User Manual

EN JPT47812 – 10/2026

Back UPS BXR 500/750/950/1200/1600/2200 MI, BXR 750/950/1200/1600/2200 MI-FR, BXR 750/950/1200/1600/2200 MI-GR

Important Safety Instructions

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



Read the Safety Guide supplied with the equipment to become familiar with the safety requirements before trying to install or operate the UPS.

Read the user documentation to become familiar with the equipment before trying to install or operate it.

The following special messages may appear throughout this document 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 that 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.

Electrical equipment should be installed, operated and maintained only by qualified personnel. No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material.

A qualified person is one who has skills and knowledge related to the construction, installation, and operation of electrical equipment and has received safety training to recognize and avoid the hazards involved.

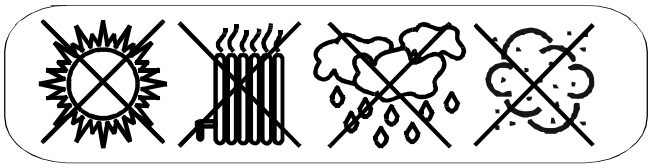
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ww.se.com

As standards, specifications, and design change from time to time, please ask for confirmation of the information given in this publication.
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Product Handling Guidelines

 <18 kg <40 lb	 18-32 kg 40-70 lb	 32-55 kg 70-120 lb	 >55 kg >120 lb		

Safety and General 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 Schneider Electric IT Corporation could void the warranty.
- This Back UPS is for indoor use only.
- Do not operate this Back UPS in direct sunlight, in contact with fluids, or where there is excessive dust or high humidity.
- Do not operate the Back UPS near open windows or doors. Be sure the air vents on the Back UPS are not blocked. Allow adequate space for proper ventilation. **NOTE:** Allow a minimum of 20 cm clearance on both front and rear sides of the Back UPS.
- Connect the Back UPS to an earthed mains socket.
- Connect the power cord of the Back UPS directly to a wall outlet. Do not use surge protectors or extension cords.
- Do not switch off the utility power to the Back UPS. Use the Back UPS POWER ON/OFF switch in the front panel to turn on or turn off power to the connected equipment.
- Do not attempt to disassemble the unit. The unit contains no user replaceable parts.
- In the event of an emergency, press the POWER ON/OFF button and disconnect the power cord from the utility power supply to completely disable the Back UPS.
- Do not connect equipments like medical equipment, life-support equipment, microwave ovens, laser printers or vacuum cleaners to Back UPS.
- For user safety, persons not authorized by Schneider Electric are not allowed to disassemble or repair this equipment.

Cybersecurity Recommendations

- Install the UPS in a location with restricted access, secured by access control doors.
- Authorize the system access to maintenance and service personnel only.
- Mark the restricted areas with "For authorized personnel only".
- Record the access to restricted areas with either a physical or an electronic audit trail.

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.
- Replace the battery immediately when the Back UPS indicates battery replacement is necessary.
- Replace batteries with the same number and type of batteries as originally installed in the Back UPS.
- Replace the battery immediately when the Back UPS indicates a battery over-temperature condition, or when there is evidence of electrolyte leakage. Power off the Back UPS, unplug it from the AC input, and disconnect the batteries. Do not operate the Back UPS until the batteries have been replaced.

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

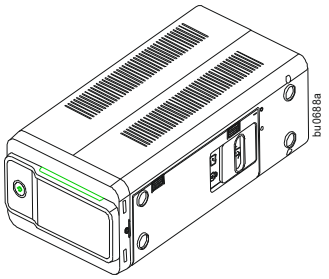
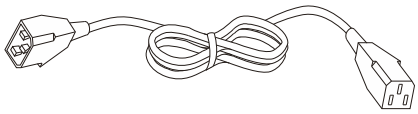
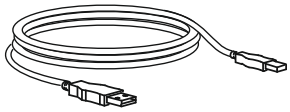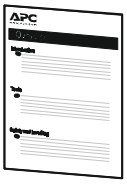
- For the recycling battery information, go to apc.com/recycle.
- Servicing of batteries should be performed or supervised by personnel knowledgeable of batteries and the required precautions. Keep unauthorized personnel away from batteries.
- Schneider Electric uses Sealed Maintenance-Free Lead Acid batteries. Under normal use and handling, there is no contact with the internal components of the batteries. Over charging, over heating or other misuse of batteries can result in leakage of battery electrolyte. Released electrolyte is toxic and may be harmful to the skin and eyes.
- The battery typically lasts about three years. Environmental factors impact battery life. Elevated ambient temperatures, frequent short duration discharges due to poor quality utility power will shorten battery life.
- CAUTION: A battery can present a risk of electric shock and burns by high short-circuit current. The following precautions should be taken 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.
- CAUTION: Failed batteries can reach temperatures that exceed the burn thresholds for touchable surfaces.

- CAUTION: Before installing or replacing the batteries, remove conductive jewelry such as chains, wrist watches, and rings. High energy through conductive materials could cause severe burns.
- 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.

Radio Frequency 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.

Inventory

Back UPS  	**Power cord**  IEC jumper cable for PC connection is applicable only for models *BXR500MI, BXR750MI, BXR950MI, BXR1200MI, BXR1600MI, and BXR2200MI.
USB Communication Cable  USB Type-A to Type-B cable; length approximately 1.2 m (typical)	**Guarantee sheet** 
Warranty sheet 	**Safety guide** 

NOTE: The input cable type and output cable type for all the variants is as given below.

Variant	Input Cable type	Output Cable type	Powerchord type	Cable length
MI-GR	GR Power cord (CEE7)	Schuko (CEE7)	Fixed	1.2 m
MI-FR	GR Power cord (CEE7)	France (CEE7)	Fixed	
MI	IEC 320 C14	IEC C13	Detachable	
BXR2200MI	IEC 320 C20	IEC C19		

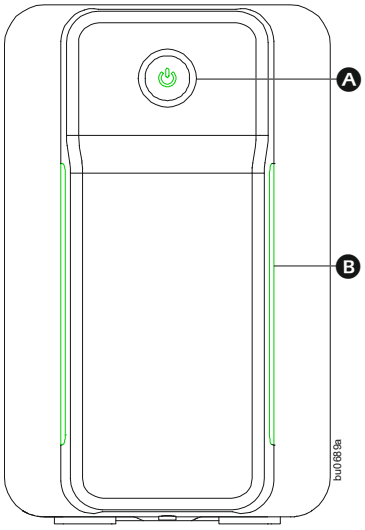
Product Description

The Schneider Electric Back UPS helps to offer power and surge protection for wireless networks, computers, gaming consoles and other electronics in your home or business. This UPS helps to provide battery backup during power outages and unstable voltage fluctuations, as well as helps to provide damage due to surges and spikes. These features help to protect your data and keep you connected.

