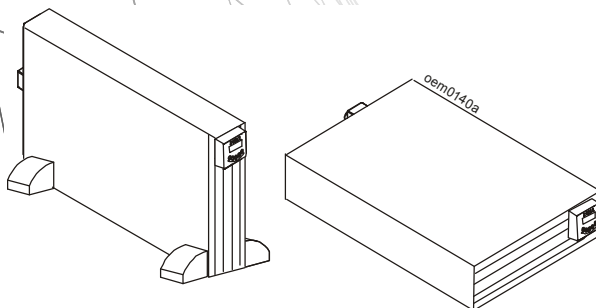




Installation and Operation

Smart-UPS™

Uninterruptible Power Supply
Tower/Rack-Mount 2U/3U
SRC5000/6000/10000 VA
XLI
220/230/240 VAC



Smart-UPS™

**Uninterruptible Power Supply
Tower/Rack-Mount 2U/3U**

XLI

SRC 5000/6000/10000 VA

220/230/240 Vac

English

Product Description

The APC™ by Schneider Electric Smart-UPS™ SRC 5/6/10 kVA is a high performance uninterruptible power supply (UPS). It provides protection for electronic equipment from AC power blackouts, brownouts, sags, and surges; small AC fluctuations and large disturbances. The UPS also provides battery backup power until AC power returns to safe levels or the batteries are fully discharged.

Install accessories prior to connecting power to the UPS.

Refer to the APC by Schneider Electric Web site, www.apc.com for available Network Management Card options.

General Information

Safety Messages

Read the instructions carefully to become familiar with the equipment before attempting to install, operate, service or maintain the UPS. 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 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.



The addition of this symbol to a Warning or Caution product safety label indicates that a hazard exists that can result in injury and product damage if the instructions are not followed.

⚠ CAUTION

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

CAUTION

CAUTION addresses practices not related to physical injury including certain environmental hazards, potential damage or loss of data.



Safety Information

**Inspect the package contents upon receipt.
Notify the carrier and dealer if there is any damage.**

- 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 by Schneider Electric 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.
- Be sure the air vents on the UPS are not blocked. Allow adequate space for proper ventilation.
- 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 battery typically lasts for two to five years. Environmental factors impact battery life. Elevated ambient temperatures, poor quality AC power, and frequent short duration discharges will shorten battery life.
- 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.
- Always install XLBPs at the bottom in rack-mount configurations. The UPS must be installed above the XLBPs.
- Always install peripheral equipment above the UPS in rack-mount configurations.

Deenergizing safety

The UPS contains internal batteries and may present a shock hazard even when disconnected from the branch circuit (mains). Before installing or servicing the equipment check that the;

- Input circuit breaker is in the **OFF** position
- 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 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 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 ground conductor must be grounded to earth at the service equipment, or if supplied by a separately derived system, at the supply transformer or motor generator set.

Battery safety

- Before installing the batteries, remove jewelry such as wristwatches and rings. High short circuit current through conductive materials could cause severe burns.
- Do not dispose of batteries by burning them. The batteries may explode.
- Do not open or mutilate batteries. Released electrolyte is harmful to the skin and eyes, and may be toxic.

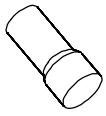
Hardwire safety

- Verify that all branch circuit (mains) and low voltage (control) circuits are deenergized, and locked out before installing cables or making connections, whether in the junction box or to the UPS.
- Wiring by a qualified electrician is required.
- Check national and local codes before wiring.
- Strain relief is required for all hardwiring (not supplied).
- All openings that allow access to UPS hardwire terminals must be covered. Failure to do so may result in personal injury or equipment damage.
- Select wire size and connectors according to national and local codes.

General information

- The UPS will recognize as many as 9 external battery packs connected to the UPS.
Note: For each XLBP added, increased recharge time will be required.
- The model number is located on the top side of the UPS, and its serial number on the rear panel. For some models, an additional label is located on the chassis under the front bezel.
- Always recycle used batteries.
- Recycle the package materials or save them for reuse.

