

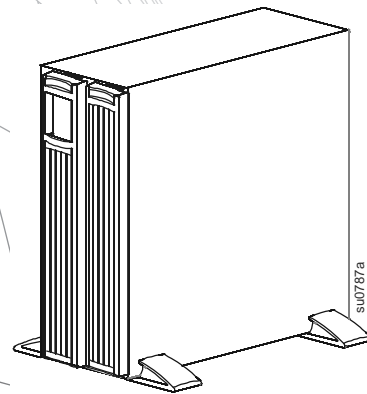
Operation Manual

Smart-UPS[™] X Uninterruptible Power Supply

Low Voltage
SMX2000LV
SMX2000LVNC
SMX3000LV
SMX3000LVNC

High Voltage
SMX2200HV
SMX3000HV
SMX3000HVT
SMX3000HVNC

Tower/Rack-Mount 4U



Overview

Product Description

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, and surges, small utility power fluctuations and large disturbances. The UPS also provides battery backup power for connected equipment until utility power returns to safe levels or the batteries are fully discharged.

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

Important Safety Messages

Read the instructions carefully 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 to a Caution product safety label indicates that a hazard exists that can result in injury and product damage if the instructions are not followed.

The following safety messages may appear throughout this manual to warn of potential hazards.

| |
|---|
| ⚠ CAUTION |
| CAUTION indicates a potentially hazardous situation which, if not avoided, can result in equipment damage and minor or moderate injury. |

| |
|--|
| CAUTION |
| CAUTION indicates a potentially hazardous situation which, if not avoided, can result in equipment damage. |

Safety and General Information

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

Read the Safety Guide supplied with this unit before installing the UPS.

- Adhere to all local and national electrical codes.
- 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.
- The battery typically lasts for three to five years. Environmental factors impact battery life. Elevated ambient temperatures, poor quality utility power, and frequent short duration discharges will shorten battery life.
- Connect the UPS power cable directly to a wall outlet. Do not use surge protectors or extension cords.
- The batteries are heavy. Remove the batteries prior to installing the UPS in a rack.
- Always install external battery packs (XLBPs) at the bottom of the rack. The UPS must be installed above the XLBPs.
- The UPS display interface will recognize as many as 10 external battery packs connected to the UPS. However there is no limit to the number of XLBPs that can be used with the UPS.
- Refer to “Specifications” on page 2 for UPS and battery weight.

Specifications

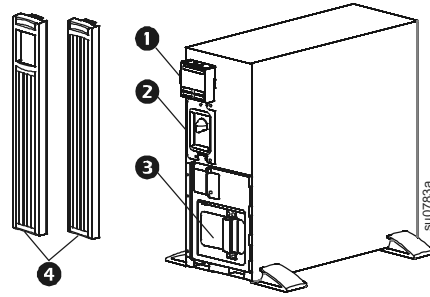
For additional specifications, refer to the APC by Schneider Electric web site at www.apc.com.

| | | |
|--------------------------|---|--|
| Temperature | Operating | 0° to 40° C (32° to 104° F) |
| | Storage | -15° to 45° C (5° to 113° F) charge UPS battery every six months |
| Maximum Elevation | Operating | 3,000 m (10,000 ft) |
| | Storage | 15,000 m (50,000 ft) |
| Humidity | 0% to 95% relative humidity, non-condensing | 0° to 40° C (32° to 104° F) |
| Battery | Maintenance free, sealed lead acid | Battery cartridge weight: 23.8 kg (52.4 lb) UPS weight: 17.2 kg (38 lb) UPS + battery cartridge weight: 41 kg (90.4 lb) SMX120BP chassis weight: 13.24 kg (29.2 lb) SMX120BP chassis + battery cartridge weight: 47.54 kg (104.8 lb) |

Product Overview

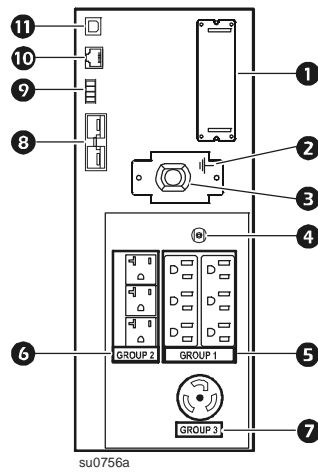
Front panel features

- ① Display interface panel
- ② UPS battery cable and connector
- ③ Battery compartment
- ④ Bezels