Product Overview

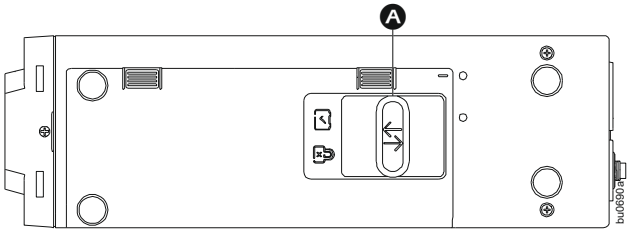
Front Panel Features

A	POWER ON/OFF **button with indicator**	**BXR 500/750/950/1200/1600/2200 MI, BXR 750/950/1200/1600/2200 MI-FR, BXR 750/950/1200/1600/2200 MI-GR**
B	**LED Bar**	



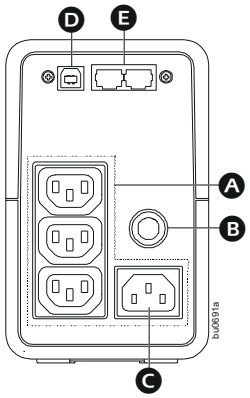
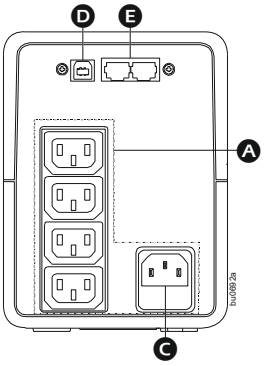
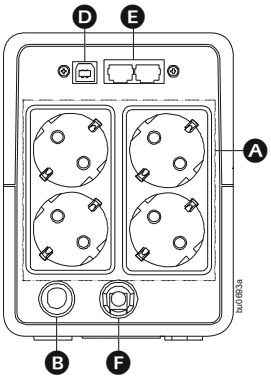
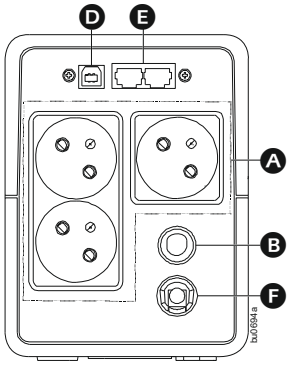
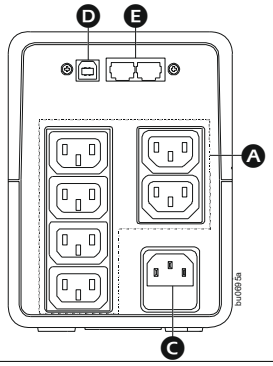
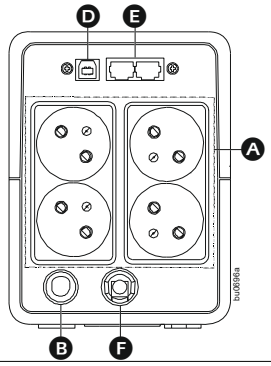
Bottom Panel Features

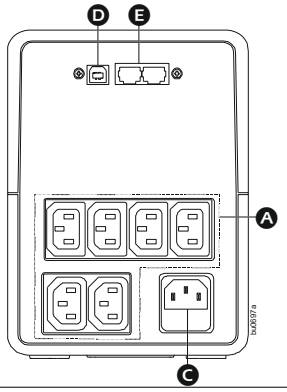
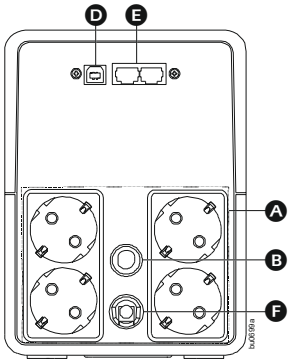
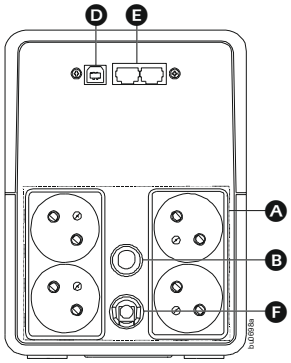
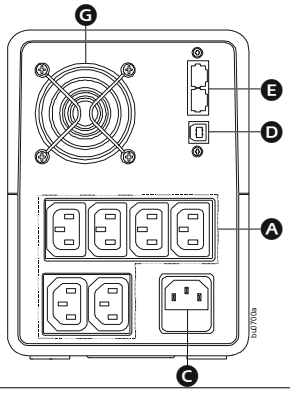
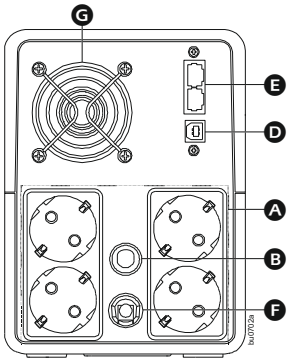
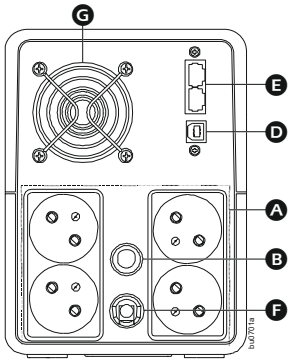
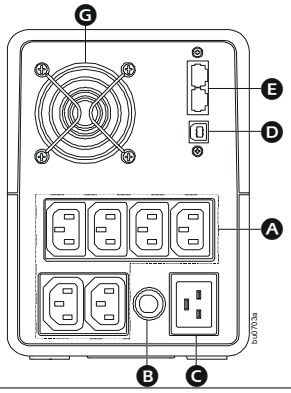
A	**Battery Slide lock**	**BXR 500/750/950/1200/1600/2200 MI, BXR 750/950/1200/1600/2200 MI-FR, BXR 750/950/1200/1600/2200 MI-GR**



Rear Panel Features

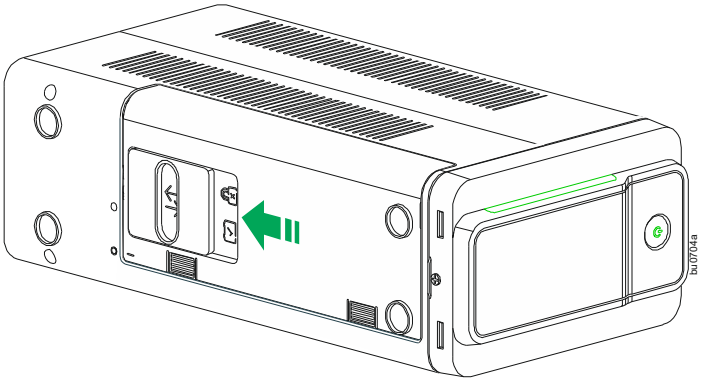
A	**Battery backup and surge protected outlets**
B	**Circuit breaker**
C	**AC power inlet with AC fuse *only for model with IEC socket**
D	**USB data port**
E	**In/Out Ethernet surge-protected ports**
F	**Input power cord**
G	**Fan (only 1600 and 2200VA models)**

Outlet Type	IEC	Schuko	FR
BXR500MI		N/A	N/A
BXR750MI/ BXR750MI-GR/ BXR750MI-FR			
BXR950MI/ BXR950MI-GR/ BXR950MI-FR			

BXR1200MI/ BXR1200MI-GR/ BXR1200MI-FR			
BXR1600MI/ BXR1600MI-GR/ BXR1600MI-FR			
BXR2200MI/ BXR2200MI-GR/ BXR2200MI-FR			

Connect the battery

❶ Connect the battery by sliding the Battery Slide lock to the left.



