  - XLBP battery modules are disconnected

Electrical safety

- For models with a hardwired input, the connection to the branch circuit (mains) must be performed by a qualified electrician.
- 230 V models only: In order to maintain compliance with the EMC directive for products sold in Europe, output cords and network cables attached to the UPS must not exceed 10 meters in length.
- The protective earth conductor for the UPS carries the leakage current from the load devices (computer equipment). An insulated ground conductor is to be installed as part of the branch circuit that supplies input power to the UPS. The conductor must have the same size and insulation material as the grounded and ungrounded branch circuit supply conductors. The conductor will typically be green and with or without a yellow stripe.
- The UPS input ground conductor must be properly bonded to protective earth at the service panel. If the UPS input power is supplied by a separately derived system, the ground conductor must be properly bonded at the supply transformer or motor generator set.

Battery safety

⚠ CAUTION

RISK OF HYDROGEN SULPHIDE GAS AND EXCESSIVE SMOKE

- Replace the battery at least every 5 years or at the end of its service life, whichever is earlier.
- Replace the battery immediately when the UPS indicates battery replacement is necessary.
- Replace batteries with the same number and type of batteries as originally installed in the equipment.
- Replace the battery immediately when the UPS indicates a battery overtemperature condition, or when there is evidence of electrolyte leakage. Power off the UPS, unplug it from the AC input, and disconnect the batteries.
- *Replace all battery modules (including the modules in External Battery Packs) which are older than one year, when installing additional battery packs or replacing the battery module(s).

Failure to follow these instructions could result in equipment damage and minor or moderate injury.

* Contact APC by Schneider Electric Customer Support to determine the age of the installed battery modules.

- Do not operate the UPS until the batteries have been replaced.
- Servicing of batteries should be performed or supervised by personnel knowledgeable of batteries and the required precautions. Keep unauthorized personnel away from batteries.

- Batteries typically last for two to three years. Environmental factors impact battery life. Elevated ambient temperatures, poor quality utility power, and frequent short duration discharges will shorten battery life. Batteries should be replaced before end of life.
- Schneider Electric uses Maintenance-Free sealed Lead Acid batteries. Under normal use and handling, there is no contact with the internal components of the battery. Over charging, over heating or other misuse of batteries can result in a discharge of battery electrolyte. Released electrolyte is toxic and may be harmful to the skin and eyes.
- CAUTION: Do not dispose of batteries in a fire. The batteries may explode.
- CAUTION: Do not open or mutilate batteries. Released material is harmful to the skin and eyes and may be toxic.
- CAUTION: Before replacing batteries, remove conductive jewelry such as chains, wrist watches, and rings. High energy through conductive materials could cause severe burns.
- CAUTION: Failed batteries can reach temperatures that exceed the burn thresholds for touchable surfaces.
- CAUTION: A battery can present a risk of electrical shock and high short circuit current. The following precautions should be observed when working on batteries:
  - Disconnect the charging source prior to connecting or disconnecting battery terminals.
  - Do not wear any metal objects including watches and rings.
  - Do not lay tools or metal parts on top of batteries.
  - Use tools with insulated handles.
  - Wear rubber gloves and boots.
  - Determine if battery is either intentionally or inadvertently grounded. Contact with any part of a grounded battery can result in electric shock and burns by high short-circuit current. The risk of such hazards can be reduced if grounds are removed during installation and maintenance by a skilled person.

General information

- Always recycle used batteries.
- Recycle the package materials or save them for reuse.
- Select a location sturdy enough for the combined weight of the units.
- Operate the UPS within the specified environmental limits.
- Be sure to deliver the used battery to a recycling facility or ship it to APC by Schneider Electric in the replacement battery packing material.

Radio Frequency Warning

WARNING: This is a category C2 UPS product. In a residential environment, this product may cause radio interference, in which case the user may be required to take additional measures.

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are intended to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case users will be required to correct the interference at their own expense.

Introduction

The APC™ by Schneider Electric Smart-UPS™ is a high performance uninterruptible power supply (UPS). The UPS provides protection for electronic equipment from utility power blackouts, brownouts, sags, surges, small utility power fluctuations and large disturbances. The UPS also provides battery backup power for connected equipment until utility power returns to specified levels or the batteries are fully discharged.

This user manual is available on the APC by Schneider Electric web site, www.apc.com.

Installation

NOTE: The User Manual and Safety Guide are accessible on the APC by Schneider Electric web site, www.apc.com.

Unpack

NOTE: Read the safety instruction sheet before installation.