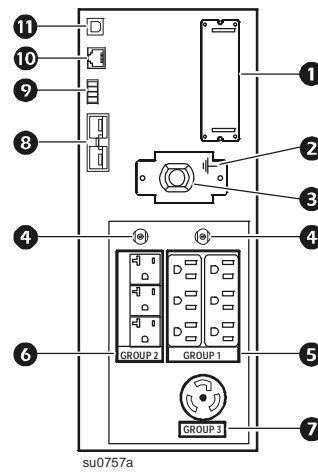


Rear panel features

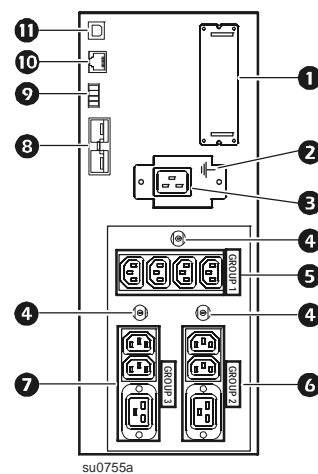
SMX2000, 120 Vac



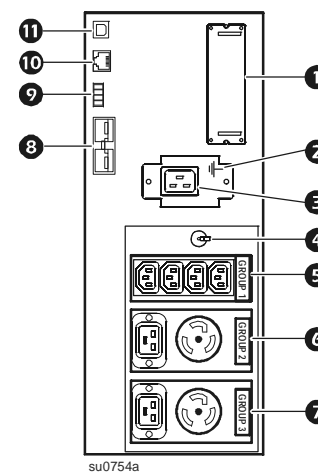
SMX3000, 120 Vac



SMX2200/SMX3000, 230 Vac



SMX3000, 208 Vac

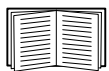


Rear panel features continued

| | | |
|---|----------------------------------|---|
| ① | SmartSlot | Use the SmartSlot to install an optional Network Management Card (NMC). |
| ② | Chassis ground screw | The UPS has a ground screw for connecting the ground leads on transient voltage devices. Prior to connecting a ground lead, disconnect the UPS from AC power. |
| ③ | Utility power cable | Use the power cable (supplied), to connect the UPS to utility power. |
| ④ | UPS circuit breaker reset button | Press this button to reset the UPS circuit breaker after an overload condition has occurred. |
| ⑤ | Controllable Outlet Group 1 | Connect critical electronic devices such as a computer, monitor, modem or other data sensitive devices to these outlets. |
| ⑥ | Controllable Outlet Group 2 | Connect peripheral electronic devices to these outlets. |
| ⑦ | Controllable Outlet Group 3 | Connect peripheral electronic devices to these outlets |
| ⑧ | External battery connector | Use the external battery cable to connect the UPS to an XLBP. XLBPs provide extended runtime during power outages. The UPS can support up to 10 external battery packs. |
| ⑨ | EPO terminal | The Emergency Power Off (EPO) terminal allows the user to connect the UPS to a central EPO system. |
| ⑩ | Serial port | To use PowerChute software, connect the serial cable (supplied), to the Serial port. Use only interface kits supplied or approved by APC by Schneider Electric. Any other serial interface cable will be incompatible with the UPS connector. |
| ⑪ | USB port | Connect a USB cable from a computer to use power management software. Note: Serial and USB communication can only be used individually, they cannot be used at the same time. |

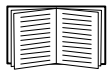
Installation

UPS



For UPS installation instructions, refer to the Smart-UPS X 2000-3000 VA Installation Guide that is supplied with the UPS. The guide is also available on the enclosed User Manual CD and the APC by Schneider Electric web, site at www.apc.com.

PowerChute network management software



For installation instructions, refer to the PowerChute software CD supplied with the UPS. Installation instructions are also available on the APC by Schneider Electric web site, www.apc.com.