Operation

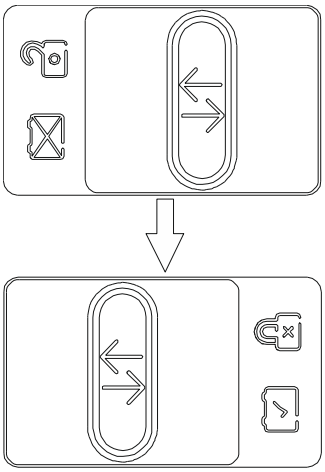
⚠ WARNING

RISK OF EQUIPMENT DAMAGE

- Place the UPS on a stable floor or desk, ensuring it remains in the vertical position.

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

Turn On the Back UPS



Place the UPS on a flat surface in the orientation shown in the “Connect the battery” on page 7.

1. Connect the battery by sliding the Battery Slide Lock fully to the left until it reaches the full-contact position. Verify that no gap remains and that the connector is fully seated.
2. Connect equipment to the UPS.
3. Plug the Back UPS power cord directly into a wall outlet, not into surge protector or power strip.
4. Press the POWER ON/OFF button to turn on the unit. The green **POWER ON** indicator confirms that the Back UPS is on and ready to help provide protection to the connected equipment. The battery gets charged whenever the input power supply to the UPS is available, whether the UPS is turned on or off.

Install Power Chute™ Serial Shutdown Software

Use Power Chute™ Serial Shutdown (PCSS) Software to configure the UPS settings. During a power outage, PCSS will save any open files on your computer and shut it down. When power is restored, it will restart the computer.

NOTE: PCSS is only compatible with a Windows operating system. If you are using Mac OSX, use the native shutdown feature to help protect your system. See the documentation provided with your computer.

The UPS information displayed in the Power Chute User Interface reflects the status at the time the page was accessed. To view the most current UPS data, you must manually refresh the page.

Installation

1. Use the USB Data Port Cable supplied with the Back UPS to connect the data port on the Back UPS to the USB port on your computer.
2. Download Power Chute Serial Shutdown Software from https://www.se.com/pcss.
3. Select the appropriate operating system and follow directions to download and install the software.

Specifications

Model		BXR500MI	BXR750MI BXR750 MI-GR BXR750 MI-FR	BXR950MI BXR950 MI-GR BXR950 MI-FR	BXR1200MI BXR1200 MI-GR BXR1200 MI-FR	BXR1600MI BXR1600 MI-GR BXR1600 MI-FR	BXR2200MI BXR2200 MI-GR BXR2200 MI-FR
Input	**Voltage**	220-240 Vac					
	Frequency	50/60 Hz (Auto sensing)					
	Brownout Transfer	140 Vac, typical					
	Over-voltage Transfer	300 Vac, typical					
Output	**UPS Capacity (total)**	500 VA / 300 W	750 VA / 410 W	950 VA / 520 W	1200 VA / 650 W	1600 VA / 900 W	2200 VA / 1200 W
	Voltage On Battery	230 Vac ± 10%					
	Frequency - On Battery	50/60 ± 0.5 Hz					
	Transfer Time	6 ms typical, 10 ms max.					
	Short Circuit Current	Approx. 280 A peak, Approx. 35.4 A RMS	Approx. 336 A peak, Approx. 33.9 A RMS	Approx. 333 A peak, Approx. 33.9 A RMS	Approx. 316 A peak, Approx. 35.1 A RMS	Approx. 330 A peak, Approx. 35.7 A RMS	Approx. 381 A peak, Approx. 42.7 A RMS
Protection	**AC Input Circuit Breaker (For BXR750/950/1200/1600/2200-MI-GR-FR, BXR500MI, BXR2200MI models)**	5 A	5 A	7 A	10 A	12 A	15 A
		250 VAC					
	AC Input Fuse (For BXR750/950/1200/1600-MI models)		T5AL 250 VAC	T8AL 250 VAC	T10AL 250 VAC	T12AL 250 VAC	
Battery	**Type**	Valve Regulated Lead Acid (VRLA)					
	Rating	12 V, 7 Ah	12 V, 9 Ah	12 V, 9 Ah	12 V, 9.4 Ah	24 V, 7 Ah	24 V, 9.4 Ah
	Weight	1.84 Kg	2.38 Kg	2.68 Kg	2.83 Kg	2.15 Kgx2	2.83 Kgx2
	Replacement Battery Cartridge (RBC)	APCRBC 110	RBC17	APCRBC 175	APCRBC 158	APCRBC 176	RBC68
	Average Life	The battery typically lasts for three to five years. Environmental factors impact battery backup life. Elevated temperatures, high humidity, poor quality mains power, causing frequent, short duration discharges will shorten battery life. The battery in the UPS Series is user-replaceable.					
	Typical Recharge Time	6~8 hours recover to 90% capacity					

Physical	**Net Weight**	4.8 Kg	5.8 Kg	6.1 Kg	8.1 Kg	10.8 Kg	13.1 Kg
	Dimension (H x W x D) cm	15.6x9.8x31	16x12x35.5		19x14x39		
	Shipping Weight	5.5 Kg	6.9 kg	7.2 Kg	10 Kg	12.6 Kg	15.1 Kg
	Shipping Dimension (H x W x D) cm	24.1x14.3x 34.7	26x19.7x43		30.8x23.5x49.5		
Temperature	**Operating**	0 °C to 40 °C					
	Storage	-15 °C to 40 °C					
Elevation	**Operating**	0 - 3000 m In 0 to 1000m: normal operation, 1000 to 3000m: the output power reduces					
	Storage	0 - 3000 m					
Humidity		0 to 95% relative humidity, non-condensing					
International Protection Code		IP20					
Applicable Power Grid Power Distribution System		TN Power System					
Pollution Degree		2					
Over voltage Category		II for normal mode					
Applicable Standard		IEC 62040-1					

Operational Features

Automatic Voltage Regulation (AVR)

Automatic Voltage Regulation boosts/trims the AC voltage when it drops/exceeds levels. This allows the connected equipment to operate during high/low voltage conditions, conserving battery power in the event of a power cut. The Back UPS will switch to battery power if the input voltage level becomes too low/high for the Automatic Voltage Regulation to compensate, or if the AC power is distorted.