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.

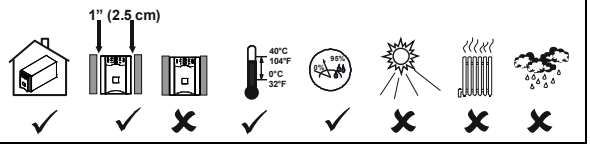
Check the package contents:

NOTE: The UPS comes with battery disconnected.

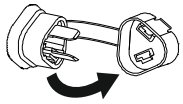
- UPS
- UPS literature kit containing:
- Product documentation, safety and warranty information
- Documentation CD
- 120V and 230V models: PowerChute^{TM} CD
- 120V and 230V models: Serial and USB communication cables
- 230V model: Two jumper cables

Position the UPS

Placement

0º- 40ºC (32º-104ºF) 0-95% Relative Humidity	

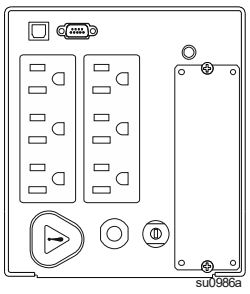
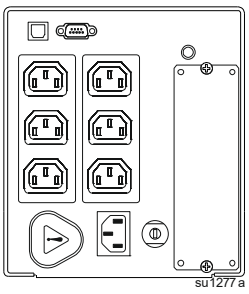
Connect the Battery

The battery connector is located on the rear panel. For battery connection, push the tethered jumper plug into the corresponding port.	

Connect Equipment and Power to the UPS

1. Connect equipment to the UPS.
   NOTE: A laser printer draws significantly more power than other types of equipment and may overload the UPS.
2. Add accessories to the SmartSlot (optional).
3. Connect ground leads to the TVSS screw (optional). To make the connection, loosen the screw and connect the surge suppression device ground lead. Tighten the screw to secure the lead.
4. Plug the UPS into a two-pole, three-wire, grounded receptacle only. Avoid using extension cords.
   100V/120V models: The power cord is attached to the UPS. The input plug is a NEMA 5-15P.
   230V model: The power cord is supplied in the UPS literature kit.
5. 120V model: Check the **Site Wiring Fault LED** ◎ located on the rear panel. It will be illuminated if the UPS is plugged into an improperly wired utility power outlet (see Troubleshooting).
6. Turn on all connected equipment. To use the UPS as a master on/off switch, be sure all connected equipment is on.
7. Press the (I Test) button on the front panel to power the UPS.
   NOTE: 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.
8. For optimal computer system security, install PowerChute Smart-UPS monitoring software.

Rear Panels

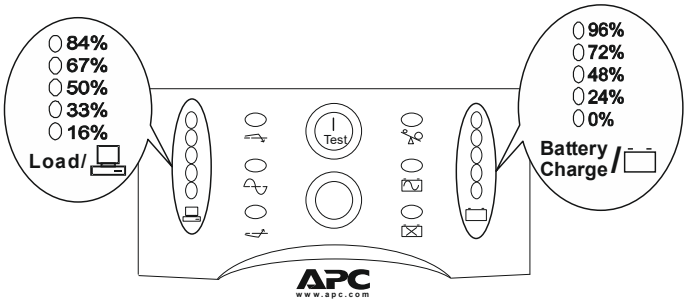
100V/120V	230V
 su0986a	 su1277a

Basic Connectors

Serial Port	USB Port	TVSS Screw
		
Use only interface kits approved by APC by Schneider Electric. Use only the supplied cable to connect to the Serial Port. A standard serial interface cable is incompatible with the UPS. Serial and USB Ports cannot be used simultaneously.		
The UPS features transient voltage surge suppression (TVSS) screw for connecting the ground lead on surge suppression devices such as telephone and network line protectors. When connecting grounding cable, disconnect the UPS from utility power.		

Operation

Front Display Panel



Indicator	Description
Online	The UPS is supplying utility power to the connected equipment.
AVR Trim	The UPS is compensating for a high utility voltage.
AVR Boost	The UPS is compensating for a low utility voltage.
On Battery	The UPS is supplying battery power to the connected equipment.
Overload Overload	The connected loads are drawing more than the UPS power rating.
Replace Battery / Battery Disconnected	The battery is disconnected or must be replaced.
Power On Test	Press this button to turn on the UPS. Read on for additional capabilities.
Power Off	Press this button to turn off the UPS.
Self-Test	Automatic: 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. Manual: Press and hold the Test button for a few seconds to initiate the self-test.
Cold Start	120V and 230V models only: Supply battery power to the UPS and connected equipment in the absence of utility voltage (see Troubleshooting). Press the Test button for one second and release. The UPS will beep briefly and go quiet. Press and hold the button again, but for approximately three seconds. The unit will emit a sustained beep. Release the button during this beep.