External battery pack (optional)



For installation instructions, refer to the Smart-UPS X 2000-3000 VA External Battery Pack Installation Guide that is supplied with the external battery pack. The guide is also available on the enclosed User Manual CD and the APC by Schneider Electric web, site at www.apc.com.

Operation

Connect Equipment

| CAUTION |
|---|
| RISK OF EQUIPMENT DAMAGE <ul style="list-style-type: none">• Adhere to all local and national electrical codes.• Wiring should be performed by qualified electrician.• Always connect the UPS to a grounded outlet. Failure to follow these instructions can result in equipment damage |



Note: The UPS will charge to 90% capacity in the first three hours of normal operation. **Do not expect full battery runtime capability during this initial charge period.**

1. Connect equipment to the outlets on the rear panel of the UPS.
Refer to “Switched Outlet Groups” on page 12.
2. Connect the UPS to the building utility power. **Connect the UPS to a two pole, three wire, grounded source only.**
3. To use the UPS as a MASTER ON/OFF switch, turn on equipment that is connected to the UPS.
4. To turn on the UPS and all connected equipment. Press the ON/OFF button on the front panel of the UPS.
5. Follow the prompts to configure the UPS using the set up wizard the first time the UPS is turned on. Refer to “Configuration” on page 9 and “Menu overview” on page 6.

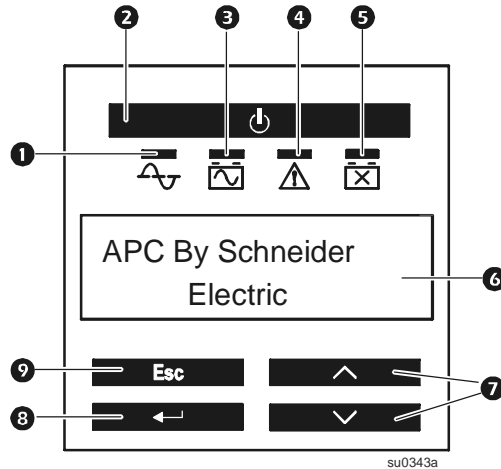
Network Management Card settings

These settings are available only on units that have a Network Management Card (NMC).

- NMC IP Address Mode
- NMC Default Gateway

Display Interface

- ❶ Online LED
- ❷ UPS Output ON/OFF button
- ❸ On Battery LED
- ❹ Fault LED
- ❺ Replace Battery LED
- ❻ Display screen
- ❼ UP/DOWN arrow buttons
- ❽ ENTER button
- ❾ ESCAPE button



Display interface operation

Use the UP/DOWN arrow buttons 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.

Menu overview

The display interface has Standard and Advanced menu screens. The preference for Standard or Advanced menu selections is made during initial installation and can be changed at any time through the Configuration menu.

The Standard menu screens are the most commonly used screens. Default settings are included on the Standard menu screens.

The Advanced menu adds scrolling status screens and additional menus for UPS control and logs.



Note: Actual menu screens may differ by model and firmware revision.

| Main Menu | Display Description | Standard Option | Advanced Option |
|---|--------------------------------------|-----------------|--------------------|
| Status Some of these options are displayed as scrolling menus | Operating mode | x | x (scrolling menu) |
| | Efficiency | x | x |
| | Load power (Watts, %, VA) | x | x (scrolling menu) |
| | Load amperage | | x |
| | Load energy meter | | x |
| | Battery charge level % | x | x |
| | Battery runtime (hours, min) | x | x (scrolling menu) |
| | Battery temperature | x | x |
| | Battery voltage | | x |
| | Number of external battery packs | | x |
| | Input voltage and frequency | x | x (scrolling menu) |
| | Output voltage and frequency | x | x (scrolling menu) |
| | Last transfer reason | x | x (scrolling menu) |
| | Last UPS self test result | x | x |
| | Outlet group status | | x (scrolling menu) |
| Control | NMC IP address (if used) | | x |
| | UPS control | | x |
| Configuration | Group outlet control | | x |
| | Language | x | x |
| | Output voltage setting | | x |
| | Green mode | x | x |
| | Power quality | x | x |
| | Menu type | x | x |
| | Audible alarms | x | x |
| | Display mode | x | x |
| | Sensitivity | | x |
| | Low and high voltage transfer points | | x |
| | Low battery warning threshold | | x |
| | Automatic self test interval | | x |
| | Battery install date | x | x |
| | Reset energy meter | | x |
| | Enter start up wizard | | x |
| | Perform firmware update | | x |
| | Reset to factory defaults | x | x |
| Outlet group configuration (delays, reboot, min return, load shedding) | | x | |