Quick Mute

The Back-UPS is able to temporarily mute user correctable audible alarms such as On Battery. During such audible alarms, a short press of the POWER button will temporarily mute the audible alarm until the condition has been reset. A short double beep will confirm that Quick Mute has been activated. Pressing the POWER button for more than 2 seconds will turn off the UPS.

Other essential events such as Battery replacement and Charger notification can not be temporarily muted. The unit in these cases must be turned off.

Voltage Sensitivity Adjustment

Ensure the Back-UPS is off. Press and hold the POWER button for 10 seconds until a beep is heard. The LED will flash and sensitivity LOW is set. If press and hold the POWER button for 10 seconds again, the LED will be on and sensitivity MEDIUM is set.

LED status	Sensitivity Setting	Input Voltage Range	Recommended Use
Flash	LOW	140 Vac to 300 Vac	Use this setting with equipment that is less sensitivity to fluctuations in voltage or waveform distortions.
On	MEDIUM	145 Vac to 295 Vac	Factory default setting. Use this setting under normal conditions.
Off	HIGH	150 Vac to 290 Vac	Only set by PCSS software.

NOTE: The indicator light will update only when the sensitivity setting is changed using the buttons.

LED Brightness Setting

The Back-UPS is able to control LED brightness. During On Line Mode, a short press of the POWER button will dim the LED brightness and heard a beep. Press one more time, the LED brightness will return again.

Self Test

The Back-UPS will perform an automatic test of the internal battery when UPS is turned on or UPS operates in On Line Mode for 14 days. During On Line Mode, a longer press of the POWER button until three beeps are heard will perform a manual battery self-test. Then, the LED will flash and UPS will enter self-test mode.

NOTE: Self test can be done only when the battery is fully charged (only when battery voltage > 13V) and the UPS is charged in on-line mode.

Status Indicators

LED	Audible Alarm	Condition
On	Off	**On-line -** The Back UPS is supplying AC power to the connected equipment.
	Constant Tone	**On Line Overload -** The power being used by the connected equipment has exceeded the capacity of the unit. Disconnect some equipment.
	Constant beeping (every 0.5 second)	**Over-temperature Alarm -** The unit is overheating and will operate in AVR mode for 1 minute. The Back UPS will shut down if the temperature is not lowered. Disconnect some of the connected equipment.
On (LED does not illuminate during beeps)	4 beeps repeated every 30 seconds	**On-Battery -** The Back UPS is supplying battery power.
Flashing	Constant beeping (every 0.5 second)	**Low Battery -** The Back UPS is supplying battery power and the battery is near a total discharge state.
	Constant tone	**Bad Battery Detected -** The battery needs to be charged, or is at end of life. **Battery Disconnected -** The battery connection is not secured.
Off	Short beep every 4 seconds	**Low Battery Shutdown -** During On Battery operation the battery power was almost completely exhausted, and the Back UPS is waiting for AC power to return to normal.
	Constant Tone	**On Line Overload Fault -** The connected equipment requires more power than provided by the Back UPS. Unplug devices one at a time to remove overload. If the detected problem is not corrected, contact SEIT Technical Support.
		Charger Fault Detected - Back UPS has an internal problem, and is no longer powering the load. Contact SEIT Technical Support.
	Long beep every 4 seconds	**Over-temperature Protection -** The Back UPS has overheated and shut down. Unplug connected devices one at a time or wait for a few hours for system to cool down.

Troubleshooting

Detected Problem and Possible Cause	Corrective Action
The Back UPS will not turn *on*.	
The Back UPS has not been turned *on*.	Press the POWER ON/OFF button.
The Back UPS is not connected to AC power, there is no AC power available at the wall outlet, or the AC power is experiencing a brownout or over voltage condition.	Be sure that the power cord is securely connected to the wall outlet, and that there is AC power available at the wall outlet. Where applicable, be sure that the wall outlet is switched *on*.
The Battery is disconnected.	Connect the battery. Refer to “Turn On the Back UPS” on page 8 for details.
Connected equipment loses power.	
A Back UPS overload condition has occurred.	Remove all non essential equipment connected to the outlets. One at a time reconnect equipment to the Back UPS. Charge the battery for 24 hours to make sure it is fully charged. If the overload condition still occurs, replace the battery.
The Back UPS battery is completely discharged.	Connect the Back UPS to AC power and allow the battery to recharge for 16 hours.
Connected equipment does not accept the step-approximated sine wave from the Back UPS.	The output waveform is intended for computers and peripheral devices only. It is not intended for use with motor driven equipment.
The Back UPS may require service.	Contact Schneider Electric Technical Support for more in depth troubleshooting.
The ON/OFF button is green and flashing every 30 seconds. 4 beeps repeated every 30 seconds.	
The Back-UPS is operating on battery power.	The Back-UPS is operating normally on battery power. At this point the user should save all open files, and shutdown the computer. When AC power is restored the battery will recharge.
The ON/OFF button flashes green and constant beeps every 1/2 second.	
The Back-UPS battery has approximately empty and will shutdown	The Back-UPS battery is near a total discharge state. At this point the user should save all open files, and shutdown the computer. When AC power is restored the battery will recharge.
The Back-UPS has an inadequate battery runtime	
The battery is not fully charged. The battery is near the end of useful life and should be replaced.	Leave the Back-UPS connected to AC power for 24 hours while the battery charges to full capacity. As a battery ages, the runtime capability decreases.
The UPS and outlets are off but the UPS keeps beeping once every 4 seconds. The audible alarm will mute after 32 seconds.	
The UPS has shut down due to low battery, but control power exists.	The UPS will return to normal operation once the AC input voltage has returned to a normal range.

Battery Replacement

Delaying the replacement of parts may corrode the batteries in the cartridge. Recycle spent battery cartridges.

The RBC for IEC, Schuko, and FR outlets is shown in the matrix below.

