

# Smart-UPS™ Uninterruptible Power Supply

SMT750RM2UC

SMT1500RM2UC

SMT2200RM2UC

SMT3000RM2UC

SMT750RM2UCNC

SMT1500RM2UCUS

SMT2200RM2UCUS

SMT3000RM2UCUS

SMT1000RM2UC

SMT1500RM2UCNC

SMT2200RM2UCNC

SMT3000RM2UCNC

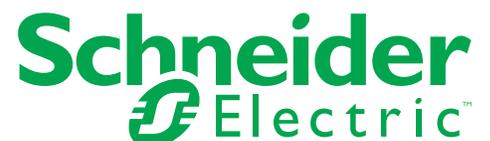
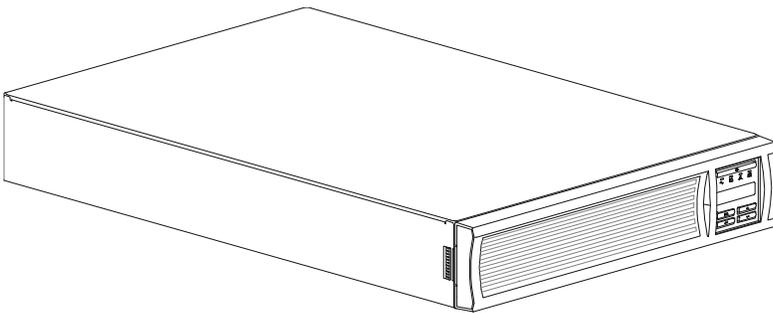
SMT1500RM2UCNCUS

120 Vac

## User Manual

EN JPS29633

12/2025

The APC logo is rendered in a bold, red, sans-serif font. The letters 'A', 'P', and 'C' are connected, with a small 'TM' trademark symbol positioned to the upper right of the 'C'.The Schneider Electric logo consists of the word 'Schneider' in a large, green, sans-serif font above the word 'Electric' in a smaller, green, sans-serif font. To the left of 'Electric' is a green circular icon containing a stylized white 'E'.

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# General Information

## IMPORTANT SAFETY INSTRUCTIONS

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



This is the “Read user manual” symbol. Read the user documentation carefully and look at the UPS to become familiar with it before trying to install or operate it.

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

Read the instructions in this manual carefully to become familiar with the UPS.

The following special messages may appear throughout this document or on the UPS 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” product 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.

<b>DANGER</b>
<b>DANGER</b> indicates a hazardous situation which, if not avoided, <b>will result in</b> death or serious injury.
<b>WARNING</b>
<b>WARNING</b> indicates a hazardous situation which, if not avoided, <b>can result in</b> death or serious injury.
<b>CAUTION</b>
<b>CAUTION</b> indicates a hazardous situation which, if not avoided, <b>can result in</b> minor or moderate injury.
<b>NOTICE</b>
<b>NOTICE</b> is used to address practices not related to physical injury.

## Product Handling Guidelines

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

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.

## Safety and General Information

**Additional safety information can be found in the safety Guide supplied with this unit.**

- Adhere to all national and local electrical codes.
- Do not work alone under hazardous conditions.
- All wiring must be performed by a qualified electrician.
- **Changes and modifications to this unit not expressly approved by Schneider Electric could void the warranty.**
- This UPS is intended for indoor use only.
- Always install peripheral equipment above the UPS in rack-mount configurations.
- The UPS is intended for IT environments. Do not operate this unit in direct sunlight, in contact with fluids, or where there is excessive dust or humidity.
- Be sure the air vents on the equipment are not blocked. Allow adequate space for proper ventilation.
- For a UPS with a factory installed power cord, connect the input power cord directly to a wall outlet. Do not use surge protectors or extension cords.
- Always practice safe lifting techniques adequate for the weight of the equipment.
- Remove the battery before installing the UPS in a rack.
- Do not move or ship the rack after installing the UPS.

### Battery Safety

#### **WARNING**

##### **RISK OF HYDROGEN SULPHIDE GAS AND EXCESSIVE SMOKE AND FIRE**

- Replace the battery at least every 5 years or at the end of its service life, whichever is earlier.
- Replace the battery immediately when the UPS indicates battery replacement is necessary.
- Replace batteries with the same number and type of batteries as originally installed in the equipment.
- Replace the battery immediately when
  - the UPS indicates a battery over-temperature condition
  - when there is evidence of electrolyte leakage
  - the UPS indicates any battery related alarm on a battery near the end of its service life

Power off the UPS, unplug it from the AC input, and disconnect the batteries. Do not operate the UPS until the batteries have been replaced.