| Main Menu | Display Description | Standard Option | Advanced Option |
|-------------------------------|--|------------------------|------------------------|
| Test & Diagnostics | UPS self test | x | x |
| | UPS alarms test | x | x |
| | UPS calibration test | x | x |
| Logs | Last 10 transfer events (if applicable) | | x |
| | Last 10 fault events (if applicable) | | x |
| About | Model identification | x | x |
| | Part number | x | x |
| | Serial number | x | x |
| | UPS manufacture date | x | x |
| | Replace battery part number | x | x |
| | External battery part number | x | x |
| | Battery install date | x | x |
| | Replace battery date | x | x |
| | UPS firmware revision | x | x |
| | NMC Information - part/serial/version numbers/manufacture date/MAC address/firmware revision (if applicable) | | x |

Configuration

UPS Settings

Start up Settings

Use the display interface to configure these settings at initial start up. The UPS will prompt for a response to each setting, if no response is given, the default setting will be used.



Note: The UPS will not turn on until all of these settings have been configured.

| Function | Factory Default | Options | Description |
|----------------------------|---|---|--|
| Language | English | <ul style="list-style-type: none">• English• French• German• Spanish• Italian• Portuguese• Japanese | <p>The language for the display interface.</p> <p>Language options will vary by model and firmware version.</p> |
| Output Voltage | Low Voltage: 120 Vac High Voltage: 230 Vac | <ul style="list-style-type: none">• 100• 110• 120• 127• 200• 208• 220• 230• 240 | <p>Set the output voltage while the UPS is in Standby mode.</p> |
| Input Power Quality | Good | <ul style="list-style-type: none">• Good• Fair• Poor | <p>Select the desired utility power input quality.</p> <ul style="list-style-type: none">• Good: The UPS will go on battery power more often to provide the cleanest power supply to the connected equipment.• Fair: The UPS will tolerate some voltage fluctuations.• Poor: The UPS will tolerate more voltage fluctuations and will go on battery power less often. <p>If unsure of the local power quality, or the connected equipment is sensitive to voltage fluctuations set the sensitivity level to Good, using the Advanced menu.</p> |
| Menu Type | Standard | Standard or Advanced | <p>The advanced menus include all parameters. The Standard menus display a limited set of menus and options.</p> |
| Date | UPS manufacture date + 90 days | mm-yyyy | <p>Enter the current date.</p> |

General settings

Configure these settings at any time, using the display interface, PowerChute™ software, or a network management card.