RBC Matrix

IEC	BXR500MI	BXR750MI	BXR950MI	BXR1200MI	BXR1600MI	BXR2200MI
Schuko	-	BXR750MI-GR	BXR950MI-GR	BXR1200MI-GR	BXR1600MI-GR	BXR2200MI-GR
FR		BXR750MI-FR	BXR950MI-FR	BXR1200MI-FR	BXR1600MI-FR	BXR2200MI-FR
RBC	APCRBC110	RBC17	APCRBC175	APCRBC158	APCRBC176	RBC68

Remove the battery

⚠ CAUTION

RISK OF LEG INJURY AND EQUIPMENT DAMAGE

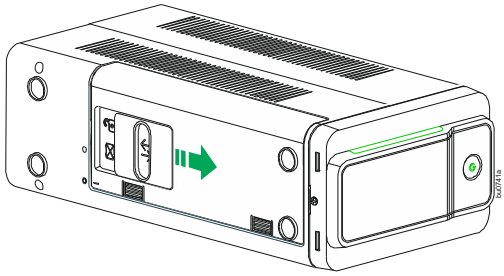
- Replace batteries only on a stable, flat surface.
- Never leave the battery suspended with wires connected.
- Do not replace batteries near the edge of the table, as they may fall and cause leg injury.
- Avoid pulling or dragging battery cables.

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

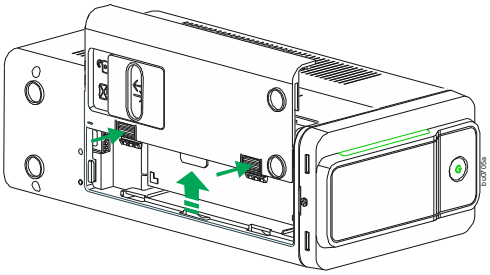
CAUTION: Performing more than 30 connect/disconnect cycles may wear down the battery's connectors.

BXR500MI

❶ Disconnect the battery by sliding the Battery Slide lock to the right.

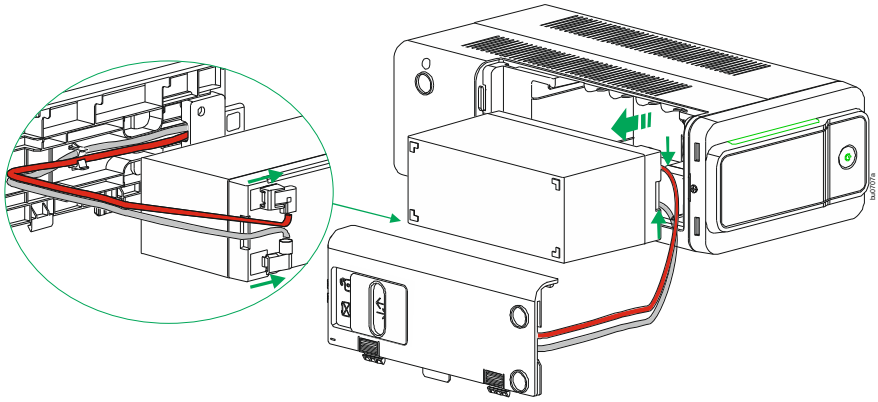


❷ Press release tabs to slide the battery door.



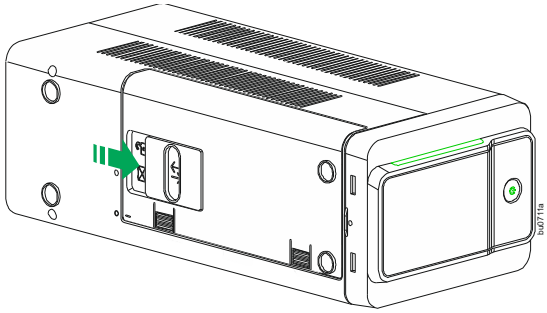
❸ Pull out the battery and disconnect the battery wires.

NOTE: Flip the UPS 90° and carefully remove the battery with one hand.

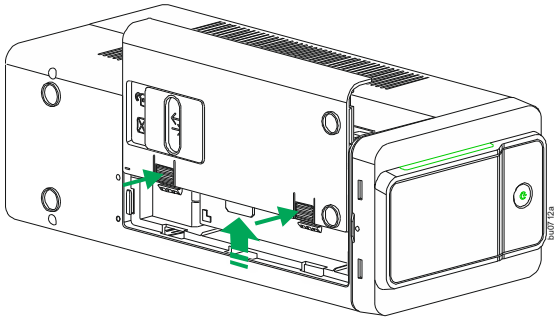


BXR750MI, BXR750MI-FR, BXR750MI-GR, BXR950MI, BXR950MI-FR, BXR950MI-GR

❶ Disconnect the battery by sliding the Battery Slide lock to the right.

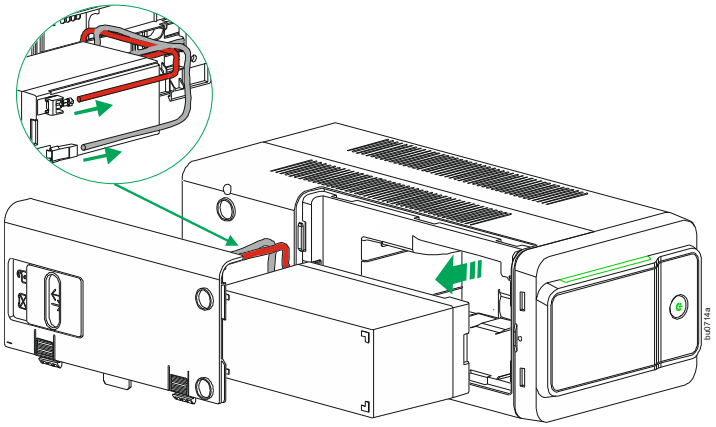


❷ Press release tabs to slide the battery door.



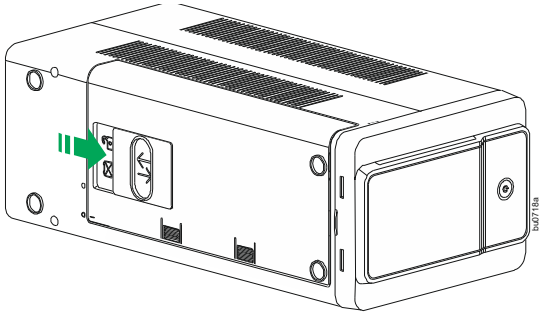
❸ Pull out the battery and disconnect the battery wires.

NOTE: Flip the UPS 90° and carefully remove the battery with one hand.

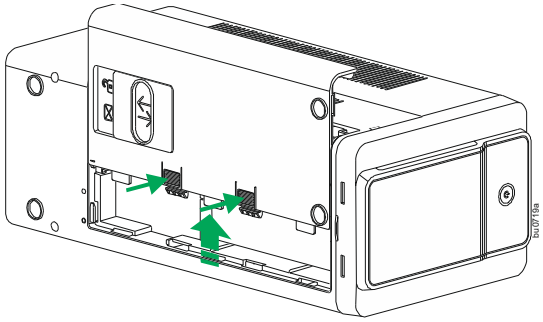


BXR1200MI, BXR1200MI-FR, BXR1200MI-GR

❶ Disconnect the battery by sliding the Battery Slide lock to the right.