Inventory



(8)



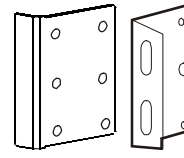
(6 for Rack-Mount 2U models)
(12 for Rack-Mount 3U models)



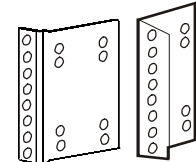
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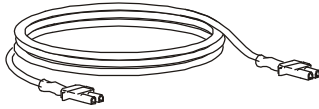
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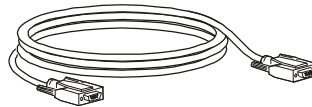
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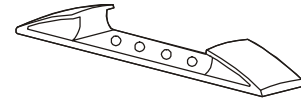
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(1) Safety Guide, (1) RoHS Declaration,
(1) Test Slip, (1) Warranty Card



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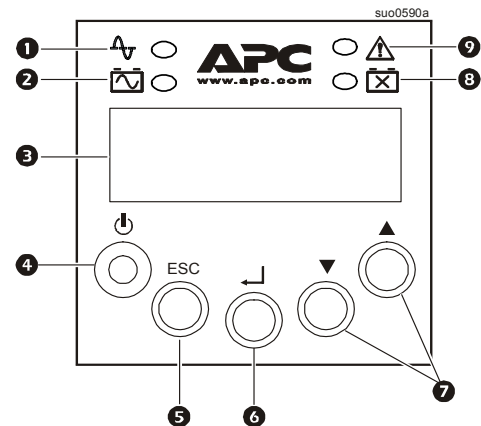
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User Manual

Product Overview

Front panel

Indicator	Description
1 Online indicator	The UPS draws AC power and performs double conversion to supply power to the connected equipment.
2 On battery indicator	The UPS supplies battery power to the connected equipment.
3 Display screen	Display interface
4 UPS ON/OFF button	<ul style="list-style-type: none"> Press the ON/OFF button to turn the UPS on and off. Press and hold the ON/OFF button to transfer the UPS into bypass mode. While in bypass mode connected equipment will receive AC power and protection will be provided by the input circuit breaker. During bypass mode operation the UPS does not provide battery back-up power or protection from power fluctuations.
5 Escape button	Press the ESC button to exit a sub-menu and return to the main menu.
6 Enter button	Press the ENTER button to view the sub-menus under each main menu option.
7 Up/Down buttons	Press the UP/ DOWN buttons to scroll through the main menu.
8 Replace battery indicator	The battery is disconnected or must be replaced.
9 Fault indicator	The UPS detects an internal fault.

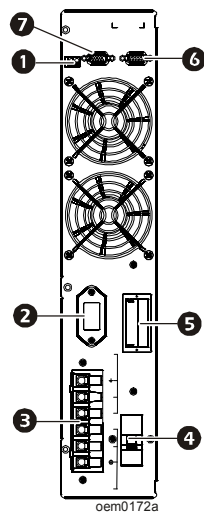
Display Interface



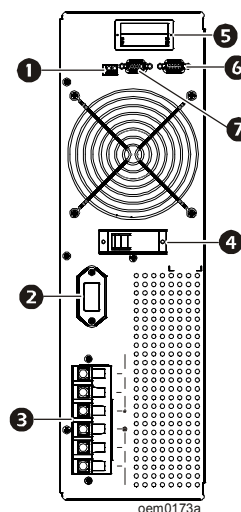
Rear panel

<i>Feature</i>	<i>Description</i>
① EPO terminal block	The optional Emergency Power Off (EPO) feature allows connected loads to be immediately de-energized from a remote location, without switching to battery operation see "Emergency Power Off" section.
② External battery pack connectors	Optional external battery packs provide extended runtime during power outages. These units support up to 9 external battery packs. Refer to the APC by Schneider Electric Web site www.apc.com , for information on external battery packs. <i>5000/6000 VA models:</i> SRC192XLBP2 <i>10000 VA models:</i> SRC240XLBP3
③ Input/Output terminal block	Refer to "'Hardwiring'" on page 7 for hardwire specifications.
④ Input circuit breaker	The input circuit breaker must be switched on for the UPS to operate. The input circuit breaker protects the UPS from extreme overload conditions.
⑤ Smart slot	The Smart-Slot can be used to connect optional management accessories.
⑥ Serial Com	Power management software and interface kits can be used with the UPS. Use only interface kits supplied or approved by APC by Schneider Electric.
⑦ Parallel port	Serial ports for communication between two UPS units configured in parallel.