| Function | Factory Default | Options | Description |
|-----------------------------|--|--|---|
| High Transfer Point | Low Voltage | | To avoid unnecessary battery usage, set the transfer point higher if the utility voltage is chronically high and the connected equipment is known to work under this condition. The POWER QUALITY setting will automatically change this setting. Note: Use the Advanced Menus to configure this setting. |
| | 100 V: 108 Vac | 108-114 Vac | |
| | 110 V: 116 Vac | 116-125 Vac | |
| | 120 V: 127 Vac | 127-136 Vac | |
| | 127 V: 134 Vac | 134-143 Vac | |
| | High Voltage | | |
| | 200 V: 216 Vac | 216-228 Vac | |
| | 208 V: 220 Vac | 220-235 Vac | |
| | 220 V: 242 Vac | 242-254 Vac | |
| | 230 V: 253 Vac | 253-265 Vac | |
| 240 V: 264 Vac | 264-276 Vac | | |
| Low Transfer Point | Low Voltage | | Set the transfer point lower if the utility voltage is chronically low and the connected equipment can tolerate this condition. The POWER QUALITY setting will automatically change this setting. Note: Use the Advanced Menus to configure this setting. |
| | 100 V: 92 Vac | 86-92 Vac | |
| | 110 V: 98 Vac | 89-98 Vac | |
| | 120 V: 106 Vac | 97-106 Vac | |
| | 127 V: 112 Vac | 103-112 Vac | |
| | High Voltage | | |
| | 200 V: 184 Vac | 172-184 Vac | |
| | 208 V: 184 Vac | 169-184 Vac | |
| | 220 V: 198 Vac | 186-198 Vac | |
| | 230 V: 207 Vac | 195-207 Vac | |
| 240 V: 216 Vac | 204-216 Vac | | |
| Green Mode | If the UPS input voltage is between the high transfer point and the lower transfer point, the UPS will operate in Green Mode . Configure this setting using the Advanced menus. | | |
| Transfer Sensitivity | Normal | <ul style="list-style-type: none"> • Normal • Reduced • Low | Select the level of sensitivity to power events that the UPS will tolerate. <ul style="list-style-type: none"> • Normal: The UPS will go on battery power more often to provide the cleanest power supply to the connected equipment. • Reduced: The UPS will tolerate some fluctuations in power. • Low: The UPS will tolerate more fluctuations in power and will go on battery power less often. If the connected load is sensitive to power disturbances, set the sensitivity to Normal using the advanced Configuration menu. |

| Function | Factory Default | Options | Description |
|---|---|--|---|
| Low Runtime Warning | 150 sec | Value set in seconds | The UPS will emit an audible alarm when the remaining runtime has reached this level. |
| Date of Last Battery Replacement | Date set at factory | Reset this date when the battery module is replaced. | |
| Audible Alarm | On | On/Off | The UPS will mute all audible alarms if this is set to Off or when any of the display buttons are pressed. |
| Display Dimmer | Always on | <ul style="list-style-type: none"> • Always on • Auto dim • Auto off | To conserve energy, the display panel illumination dims or extinguishes when no events are present. Full display panel illumination returns when the UPS changes status as a result of an event or if the display panel is touched. |
| Auto Self-Test Interval Setting | On start up and every 14 days there after | <ul style="list-style-type: none"> • Last test + 14 days • Last test + 7 days • Turn on + 14 days • Turn on + 7 days • On startup only • Never | <p>The interval at which the UPS will execute a self-test.</p> <p>The batteries must be charged to at least 70% capacity to perform the self-test.</p> |
| Reset to Factory Default | No | Yes/No | Restore the UPS factory default settings. |

Switched Outlet Groups



Note: Switched Outlet Groups provide battery backup power to connected equipment.

Overview

The Switched Outlet Groups can be configured to independently turn off, turn on, shut down, go into sleep mode, and reboot connected equipment.

The Switched Outlet Groups can be configured to do the following:

- Turn off: Disconnect from power immediately and restart only with a manual command
- Turn on: Connect to power immediately
- Shutdown: Disconnect power in sequence, and automatically reapply power in sequence when utility power becomes available
- Reboot: Shut down and restart
- Sleep: Reboot after a long delay

In addition, the Switched Outlet Groups can be configured to do the following:

- Turn on or off in a specified sequence
- Automatically turn off or shut down when various conditions occur

Use of Switched Outlet Groups

1. Connect critical equipment to a Switched Outlet Group.
2. Connect peripheral equipment to the other Switched Outlet Groups.
 - During a power outage, to conserve battery runtime, nonessential equipment can be configured to shut down after a short delay
 - If equipment has dependent peripherals that must restart or shut down in a specific order, such as an ethernet switch that must restart before a connected server, connect the devices to separate groups
 - Equipment that needs to reboot independently from other equipment should be connected to a separate group
3. Use the **Configuration** menus to configure how the Switched Outlet Groups will react in the event of a power outage.