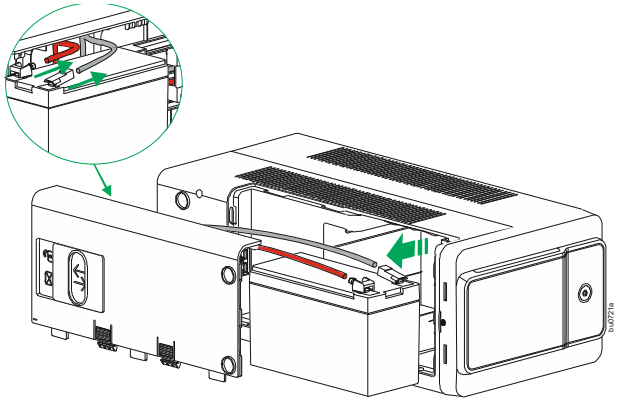


❷ Press release tabs to slide the battery door.



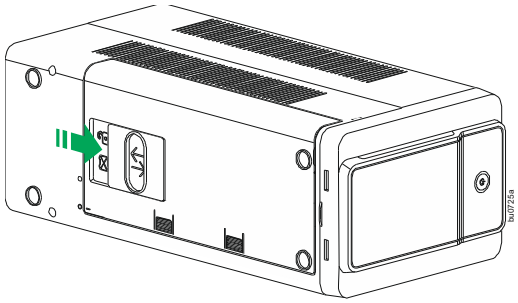
❸ Pull out the battery and disconnect the battery wires.

NOTE: Flip the UPS 90° and carefully remove the battery with one hand.

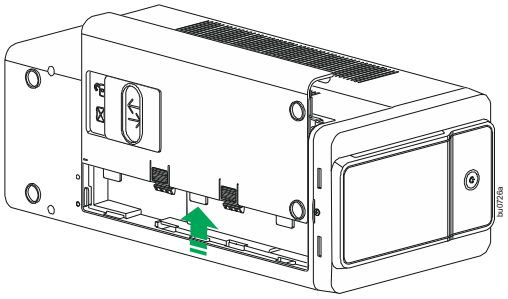


BXR1600MI, BXR1600MI-FR, BXR1600MI-GR, BXR2200MI, BXR2200MI-FR, BXR2200MI-GR

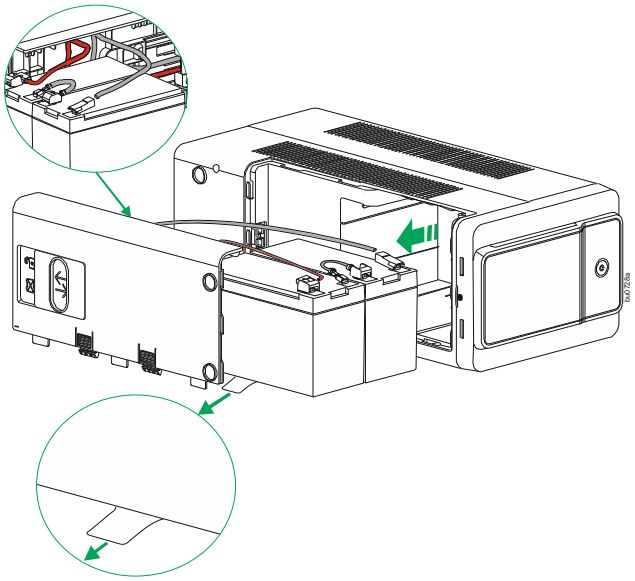
❶ Disconnect the battery by sliding the Battery Slide lock to the right.



❷ Press release tabs to slide the battery door.



❸ Pull the label to remove the battery, then disconnect the battery wires.

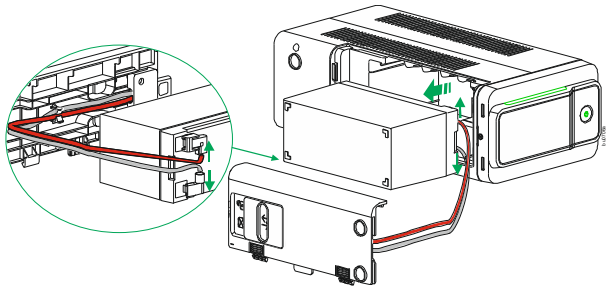


Install New Battery

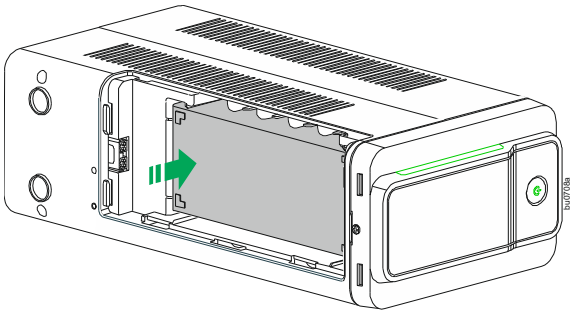
BXR500MI

❶ Connect the battery wires to the new battery cartridge.

NOTE: The wing of the negative terminal should face upwards.
If a test report paper is attached to the new RBC, tear it off before installation.

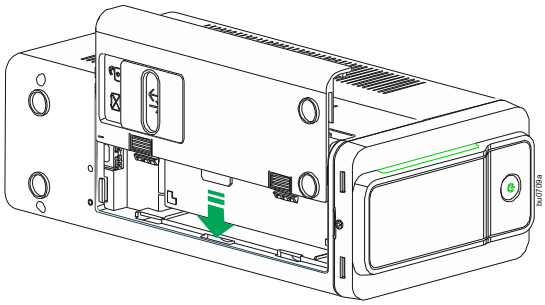


❷ Place the battery back into the UPS.

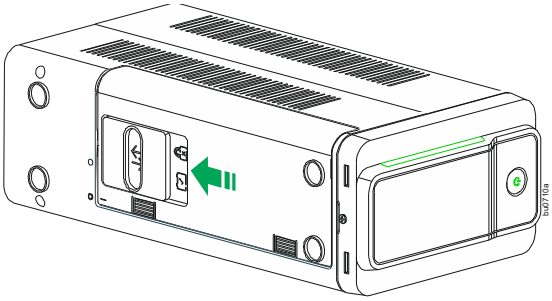


❸ Align the side rails on the door with the rails on the UPS, and slide the cover until it locks into position.

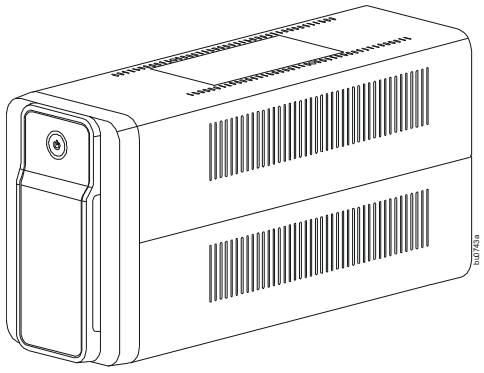
NOTE: Ensure that the rails are aligned before sliding the cover.