5000 / 6000 VA models



10,000 VA models

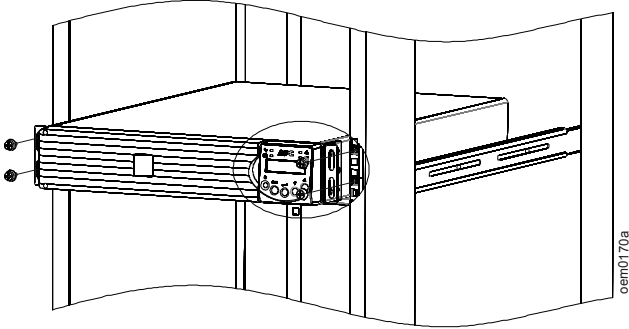


Specifications

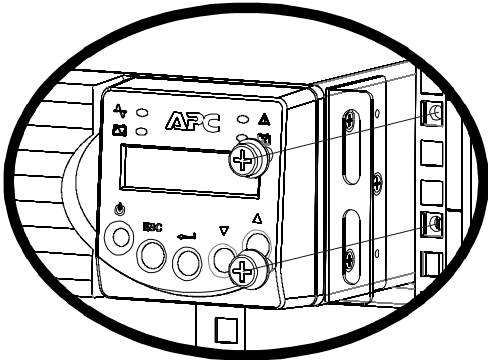
Temperature	Operating	0° to 40° C (32° to 104° F)	<p>This unit is intended for indoor use only. Select a location sturdy enough to handle the weight. Do not operate UPS where there is excessive dust or temperature or humidity are outside specified limits.</p> <p>This unit has air vents. Allow adequate space for proper ventilation.</p> <p>Environmental factors impact battery life. High temperatures, poor AC power, and frequent, short duration discharges will shorten battery life.</p>
	Storage	-15° to 45° C (5° to 113° F) charge UPS battery every six months	
Maximum Elevation	Operating	2,000 m (6,500 ft)	
	Storage	15,000 m (50,000 ft)	
Humidity	0% to 95% relative humidity, non-condensing		

Installation

Rack-Mount Configuration



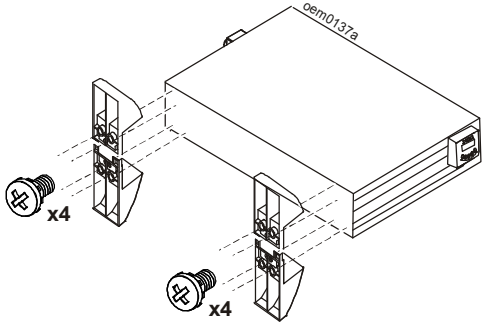
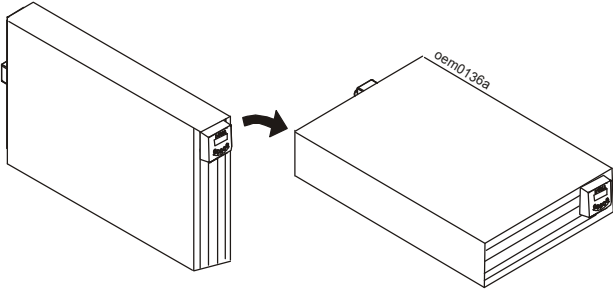
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Tower Configuration

Install stabilizer brackets




Hardwiring




- Wiring must be performed by qualified electrician.
- Adhere to all national and local electrical codes.
- Install a AC circuit breaker for input wiring. Refer to the table below.