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

- The batteries typically last for two to five years. Environmental factors impact battery life. Elevated ambient temperatures, poor quality utility power, and frequent short duration discharges will shorten battery life. The battery should be replaced before end of life.

- Schneider Electric uses Maintenance Free sealed lead acid batteries. Under normal use and handling, there is no contact with the internal components of the battery. Over charging, over heating or other misuse of batteries can result in a discharge of battery electrolyte. Released electrolyte is toxic and may be harmful to the skin and eyes.
- Servicing of batteries should be performed or supervised by personnel knowledgeable of batteries and the required precautions. Keep unauthorized personnel away from batteries.
- CAUTION: Do not dispose of batteries in a fire. The batteries may explode.
- CAUTION: Do not open or mutilate batteries. Released material is harmful to the skin and eyes and may be toxic.
- CAUTION: Failed batteries can reach temperatures that exceed the burn thresholds for touchable surfaces.
- CAUTION: A battery can present a risk of electrical shock and high short circuit current. The following precautions should be observed when working on batteries:
  - Disconnect the charging source prior to connecting or disconnecting battery terminals.
  - Do not wear any metal objects including watches and rings.
  - Do not lay tools or metal parts on top of batteries.
  - Use tools with insulated handles.
  - Wear rubber gloves and boots.

## De-energizing safety

- The UPS contains an internal battery and may present a shock hazard even when disconnected from the branch circuit (mains).
- Before installing the UPS or any accessory be sure that the:
  - Input circuit breaker is in **OFF** position.
  - Internal UPS battery is removed.

## Electrical safety

- Do not handle any metallic connector before power has been disconnected.
- For models with a hardwired input, the connection to the branch circuit (mains) must be performed by a qualified electrician.
- In order to comply with the EMC regulations, wherever applicable, output cords and network cables attached to the UPS must not exceed 10 meters in length.
- The protective earth conductor for the UPS carries the leakage current from the load devices (computer equipment). An insulated ground conductor is to be installed as part of the branch circuit that supplies 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, with or without a yellow stripe.
- Leakage current for a pluggable, Type A UPS may exceed 3.5 mA when a separate ground terminal is used.

- The UPS input ground conductor must be properly bonded to protective earth at the service panel.
- If the UPS input power is supplied by a separately derived system, the ground conductor must be properly bonded at the supply transformer or motor generator set.

## General information

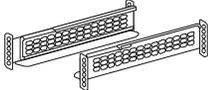
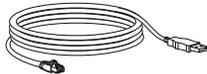
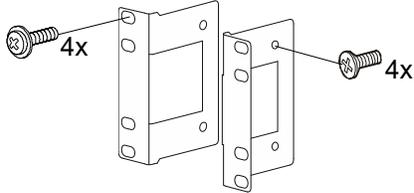
- The model and serial numbers are located on a small, rear panel label. For some models, an additional label is located on the chassis under the front bezel.
- Always recycle used batteries.
- Recycle the packaging materials or save them for reuse.

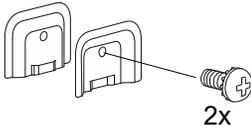
## Radio Frequency Warning

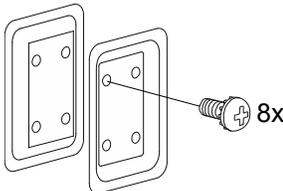
This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates,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

# Package Contents

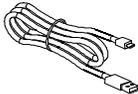
Inspect the package contents upon receipt. Notify the carrier and dealer if there is any damage.