Customize Switched Outlet Groups

Use the **Control** menus to customize the Switched Outlet Groups.

| Function | Factory Default | Options | Description |
|---------------------------------------|-----------------|--|--|
| Name String | Outlet Groups | | |
| Outlet Group | 1, 2, 3 | | Edit these names using an external interface, such as the Network Management Card web interface. |
| UPS Name String | APC UPS | | |
| Turn On Delay | 0 sec | Set the value in seconds | The amount of time the Switched Outlet Groups will wait between receiving the command to turn on and the actual startup. |
| Turn Off Delay | 90 sec | Set the value in seconds | The amount of time that the Switched Outlet Groups will wait between receiving the command to turn off and the actual shut down. |
| Reboot Duration | 8 sec | Set the value in seconds | The amount of time that the Switched Outlet Groups must remain off before it will restart. |
| Minimum Return Time | 0 sec | Set the value in seconds | The amount of battery runtime that must be available before the Switched Outlet Groups will turn on again after a shutdown. |
| Load Shed On Battery | Disabled | <ul style="list-style-type: none"> • Shutdown with Delay • Shutdown immediately • Turn off immediately • Turn off with delay • Disabled | <p>When the unit switches to battery power, the UPS can disconnect power to the Switched Outlet Groups to save runtime.</p> <p>Configure this delay time, use the LOAD SHED TIME WHEN ON BATTERY setting.</p> |
| Load Shed Time when On Battery | Disabled | Set the value in seconds | The amount of time the outlets will function on battery power before they will turn off. |
| Load Shed On Runtime | Disabled | <ul style="list-style-type: none"> • Shutdown with delay • Shutdown immediately • Turn off immediately • Turn off with delay • Disabled | Configure this time using the LOAD SHED RUNTIME REMAINING setting. |
| Load Shed On Runtime Remaining | Disabled | Set the value in seconds | When the remaining runtime reaches this level, the Switched Outlet Groups will turn off. |
| Load Shed on Overload | Disabled | <ul style="list-style-type: none"> • Disabled • Enabled | In the event of an overload (greater than 105% output), the Switched Outlet Groups will immediately turn off to conserve power for critical loads. The Switched Outlet Groups will only turn on again with a manual command. |

Network Management Card settings

These settings are available only on units that have a Network Management Card (NMC).

- NMC IP Address Mode
- NMC Default Gateway

Emergency Power Off

Overview

The Emergency Power Off (EPO) option is a safety feature that will immediately disconnect all connected equipment from AC power. The UPS will immediately shut down and will not switch to battery power.

Connect each UPS to the EPO switch. In configurations where multiple units are connected in parallel, each UPS must be connected to the EPO switch.

The UPS must be restarted for power to return to connected equipment. Press the ON/OFF button on the front panel of the UPS.

⚠ CAUTION

RISK OF EQUIPMENT DAMAGE OR PERSONNEL INJURY

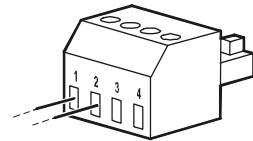
- Adhere to all local and national electrical codes.
- Wiring should be performed by qualified electrician.
- Always connect the UPS to a grounded outlet.

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

Normally open contacts

1. If the EPO switch or relay contacts are normally open, insert the wires from the switch or contacts at pins 1 and 2 of the EPO terminal block. Use 16-28 AWG wire.
2. Secure the wires by tightening the screws.

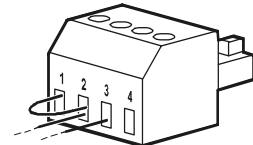
If the contacts are closed, the UPS will turn OFF and power will be removed from the load.



Normally closed contacts

1. If the EPO switch or relay contacts are normally closed, insert the wires from the switch or contacts at pins 2 and 3 of the EPO terminal block. Use 16-28 AWG wire.
2. Insert a wire jumper between pins 1 and 2. Secure the wires by tightening the three screws at positions 1, 2, and 3.

If the contacts are opened, the UPS will turn OFF and power will be removed from the load.



Note: Pin 1 is the power source for the EPO circuit, it provides a few milliamperes of 24 V power.

If the normally closed (NC) EPO configuration is used, the EPO switch or relay should be rated for dry circuit applications, the rating should be for low voltage and low current applications. This normally implies the contacts are gold plated.