Input Connections

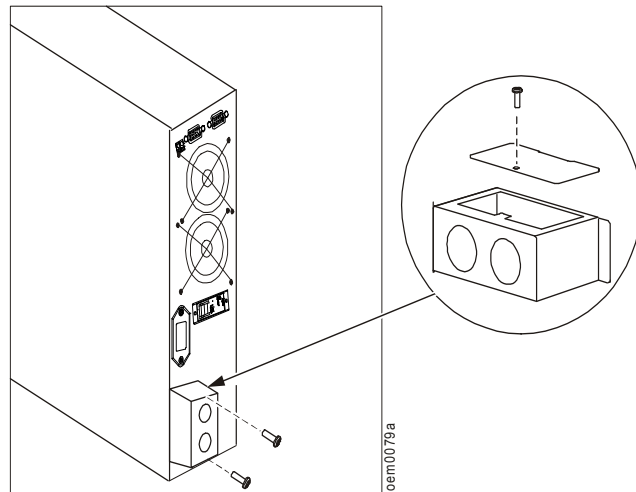
Output Connections (optional)

Connect to input L, N, 

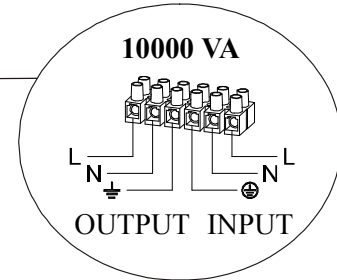
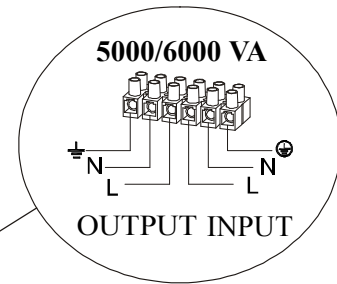
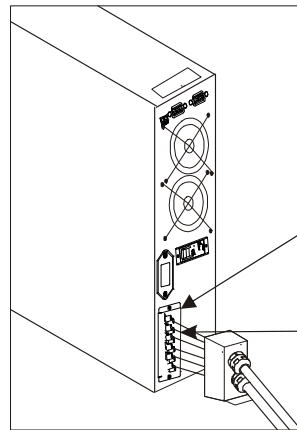
Connect to output L, N, 

System	Wiring	Number of Phases	Voltage	Current Full Load Nominal	External Input Circuit Breaker Typical	Wire Size Typical
SRC5000	Input	1	220/230/240 Vac	23 A	40 A 2-pole	6 mm ²
	Output	1	220/230/240 Vac	23 A	N/A	6 mm ²
SRC6000	Input	1	220/230/240 Vac	32 A	40 A 2-pole	8 mm ²
	Output	1	220/230/240 Vac	32 A	N/A	8 mm ²
SRC10000	Input	1	220/230/240 Vac	50 A	63 A 2-pole	10 mm ²
	Output	1	220/230/240 Vac	50 A	N/A	10 mm ²

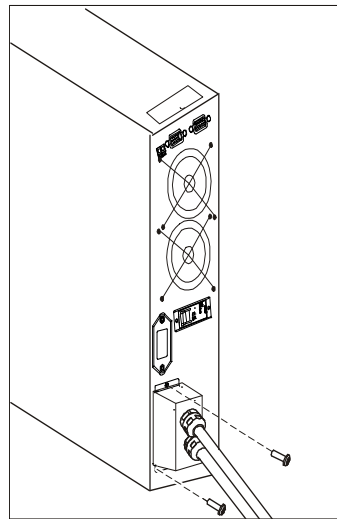
1. Switch the UPS input circuit breaker and the AC circuit breakers **OFF**.
2. Remove the two screws that secure the input access panel to the UPS.
3. Remove the screw that secures the small panel located on the top of the access panel. Remove the small panel.
4. Remove one circular knockout panel.
5. Insert the wires through the access panel to the terminal block.



6. Connect the terminal block ground wire first, (green=ground, brown=hot, blue=neutral).
7. Secure the small panel from the top of the access panel with the use of the screw removed in step 3.



8. Secure the access panel to the UPS using the two screws removed in step 2.



Connect External Batteries

Battery Safety

Read and adhere to all safety warnings when the external battery packs are installed.

Failure to observe these warnings may result in serious injury, death or damage to the equipment.



- Do not attempt to install the external battery packs. A qualified electrician should perform the installation of the external battery packs.