<b>Included with all models</b>			
Rail kit with instructions and hardware for installing the rails in a rack 	Front Bezel 	Type A USB cable 	Ethernet cable 
User documentation 	<ul style="list-style-type: none"> <li>• Rack-mount brackets (1 pair)</li> <li>• Flat head screws for securing the brackets to the UPS (4x)</li> <li>• Ornamental screws for securing the UPS to the rack (4x.)</li> </ul>		

<b>SMT750RM2UC, SMT750RM2UNC</b>	
<ul style="list-style-type: none"> <li>• Cleats (1 pair)</li> <li>• Pan head screws to secure the cleats to the UPS (2x)</li> </ul>	

<b>SMT1000RM2UC, SMT1500RM2UC, SMT1500RM2UCUS, SMT1500RM2UCNC, SMT1500RM2UCNCUS, SMT2200RM2UC, SMT2200RM2UCUS, SMT2200RM2UCNC, SMT3000RM2UC, SMT3000RM2UCUS, SMT3000RM2UCNC</b>	
<ul style="list-style-type: none"> <li>• Cleats (1 pair)</li> <li>• Pan head screws to secure the cleats to the UPS (8x)</li> </ul>	

<b>SMT750RM2UC, SMT1000RM2UC, SMT1500RM2UC, SMT1500RM2UCUS, SMT2200RM2UC, SMT2200RM2UCUS, SMT3000RM2UC, SMT3000RM2UCUS</b>	
<b>Software download guide</b> 	

<b>SMT750RM2UCNC, SMT1500RM2CNC, SMT1500RM2UCNCUS, SMT2200RM2UCNC, SMT3000RM2UCNC</b>	
Micro-USB cable 	Software download guide 

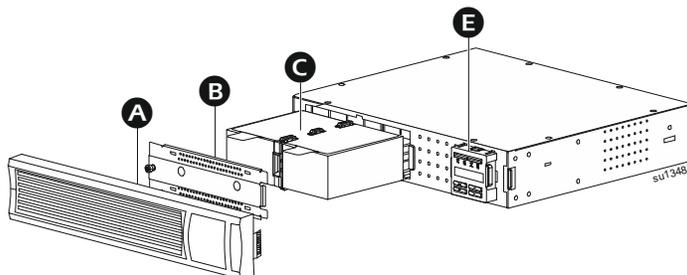
## Product Description

The APC Smart-UPS™ is a high performance uninterruptible power supply (UPS). The UPS helps to protect 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 specified levels or the batteries are fully discharged.

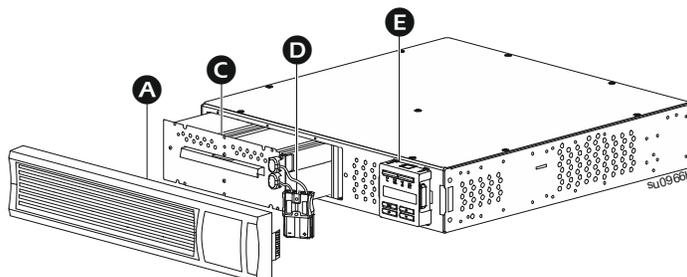
This user manual is available on our Web site, [www.se.com](http://www.se.com).

## Front Panel Features

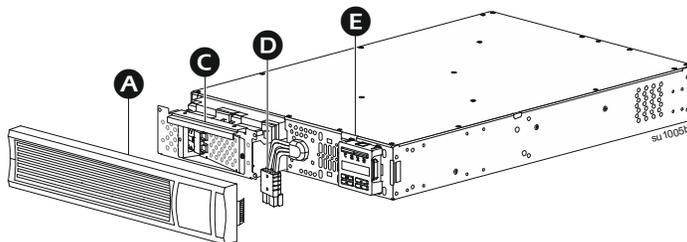
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### SMT1000RM2UC, SMT1500RM2UC, SMT1500RM2UCUS, SMT1500RM2UCNC, SMT1500RM2UCNCUS



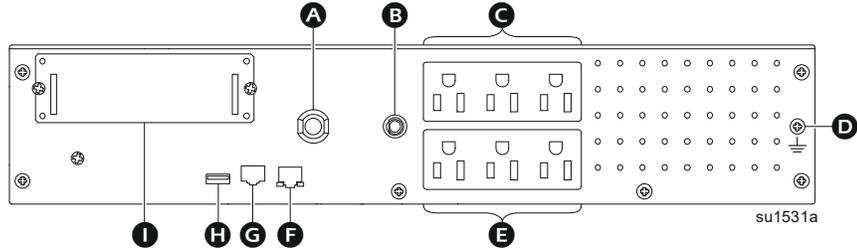
### SMT2200RM2UC, SMT2200RM2UCUS, SMT2200RM2UCNC, SMT3000RM2UC, SMT3000RM2UCUS, SMT3000RM2UCNC