❹ Slide the Battery Slide lock to connect the battery.



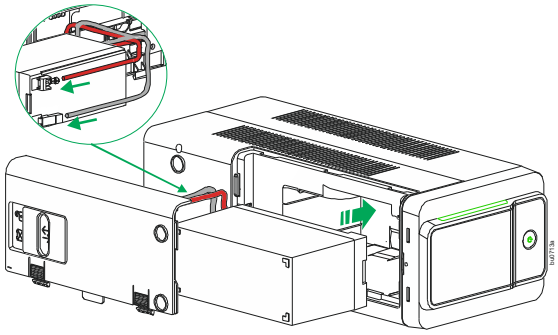
❺ Place the UPS back on the desktop in the vertical position.



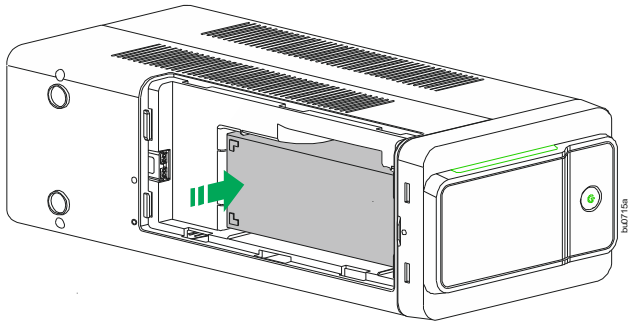
BXR750MI, BXR750MI-FR, BXR750MI-GR, BXR950MI, BXR950MI-FR, BXR950MI-GR

❶ Connect the battery wires to the new battery cartridge.

NOTE: The wing of the negative terminal should face upwards.
If a test report paper is attached to the new RBC, tear it off before installation.

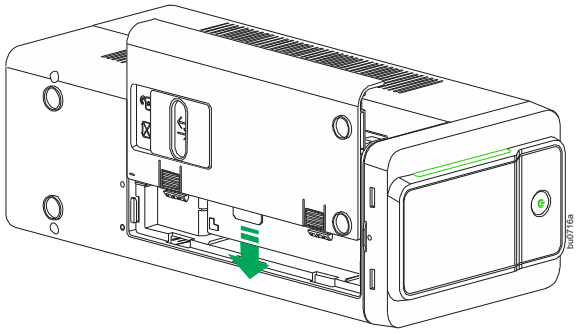


❷ Place the battery back into the UPS.

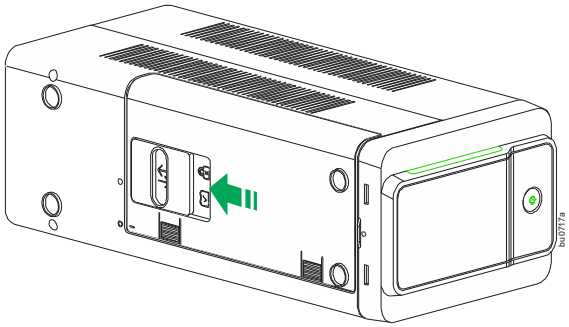


❸ Align the side rails on the door with the rails on the UPS, and slide the cover until it locks into position.

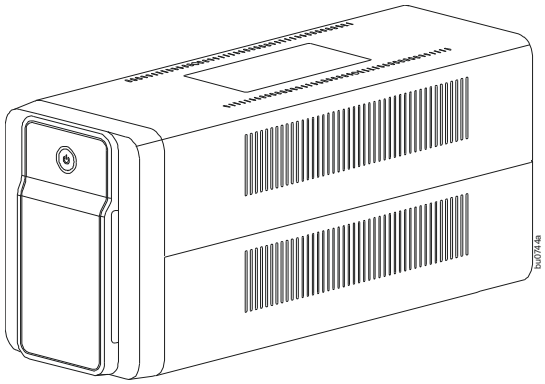
NOTE: Ensure that the rails are aligned before sliding the cover.



❹ Slide the Battery Slide lock to connect the battery.



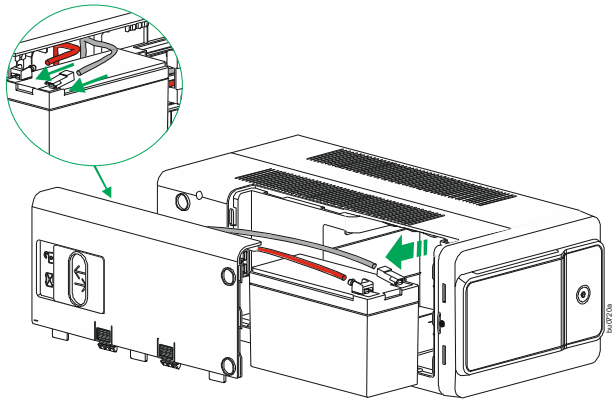
❺ Place the UPS back on the desktop in the vertical position.



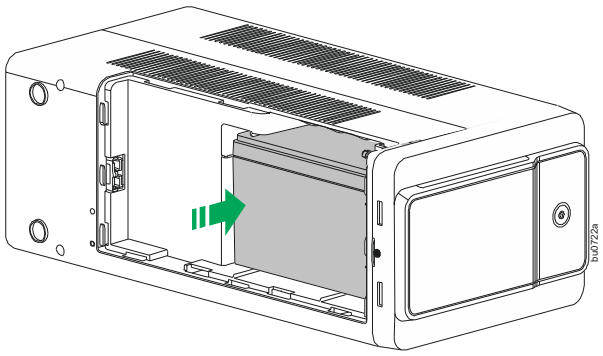
BXR1200MI, BXR1200MI-FR, BXR1200MI-GR

❶ Connect the battery wires to the new battery cartridge.

NOTE: The wing of the negative terminal should face upwards.
If a test report paper is attached to the new RBC, tear it off before installation.

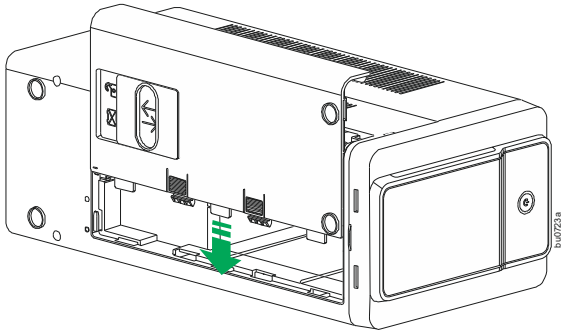


❷ Place the battery back into the UPS.