Practices

- Always wear:
 - Goggles or face shields
 - Acid-resistant, insulated gloves
 - Protective aprons
 - Protective overshoes or rubber boots
- Always Use:
 - Insulated tools
 - Rubber mats to cover batteries during servicing
 - Rubber mats or rubber stands on the floor
 - Adequate lifting devices
- Remove: watches, rings, and other metal objects from your body

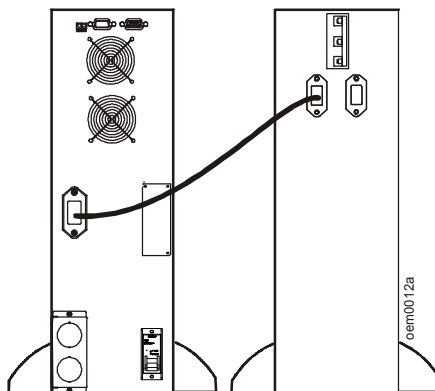
Precautions

- Do not lay tools or metal parts on top of battery packs.
- Lead-acid batteries contain hazardous, toxic materials.
- Do not open, alter or mutilate battery packs. Internal materials may be harmful to the skin and eyes.
- Do not dispose of batteries in a fire. There is danger of explosion.
- Handle, transport and recycle batteries in accordance with local codes and regulations.

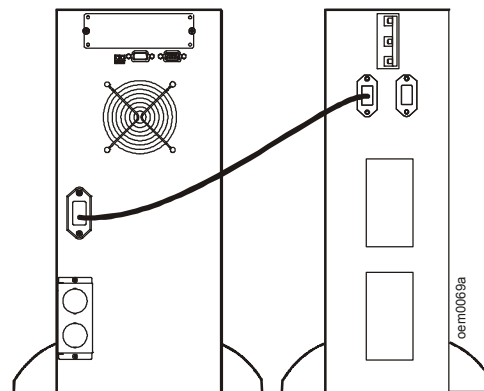
APC by Schneider Electric Battery Solution

See the APC by Schneider Electric Web site www.apc.com, or contact an APC by Schneider Electric dealer for information regarding the APC by Schneider Electric external battery pack.

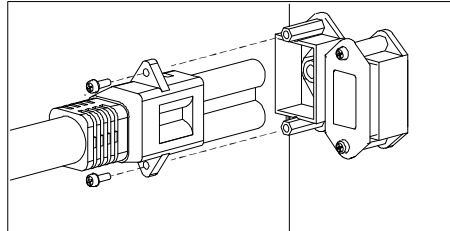
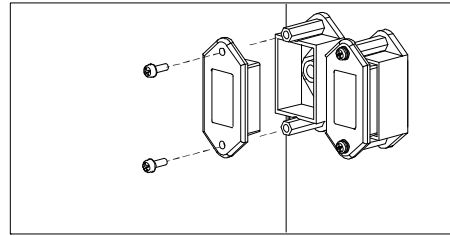
SRC5000/6000 VA



SRC10000 VA



1. Set the circuit breaker switch on the rear panel of external battery pack to the **OFF** position.
2. Remove battery connector cover on both the UPS and the battery pack. Keep the screws.
3. Plug the XLBP cable into the UPS external battery pack receptacle.
4. Secure the cable on the UPS and the battery pack with the screws removed in step 2.
5. Set the circuit breaker switch on the rear panel of the battery pack to the **ON** position.



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Configuration

Using the display interface

Use the **UP** and **DOWN** keys to scroll through the main menu options. Press **ENTER** to view the sub-menus under each main menu option. Press **ESCAPE** to exit a sub-menu and return to a main menu.

Standard menus

The Standard menus are the most commonly used menus for UPS configuration.

Menu	General Functions
Status	View basic information about the UPS: <ul style="list-style-type: none">• Operating mode• Information about the load• Number of battery packs and the total number of Amp hours• Battery voltage and capacity• Estimated runtime• Input and output voltage and frequency• Information about the last transfer to battery power• Self-test results
Configuration	Configure the settings for the UPS: <ul style="list-style-type: none">• Audible alarms• Reset to Factory Defaults• Select Standard or Advanced menus
Test & Diags	Use the Test & Diags menu to have the UPS perform a self-test.
About	Display information about this unit: <ul style="list-style-type: none">• Unit model number• Serial number• Battery installation date• Suggested battery replacement date

Advanced menus

The Advanced menus provide additional options for the UPS and are available only if the display interface is configured to use the Advanced menus.