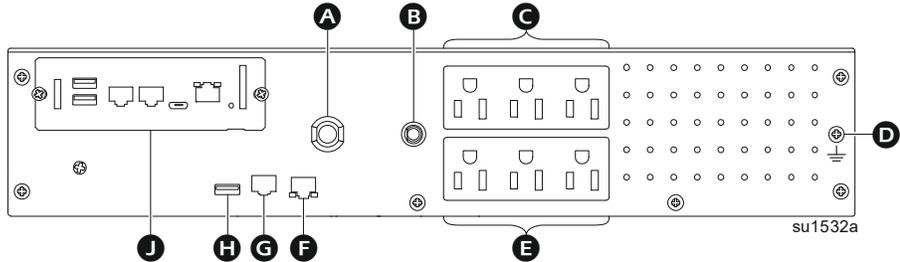
<b>A</b>	<b>Bezel</b>
<b>B</b>	<b>Battery compartment door</b>
<b>C</b>	<b>Battery</b>
<b>D</b>	<b>Internal battery connector</b>
<b>E</b>	<b>Front Panel Display</b> (refer to “Front Panel Features” on page 8 for details)

# Rear Panel Features

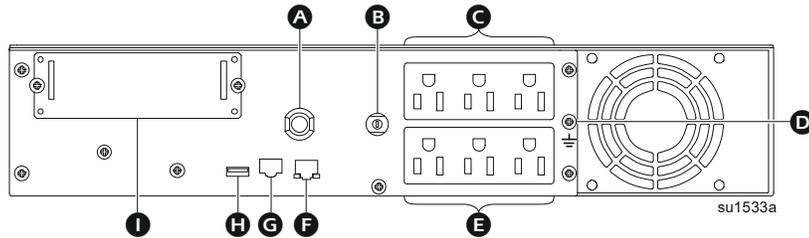
## SMT750RM2UC



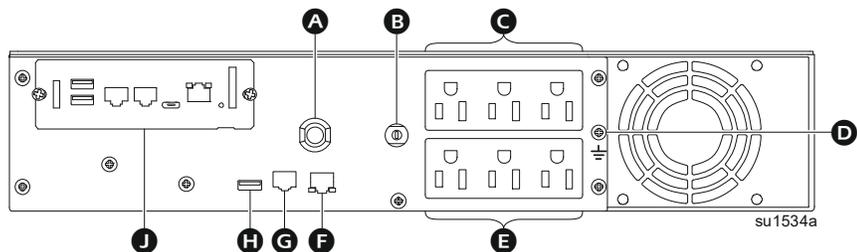
## SMT750RM2UCNC



## SMT1000RM2UC, SMT1500RM2UC, SMT1500RM2UCUS

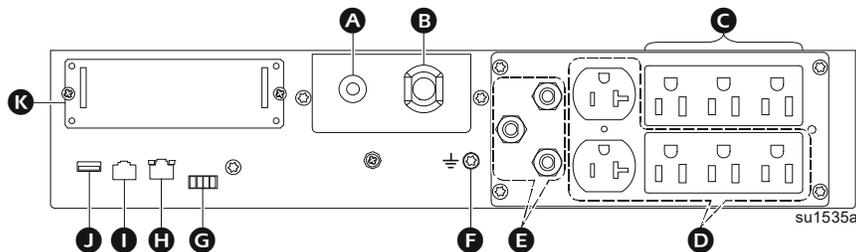


## SMT1500RM2UCNC, SMT1500RM2UCNCUS

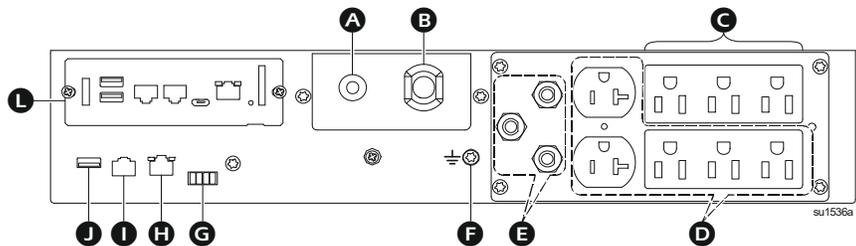


<b>A</b> Input power cord.	<b>H</b> <b>USB port.</b> Use this USB port for monitoring the UPS. Refer to “Connect and Install Management Software” on page 32 for details.
<b>B</b> Overload protector.	
<b>C</b> Switched outlet group.	
<b>D</b> Chassis ground connection.	
<b>E</b> Main outlet group.	<b>I</b> <b>SmartSlot.</b> For optional Network Management Card (NMC) or other accessory cards
<b>F</b> SmartConnect Ethernet port.	
<b>G</b> Serial port. Use this serial port for monitoring the UPS. Refer to “Connect and Install Management Software” on page 32 for details.	<b>J</b> <b>Network Management Card.</b> Refer to the NMC user guide (supplied) for details.