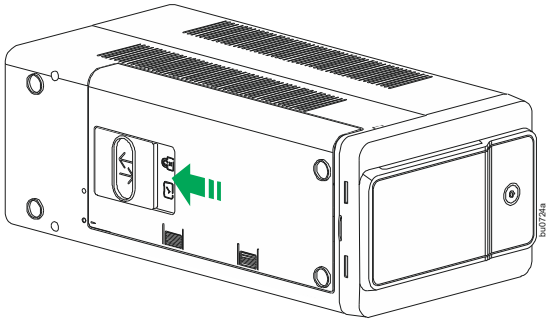


❸ Align the side rails on the door with the rails on the UPS, and slide the cover until it locks into position.

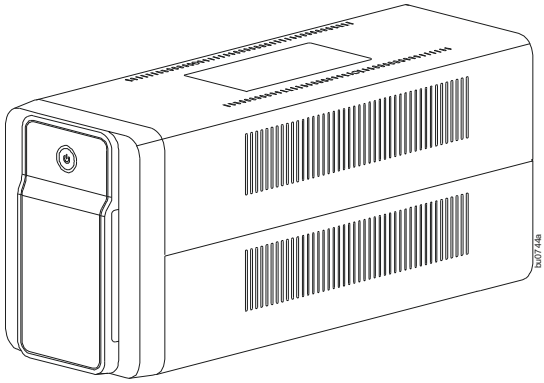
NOTE: Ensure that the rails are aligned before sliding the cover.



❹ Slide the Battery Slide lock to connect the battery.



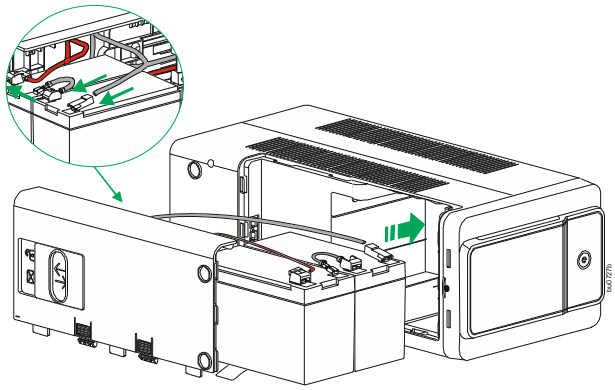
❺ Place the UPS back on the desktop in the vertical position.



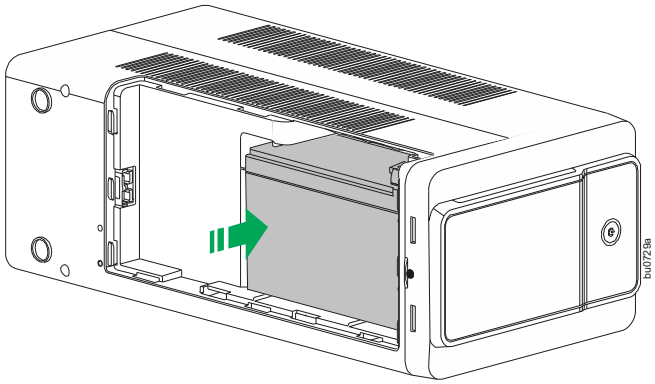
BXR1600MI, BXR1600MI-FR, BXR1600MI-GR, BXR2200MI, BXR2200MI-FR, BXR2200MI-GR

❶ Connect the battery wires to the new battery cartridge.

NOTE: The wing of the negative terminal should face upwards.
If a test report paper is attached to the new RBC, tear it off before installation.

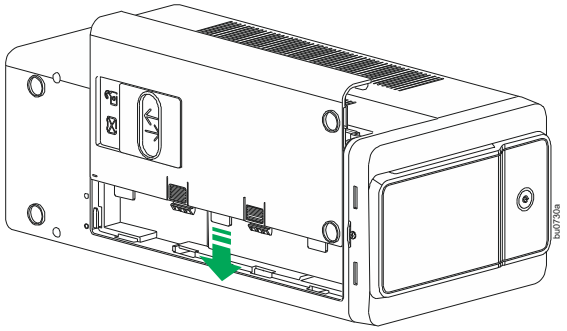


❷ Place the battery back into the UPS.

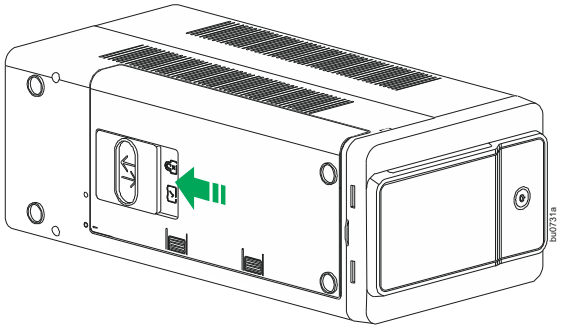


❸ Align the side rails on the door with the rails on the UPS, and slide the cover until it locks into position.

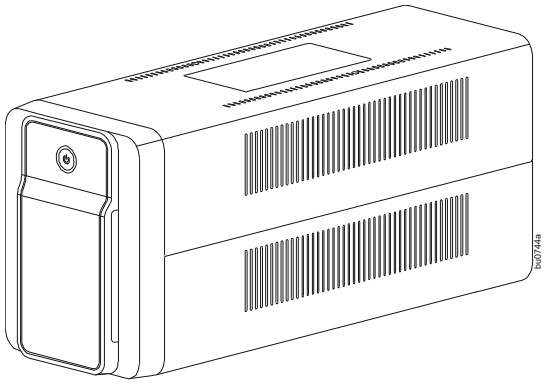
NOTE: Ensure that the rails are aligned before sliding the cover.



❹ Slide the Battery Slide lock to connect the battery.



❺ Place the UPS back on the desktop in the vertical position.



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 Schneider Electric website, www.se.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.
   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 Schneider Electric website 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.
4. 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.
5. Write the RMA# provided by Customer Support on the outside of the package.
6. Return the unit by insured, pre-paid carrier to the address provided by Customer Support.

Warranty

Register your product on-line. http://warranty.apc.com

The standard warranty is two (2) years from the date of purchase. SEIT standard procedure is to replace the original unit with a factory reconditioned unit. Customers who must have the original unit back due to the assignment of asset tags and set depreciation schedules must declare such a need at first contact with an SEIT Technical Support representative. SEIT will ship the replacement unit once the defective unit has been received by the repair department, or cross-ship upon the receipt of a valid credit card number. The customer pays for shipping the unit to SEIT.SEIT pays ground freight transportation costs to ship the replacement unit to the customer.

Schneider Electric IT Customer Support Worldwide

For country specific customer support, go to the Schneider Electric website, **www.se.com/support**