Menu	General Functions
Status	View detailed information about the UPS: <ul style="list-style-type: none">• Energy meter• Load current
Configuration	Configure advanced settings for the UPS: <ul style="list-style-type: none">• Select Standard or Advanced menus• Select the number of battery packs and the total number of Amp hours• High and low transfer points• Language• Output voltage and frequency• Low battery warning• Minimum return capacity• Return delay• Shutdown delay• Auto self-test• Redundancy power alarm
Test & Diags	Perform a UPS alarm test or a runtime calibration test.
Log	View the event log for information about any changes to the UPS and any faults.
About	View information about the unit: <ul style="list-style-type: none">• Manufacture date• Firmware version

UPS Settings

Configure the settings using the display interface or terminal mode.

Function	Factory Default	Options	Description
Language	English	English, French, German, Spanish, Italian and Portuguese	Set the language used on the LCD manual.
Menu type	Normal	Normal, Advanced	Select Advanced mode for extra information.
Output voltage	<i>XLI models:</i> 230 VAC	220, 230, 240 VAC	Allows the user to select the output voltage while on-line.
Output frequency	Auto	Auto • 50 ± 3 Hz • 50 ± 0.1 Hz • 60 ± 3 Hz, • 60 ± 0.1 Hz	Sets the allowable UPS output frequency. Whenever possible, the output frequency tracks the input frequency.
Upper bypass voltage	+10% of output voltage setting	+5%, +10%, +15%, +20%	Maximum voltage that the UPS will pass to connected equipment during internal bypass operation.
Lower bypass voltage	-15% of output voltage setting	-15%, -20%, -25%, -30%	Minimum voltage that the UPS will pass to the connected equipment during internal bypass operation.
Low battery warning	2 minutes	2, 5, 7, 10, 12, 15, 18, 20 minutes.	The low battery warning beeps are continuous when two minutes of run time remain. Change the warning interval default to a higher setting if the operating system requires a longer interval for shutdown.
Minimum Return Capacity	0%	0, 15, 25, 35, 50, 60, 75, 90%	After a low-battery shutdown, the batteries will be charged to the specified percentage before the connected equipment is powered.
Return Delay	0 seconds	0, 20, 60, 120, 240, 480, 720, 960 seconds	Set the return time delay (in seconds).
Shutdown Delay	20 second	0, 20, 60, 120, 240, 480, 720, 960 seconds	Set the interval between the time when the UPS receives a shutdown command and the actual shutdown.
Audible Alarm	Immediately	Immediately, 30 second delay, At Low Battery, Never	Mute ongoing alarms or disable all alarms permanently.
Auto Self Test	Turn On +14 Days	Never, Turn On Only, Turn On +7 Days, Turn On +14 Days	Set the interval at which the UPS will execute a self-test.
Redundancy Power Alarm	Enable	Enable, Disable	Set the alarm if two UPS units are in parallel and the load is higher than the output rating of one UPS.
External Battery Packs	1	1, 2, 3, 4, 5, 6, 7, 8, 9	Set the number of connected external battery packs.
Ext Battery Total Ah	80 Ah	0000-9999	Set the external battery capacity connected to UPS. 5/6 kVA=80 Ah; 8 kVA=140Ah; 10 kVA=180Ah

Terminal Mode

Configure the UPS connection settings using the UPS terminal mode.

Connect the serial cable to the serial port on the back of the UPS. If using USB communication to the UPS, disconnect USB cable prior to connecting serial cable.

1. Open a terminal program, such as HyperTerminal
From the Desktop, go to: **Start, Programs, Accessories, Communication, HyperTerminal**
2. Follow the prompts to choose a name and select an icon. Disregard the message, "...must install a modem," if it is displayed. **Click Cancel**
3. Go to **File, Properties**. Select the COM port that is connected to your UPS. The port settings are:
 - **bits per second - 2400**
 - **data - bits 8**
 - **parity - none**
 - **stop bit - 1**
 - **flow control - none**
4. Click **OK** in each of two windows
5. Press **ENTER**