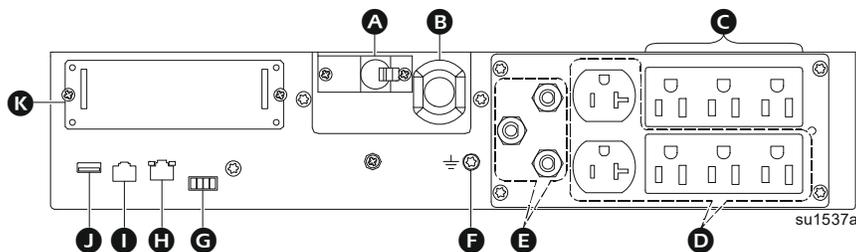
**SMT2200RM2UC, SMT2200RM2UCUS**



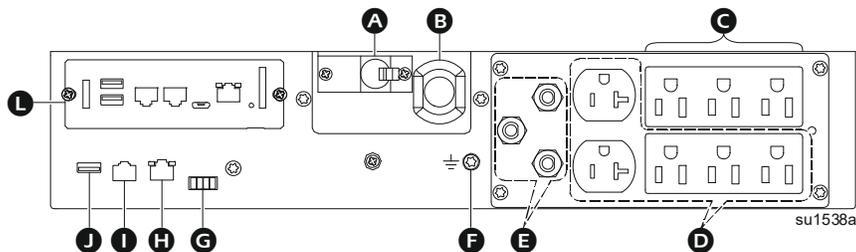
**SMT2200RM2UCNC**



**SMT3000RM2UC, SMT3000RM2UCUS**

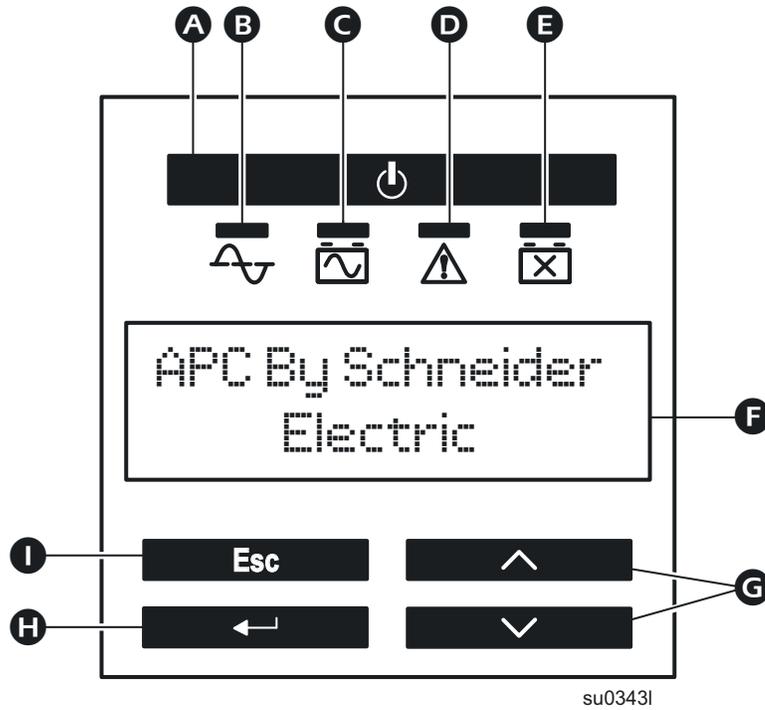


**SMT3000RM2UCNC**



<b>A</b> Input circuit breaker	<b>J</b> <b>USB port</b> use this USB port for monitoring the UPS. Refer to ““Connect and Install Management Software” on page 32 for details.
<b>B</b> Input power cord	
<b>C</b> Switched outlet group	
<b>D</b> Main outlet group	<b>K</b> <b>SmartSlot</b> for optional Network Management Card (NMC) or other accessory cards
<b>E</b> Overload protector	
<b>F</b> Chassis ground connection	<b>L</b> <b>Network Management Card.</b> Refer to the user guide (supplied) for details.
<b>G</b> EPO Connector	
<b>H</b> SmartConnect Ethernet port	<b>I</b> <b>Serial port</b> use this serial port for monitoring the UPS. Refer to “Connect and Install Management Software” on page 13 for details.
<b>I</b> Serial port	