The EPO interface is a Safety Extra Low Voltage (SELV) circuit. Connect the EPO interface only to other SELV circuits. The EPO interface monitors circuits that have no determined voltage potential. SELV circuits are controlled by a switch or relay properly isolated from utility power. To avoid damage to the UPS, do not connect the EPO interface to any circuit other than a SELV 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.
- Installation in Canada: Use only CSA certified, type ELC, (extra low voltage control cable).
- Installation in countries other than Canada and the USA: Use standard low voltage cable in accordance with national and local regulations.

Troubleshooting

| Problem and Possible Cause | Solution |
|----------------------------|----------|
|----------------------------|----------|

The UPS will not turn on or there is no output

| | |
|--|---|
| The unit has not been turned on. | Press the ON button once to turn on the UPS. |
| The UPS is not connected to utility power. | Be sure the power cable is securely connected to the unit and to the utility power supply. |
| The input circuit breaker has tripped. | Reduce the load on the UPS. Disconnect nonessential equipment and reset the circuit breaker. |
| The unit shows very low or no utility power. | Check the utility power supply to the UPS by plugging in a table lamp. If the light is very dim, check the utility voltage. |
| The battery is not securely connected. | Be sure that all battery connections are secure. |
| There is an internal UPS fault. | Do not attempt to use the UPS. Unplug the UPS and have it serviced immediately. |

The UPS is operating on battery, while connected to input utility power

| | |
|--|---|
| The input circuit breaker has tripped. | Disconnect nonessential equipment and reset the circuit breaker. |
| There is very high, very low, or distorted input line voltage. | Move the UPS to a different outlet on a different circuit. Test the input voltage with the utility voltage display. If acceptable to the connected equipment, reduce the UPS sensitivity. |

UPS is beeping

| | |
|--------------------------------|--|
| The UPS is operating normally. | None. The UPS is protecting the connected equipment. |
|--------------------------------|--|

UPS does not provide expected backup time

| | |
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| The UPS battery is weak due to a recent power outage or is near the end of its service life. | Charge the battery. Batteries require recharging after extended outages and wear out faster when put into service often or when operated at elevated temperatures. If the battery is near the end of its service life, consider replacing the battery even if the replace battery LED is not illuminated. |
| The UPS is experiencing an overload condition. | Check the UPS load display. Unplug unnecessary equipment, such as printers. |

Display interface 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 is restored. |
|---|--|

The Fault LED is illuminated, the UPS displays a fault message and emits a constant beeping sound

| | |
|---------------------|---|
| Internal UPS fault. | Do not attempt to use the UPS. Turn the UPS off and have it serviced immediately. |
|---------------------|---|

| Problem and Possible Cause | Solution |
|-----------------------------------|-----------------|
|-----------------------------------|-----------------|

All LEDs are illuminated and the UPS is plugged into a wall outlet

| | |
|---|---|
| The UPS has shut down and the battery has 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. |
|---|---|

The Replace Battery LED is illuminated

| | |
|--------------------------------|--|
| The battery has a weak charge. | Allow the battery to recharge for at least four hours. Then, perform a self-test. If the problem persists after recharging, replace the battery. |
|--------------------------------|--|

| | |
|--|--|
| The replacement battery is not properly connected. | Be sure the battery connector is securely connected. |
|--|--|

The display interface shows a Site Wiring Fault message

| | |
|---|---|
| Site wiring faults detected include missing ground, hot-neutral, polarity reversal, and overloaded neutral circuit. | If the UPS indicates a site wiring fault, have a qualified electrician inspect the building wiring. Applicable for 120 Vac models only. |
|---|---|

Service and Transport

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 APC by Schneider Electric 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 for country specific instructions.
3. Pack the unit in the original packaging whenever possible to avoid damage in transit. Never use foam beads for packaging. Damage sustained in transit is not covered under warranty.
 - a. **Always DISCONNECT THE UPS BATTERIES before shipping. The United States Department of Transportation (DOT), and the International Air Transport Association (IATA) regulations require that UPS batteries be disconnected before shipping.** The internal batteries may remain in the UPS.
 - b. External Battery Pack products are deenergized when disconnected from the associated UPS product. It is not necessary to disconnect the internal batteries for shipping. Not all units utilize an external battery pack.
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.

Transport the unit

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.

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.

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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. 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 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 distributors from whom you purchased your APC by Schneider Electric product.



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