Configure the number of battery packs using UPS terminal mode

1. Once the blank terminal window is open, follow these steps to enter the number of battery packs:
NOTE: Letter key commands are case sensitive. Use capital letters when using letter key commands.
2. Press **Y**. The UPS will respond with SM in the command box. If the UPS does not respond to the **Y** command, ensure the serial cable is securely connected to the serial port on the UPS. Use only an APC by Schneider Electric supplied serial cable.
3. When SM appears in the command box press the **>** key. The UPS will respond with the number of battery packs connected to the UPS. If the UPS has not been previously programmed to recognize the number of battery packs this number will be 1.
4. Use the **+** or **-** keys to change the number of battery packs. **OK** will appear in the command box.
5. Press **>** key. The number of battery packs will appear in the command box.
NOTE: The **+** or **-** keys and the **>** key must be used again to change the number of battery packs from this point in the programming.
6. Press **R**. The UPS will respond with **BYE** in the command box.

Battery configuration tables

Smart-UPS XLI Models - Configure the number of battery packs. Each battery pack consists of one 192 V or one 240 V battery module.

Count the number of battery packs being used and enter that number.

	Configuration	# of Battery Packs
Factory Default	UPS with 1 external battery pack	1
SRC192XLBP2 5000 VA/6000 VA	UPS with 1 external battery pack	1
	UPS with 2 external battery packs	2
	UPS with 3 external battery packs	3
	UPS with 4 external battery packs	4
SRC240XLBP3 10000 VA	UPS with 1 external battery pack	1
	UPS with 2 external battery packs	2
	UPS with 3 external battery packs	3
	UPS with 4 external battery packs	4

Emergency Power Off

The Emergency Power Off (EPO) option is a safety feature that will immediately shut off power to all connected equipment. When the EPO button is pushed, all connected equipment will immediately turn off and will not switch to battery power.

Wiring must be performed by a qualified electrician.

Adhere to all national and local electrical codes when wiring the EPO.

The switch should be connected in a normally open switch contact. External voltage is not required; the switch is driven by 24 V internal supply. In closed condition, 4 mA of current are drawn.

The EPO switch is internally powered by the UPS for use with non-powered switch circuit breakers.

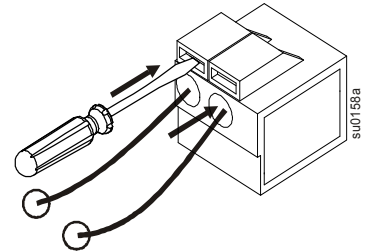
The EPO circuit is considered a Class 2 circuit, (UL, CSA standards) and a SELV circuit (IEC standard).

EPO connector

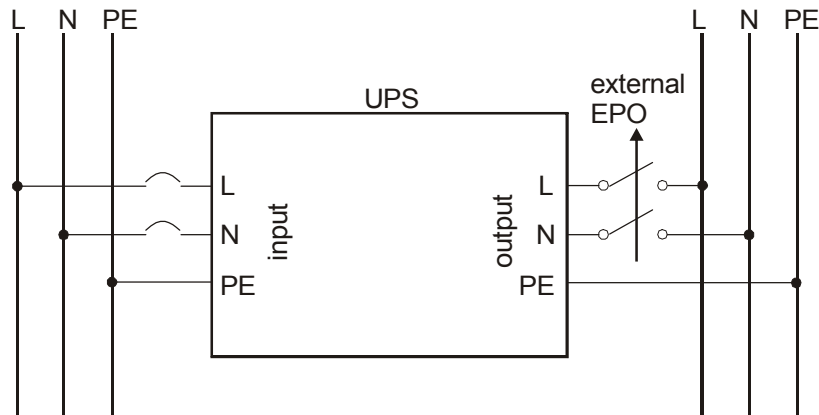
located on the UPS rear panel



- Strip insulation from one end of each wire to be used for connecting EPO.
- Insert screwdriver into the slot above terminal to be wired. Insert stripped wire into terminal. Remove screwdriver to secure wire in terminal. Repeat for each terminal.



Use only approved components when configuring the external EPO.



Both Class 2 and SELV circuits must be isolated from all primary circuitry. Do not connect any circuit to the EPO terminal block unless it can be confirmed that the circuit is Class 2 or SELV. If circuit standard cannot be confirmed, use a contact closure switch.

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.