## Front Panel Display Features



<b>A</b>	UPS ON/OFF <b>button</b> . Turns on or turns off the UPS output power.
<b>B</b>	<b>Online LED</b> . Illuminates <b>green</b> when UPS output is <i>turned on</i> and is operating on AC power.
<b>C</b>	<b>On Battery LED</b> . Illuminates <b>orange</b> and the UPS will continue to emit a series of short beeps indicating that the UPS is operating on battery power.
<b>D</b>	<b>Error Detected LED</b> . Illuminates <b>red</b> if the UPS detects an internal error. The display screen may also indicate an error message or code.
<b>E</b>	<b>Replace Battery LED</b> . Illuminates <b>red</b> when the UPS battery does not pass self test and requires replacement.
<b>F</b>	<b>Multi-lingual display screen</b> .
<b>G</b>	UP/DOWN <b>Navigation buttons</b> . Navigates through each menu selection.
<b>H</b>	ENTER <b>button</b> . Confirms a selection and/or enters a menu.
<b>I</b>	ESCAPE <b>button</b> . Returns to the previous display screen. It is also used to exit the various display menus.

## Specifications

### Environmental specifications

For additional specifications, refer to our web site at [www.se.com](http://www.se.com) .

<b>Temperature</b>	<b>Operating</b>	0 to 40 °C (32 to 104 °F)
	<b>Storage</b>	-15 to 45 °C (5 to 113 °F) Charge UPS battery every six months
<b>Maximum Elevation</b>	<b>Operating</b>	3,000 m (10,000 ft)
	<b>Storage</b>	15,000 m (50,000 ft)
<b>Humidity</b>		0% to 95% relative humidity, non-condensing
<b>International Protection Code</b>		IP20

### Dimensions and weights

<b>Model</b>	<b>Dimensions H x W x D</b>	<b>Weight</b>
SMT750RM2UC, SMT750RM2UCNC	3.4 x 17 x 16 in (86 x 432 x 409 mm)	17.7 lb (39 kg)
SMT1000RM2UC	3.4 x 17 x 18.8 in (86 x 432 x 477 mm)	25.3 lb (55.8 kg)
SMT1500RM2UC, SMT1500RM2UCUS, SMT1500RM2UCNC, SMT1500RM2UCNCUS		26.50 lb (58.4 kg)
SMT2200RM2UC, SMT2200RM2UCUS, SMT2200RM2UCNC	3.4 x 17 x 26.9 in (86 x 432 x 683 mm)	42.3 lb (93.2 kg)
SMT3000RM2UC, SMT3000RM2UCUS, SMT3000RM2UCNC		44.3 lb (97.7 kg)

# Installation

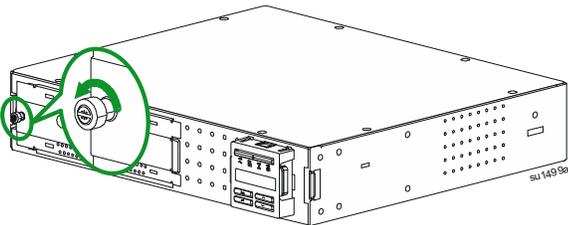
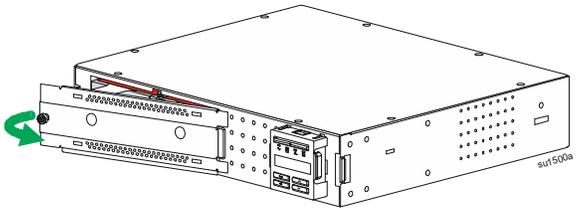
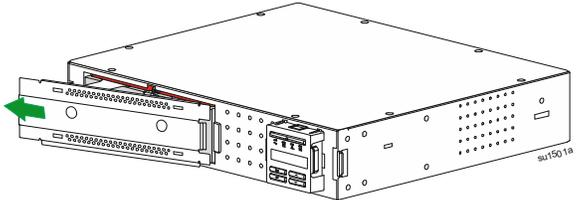
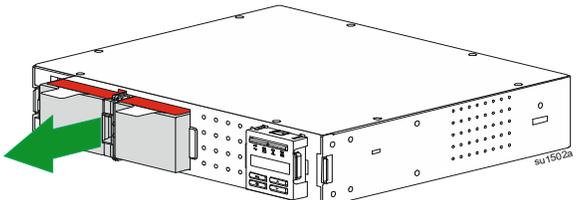
**⚠ CAUTION**