Indicator	Description
Diagnostic Utility Voltage 230V 120V 100V 266 133 119 248 123 109 229 115 100 210 105 91 191 96 81 Battery Charge	The UPS has a diagnostic feature that displays the utility voltage. The UPS starts a self-test as part of this procedure. The self-test does not affect the voltage display. Press and hold the Test button to view the utility voltage bar graph display. After a few seconds, this five-LED battery charge display on the right of the front panel will show the utility input voltage. Refer to the figure at left for the voltage reading (values are not listed on the UPS). The display indicates the voltage is between the displayed value on the list and the next higher value (see Troubleshooting).

Battery Operation

The UPS switches to battery operation automatically when there is an utility power outage. While running on battery, an alarm beeps four times every 30 seconds.

Press the Test button to silence this alarm. If the utility power does not return, the UPS continues to supply power to the connected equipment until the battery is fully discharged.

If PowerChute is not being used, files must be manually saved and the computer must be turned off before the UPS fully discharges the battery.

Refer to www.apc.com for on battery runtimes.

User Configurable Items

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

Function	Factory Default	User Selectable Choices	Description
Automatic Self-Test	Every 14 days (336 hours)	Every 7 days (168 hours), On Startup Only, No Self-Test	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	0, 15, 30, 45, 50, 60, 75, 90 percent	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 help protect the connected equipment.	High	• High sensitivity, • Medium sensitivity, • Low sensitivity	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	Enable, Mute, Disable	Mute ongoing alarms or disable all alarms permanently.
Shutdown Delay	90 seconds	0, 90, 180, 270, 360, 450, 540, 630 seconds	Set the interval between the time when the UPS receives a shutdown command and the actual shutdown.

Function	Factory Default	User Selectable Choices	Description
Low Battery Alarm	2 minutes PowerChute software provides automatic, unattended shutdown when approximately 2 minutes of battery operated runtime remains.	2, 5, 8, 11, 14, 17, 20, 23 minutes Times are approximate.	The UPS will beep when 2 minutes of battery runtime remains. Change the low battery alarm interval setting to the time that the operating system or system software requires to shut down.
Synchronized Turn On Delay	0 seconds	0, 60, 120, 180, 240, 300, 360, 420 seconds	Specify the time the UPS will wait after the return of utility power before turn on to avoid branch circuit overload.
High Transfer Point	**100V model**:108 Vac **120V model**:127 Vac **230V model**:253 Vac	**100V model**: 108, 110, 112, 114 Vac **120V model**: 127, 130, 133, 136 Vac **230V model**: 253, 257, 261, 265 Vac	Set the high transfer point higher to avoid unnecessary battery usage when the utility voltage is usually high and the connected equipment is specified to operate with input voltages this high.
Low Transfer Point	**100 V model**: 92 Vac **120 V model**: 106 Vac **230 V model**: 208 Vac	**100 V model**: 86, 88, 90, 92 Vac **120 V model**: 97, 100, 103, 106 Vac **230 V model**: 196, 200, 204, 208 Vac	Set the low transfer point lower when the utility voltage is usually low and the connected equipment is specified to operate with input voltages this low.
Output Voltage 230V model only	230 Vac	220, 230, 240 Vac	Select the output voltage.

Specifications

Temperature	Operating	0 to 40 °C (32 to 104 °F)
	Storage	-15 to 45 °C (5 to 113 °F)
Maximum Elevation	Operating	2,000 m (6,562 ft)
	Storage	15,240 m (50,000 ft)
Humidity		0 to 95% relative humidity, non condensing
International Protection Code		IP20
Applicable power grid power distribution system		TN Power System
Applicable Standard		IEC 62040-1
Pollution Degree		2
Overvoltage Category		II

Storage

Store the UPS covered in a cool, dry location, with the battery fully charged.

At -15° to +30° C (+5° to +86° F), charge the UPS battery every six months.
At +30° to +45° C (+86° to +113° F), charge the UPS battery every three months.