Troubleshooting

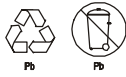
Use the table below to solve minor UPS installation and operation problems. Refer to the APC by Schneider Electric Web site, www.apc.com for assistance with complex UPS problems.

Problem and Possible Cause	Solution
UPS does not turn on	
Battery not connected properly	Check that the battery connectors are fully engaged.
The ON/OFF button was not pressed.	Press the ON/OFF button once to power the UPS and the connected equipment.
The UPS is not connected to the AC power supply.	Check that the power cable from the UPS to the AC power supply is securely connected at both ends.
There is a very low or no AC voltage.	Check the AC power supply to the UPS and plug in a table lamp. If the light is very dim, the AC voltage should be checked.
The UPS does not turn on	
The ON/OFF button was not pressed.	Press the ON/OFF button once to turn the UPS off.
Internal UPS fault.	Do not attempt to use the UPS. Unplug the UPS and have it serviced immediately.
UPS beeps occasionally	
This is Normal UPS operation with the use of a battery.	None. The connected equipment is protected by the UPS.
UPS does not provide expected backup time	
The UPS battery(s) are weak due to a recent outage or battery(s) are near the end of their service life.	Charge the battery(s). Batteries require recharging after extended outages. Batteries wear faster when put into service often or when operated at elevated temperatures. If the battery(s) are near the end of the predicted service life, consider a battery replacement (s)even if the Replace Battery LED is not illuminated.
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 AC power returns.
All LEDS are off and the UPS is plugged into a wall outlet.	
The UPS is shut down and 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.
Bypass Overload alarm on LCD panel, UPS emits a sustained alarm tone	
The UPS is overloaded	The connected equipment exceeds the specified maximum load as defined in specifications on the APC by Schneider Electric Web site at www.apc.com . The alarm remains on until the overload is removed. Disconnect nonessential equipment from the UPS to eliminate the overload condition.
Fault LED illuminates	
Internal UPS fault.	Do not attempt to use the UPS. TURN the UPS off and have it serviced immediately.
Replace battery LED illuminates	
Replace Battery LED flashes and 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 the battery is recharged, replace the battery.

Problem and Possible Cause	Solution
Failure of a battery 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 charges for 24 hours to confirm the Replace Battery condition. The alarm stops and the LED clears if the battery passes the self-test.
The UPS operates on a battery although the line voltage exists	
Very high, low, or distorted line voltage. Inexpensive fuel powered generators can distort the voltage.	Move the UPS to a different outlet on a different circuit. Test the input voltage with the AC voltage display
Online LED	
There is no LED illumination	The UPS is powered by the battery, or is not turned on.
The LED blinks	The UPS is powered by the internal self-test.

Maintenance and Transport

Battery Replacement



Always recycle used batteries.

For information on recycling the used battery, refer to the Battery Disposal Information sheet included with the replacement battery.

The external battery packs do not have user replaceable battery modules. Contact APC by Schneider Electric at www.apc.com to order replacement external battery packs.



Once the battery packs have been disconnected the connected equipment is not protected from power outages.

When the battery packs have been replaced the LED on the display interface will prompt the user to enter a new battery replacement date.

Regulatory and Agency Approvals

Radio Frequency Warnings

Class A

This device complies with IEC62040-2 Class A requirements. Operation is subject to the following two conditions:

This device may not cause harmful interference.

This device must accept any interference received, including interference that may cause undesired operation.

Transport

1. Shut down and disconnect all connected equipment.
2. Disconnect the unit from AC 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 Schneider Electric IT (SEIT) Customer Support through the APC 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 SEIT 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 Web site 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's or any third person's misuse, negligence, improper installation, testing, operation or use of the product contrary to SEIT's 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.

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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 SEIT 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 to access documents in the APC by Schneider Electric Knowledge Base and to submit customer support requests.
 - **www.apc.com** (Corporate Headquarters)
Connect to localized APC by Schneider Electric Web sites for specific countries, each of which provides customer support information.
 - **www.apc.com/support/**
Global support searching APC by Schneider Electric Knowledge Base and using e-support.
- Contact the SEIT 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 distributors from whom you purchased your APC by Schneider Electric product.

Customer support and warranty information is available at the APC by Schneider Electric Web site, **www.apc.com**.