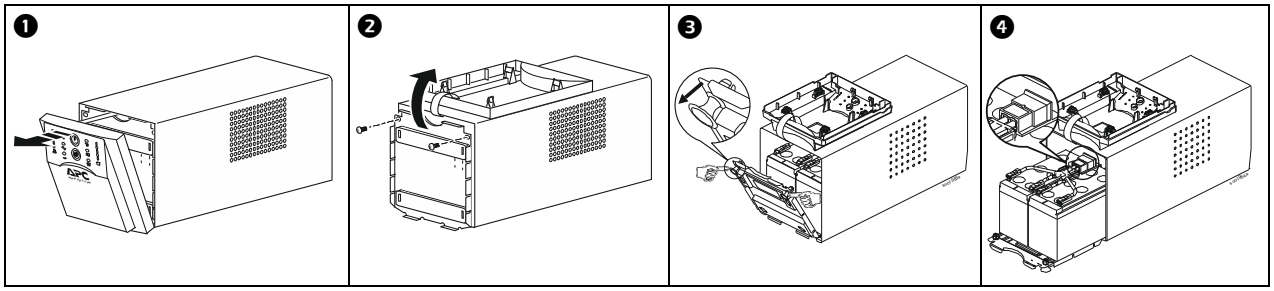
Battery Module Maintenance

The UPS battery life differs based on usage and environment. Consider replacing the battery every three years.

This UPS has an easy to replace, swappable battery, isolated from electrical hazards. You may leave the UPS and connected equipment on during the replacement procedure. See your dealer or contact APC by Schneider Electric (see Contact Information) for information on replacement batteries.

NOTE: Upon battery disconnection, equipment is not protected from power outages.

Removing the Front Bezel and Battery Module



Replacing the Battery Module

Reverse the instructions for Removing the Front Bezel and Battery Module.

NOTE: To close the battery door, ensure the plungers are in the extended position, push the door shut, and push the plungers into the locked position.

Pb Pb	Be sure to deliver the spent battery to a recycling facility or ship it to APC by Schneider Electric in the replacement battery packing material.

Troubleshooting

Use the chart below to solve minor UPS installation and operation problems.
Refer to www.apc.com with complex UPS problems.

Problem and/or Possible Cause	Solution
UPS will not turn on	
UPS not connected to utility power supply.	Check that the power cord from the UPS to the utility power supply is securely connected at both ends.
Battery not connected properly.	Check that battery connector on the rear panel is fully snapped into position.
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.
UPS will not turn off	
UPS has detected an internal error.	Do not attempt to use the UPS. Unplug the UPS, unplug the battery connector on the rear panel, and have it serviced immediately.
UPS beeps occasionally	
Normal operating UPS beeps when running on battery.	None. The UPS is helping protect the connected equipment from occasional utility power irregularities.
UPS is not providing expected backup time	
The UPS battery is weak due to a recent outage or is near the end of the service life.	Charge the battery. Batteries require recharging after extended outages, and wear faster when frequently put into service or when operated at elevated temperatures. If the battery is near the end of the service life, consider replacing even if the replace battery LED is not yet illuminated.
Left half, right half, or center section of front panel LEDs are flashing	
UPS has detected an internal error and shut down.	Do not attempt to use the UPS. Turn off the UPS, unplug the battery connector on the rear panel, and have it serviced immediately.
Front panel LEDs flash sequentially	
The UPS has been shut down remotely through software or an optional accessory card.	None. The UPS will restart automatically when utility power returns.
All LEDs are off and the UPS is plugged into a wall outlet	
The UPS is shut down or the battery is discharged from an extended outage.	None. The UPS will return to normal operation when the power is restored and the battery has a sufficient charge.

Problem and/or Possible Cause	Solution
The overload LED is illuminated and the UPS emits a sustained alarm tone	
The UPS is overloaded. The connected equipment is drawing more VA than the UPS can sustain.	The connected equipment exceeds the specified “maximum load.” The alarm remains on until the overload is removed. Disconnect nonessential equipment from the UPS to eliminate the overload. 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. If a continuous overload occurs while the UPS is on battery, the unit turns off output in order to help protect the UPS from possible damage.
The Replace Battery/Battery Disconnected LED is illuminated	
This LED flashes and a short beep is emitted every two seconds to indicate the battery is disconnected.	Check that the battery connector on the rear panel is fully engaged.
Weak battery.	Allow the battery to recharge for 24 hours. Then, perform a self-test. If the problem persists after recharging, replace the battery.
Battery has not passed the self-test.	The UPS emits short beeps for one minute and the replace battery LED illuminates. The UPS repeats the alarm every five hours. Perform the self-test procedure after the battery has charged for 24 hours to confirm the replace battery condition. The alarm stops and the LED clears if the battery passes the self-test.
The Site Wiring Fault LED on the rear panel is illuminated (120V model only)	
The UPS is plugged into an improperly wired utility power outlet.	Wiring faults detected include missing ground, line neutral polarity reversal, and overloaded neutral circuit. Contact a qualified electrician to correct the building wiring.
The input circuit breaker has tripped	
The UPS is overloaded. The plunger on the circuit breaker has popped out.	Reduce the load on the UPS by unplugging equipment. Press in the plunger on the circuit breaker.
The AVR boost or AVR trim LEDs are illuminated	
The system is experiencing excessive periods of low or high voltage.	Seek qualified service personnel to check your facility for electrical problems. If the problem continues, contact the utility company for further assistance.
UPS operates on battery although utility voltage exists	
The UPS input circuit breaker has tripped.	To reduce the load on the UPS, unplug equipment and press in the plunger on the circuit breaker.
The line voltage is very high, low or distorted.	Move the UPS to a different outlet on a different circuit, as inexpensive fuel powered generators may distort the voltage. Test the input voltage with the utility voltage display (see Operation). If acceptable to the connected equipment, reduce the UPS sensitivity (see User Configurable Items).
Battery charge and load LED bar graphs flash simultaneously	
The UPS has shutdown. The internal temperature of the UPS has exceeded the allowable threshold for operation.	Check that the room temperature is within the specified limits for operation. Check that the UPS is properly installed, allowing for adequate ventilation (see Position the UPS). Allow the UPS to cool down. Restart the UPS. If the problem continues, contact APC by Schneider Electric (see Contact Information).
Diagnostic utility voltage	
All five LEDs are illuminated.	The line voltage is extremely high and should be checked by an electrician.
There is no LED illumination.	If the UPS is plugged into a properly functioning utility power outlet, the line voltage is extremely low.
On-line LED	
There is no 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.

Transport and Service

Transport

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

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 Factory Warranty

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.

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.

EXCEPT AS SET FORTH ABOVE, THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, APPLICABLE TO PRODUCTS SOLD, SERVICED OR FURNISHED UNDER THIS AGREEMENT OR IN CONNECTION HEREWITH.

SEIT DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTION AND FITNESS FOR A PARTICULAR PURPOSE.

SEIT EXPRESS WARRANTIES WILL NOT BE ENLARGED, DIMINISHED, OR AFFECTED BY AND NO OBLIGATION OR LIABILITY WILL ARISE OUT OF, SEIT RENDERING OF TECHNICAL OR OTHER ADVICE OR SERVICE IN CONNECTION WITH THE PRODUCTS.

THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES. THE WARRANTIES SET FORTH ABOVE CONSTITUTE SEIT SOLE LIABILITY AND PURCHASER EXCLUSIVE REMEDY FOR ANY BREACH OF SUCH WARRANTIES. SEIT WARRANTIES EXTEND ONLY TO ORIGINAL PURCHASER AND ARE NOT EXTENDED TO ANY THIRD PARTIES.

IN NO EVENT SHALL SEIT, ITS OFFICERS, DIRECTORS, AFFILIATES OR EMPLOYEES BE LIABLE FOR ANY FORM OF INDIRECT, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, ARISING OUT OF THE USE, SERVICE OR INSTALLATION OF THE PRODUCTS, WHETHER SUCH DAMAGES ARISE IN CONTRACT OR TORT, IRRESPECTIVE OF FAULT, NEGLIGENCE OR STRICT LIABILITY OR WHETHER SEIT HAS BEEN ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES. SPECIFICALLY, SEIT IS NOT LIABLE FOR ANY COSTS, SUCH AS LOST PROFITS OR REVENUE, WHETHER DIRECT OR INDIRECT, LOSS OF EQUIPMENT, LOSS OF USE OF EQUIPMENT, LOSS OF SOFTWARE, LOSS OF DATA, COSTS OF SUBSTITUANTS, CLAIMS BY THIRD PARTIES, OR OTHERWISE.

NOTHING IN THIS LIMITED WARRANTY SHALL SEEK TO EXCLUDE OR LIMIT SEIT LIABILITY FOR DEATH OR PERSONAL INJURY RESULTING FROM ITS NEGLIGENCE OR ITS FRAUDULENT MISREPRESENTATION OF TO THE EXTENT THAT IT CANNOT BE EXCLUDED OR LIMITED BY APPLICABLE LAW.

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. 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 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 the distributor from whom you purchased your APC by Schneider Electric product.

EN 990-1587C-002 **05/2022**