**RISK OF FALLING EQUIPMENT**

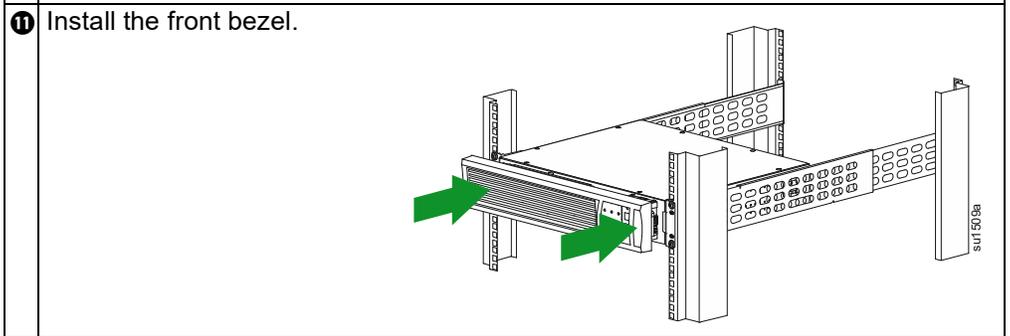
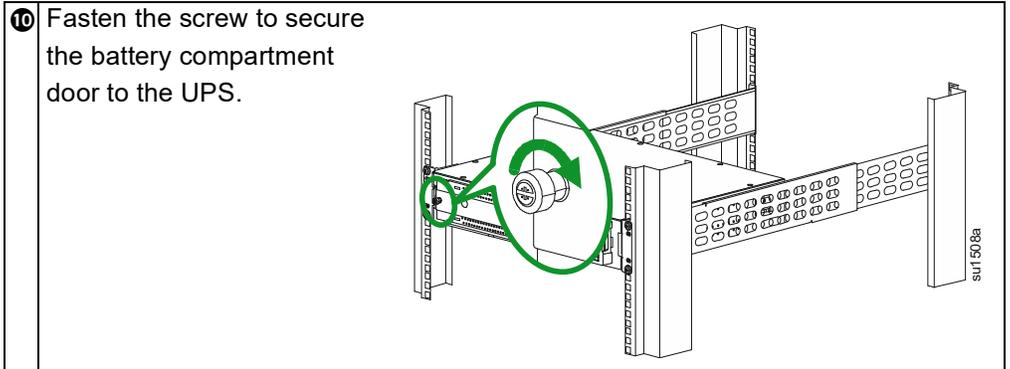
- The equipment is heavy. Always practice safe lifting techniques adequate for the weight of the equipment.
- Always use the recommended number of screws to secure brackets to the UPS.
- Always use the recommended number of screws and cage nuts to secure the UPS to the rack.
- Always install the UPS at the bottom of the rack.
- Place the rack in the location where the equipment will be used.
- Do not move the rack once the UPS is installed.

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

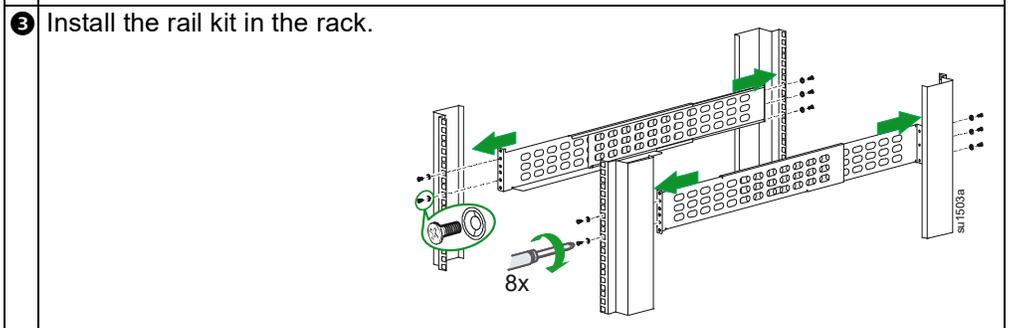
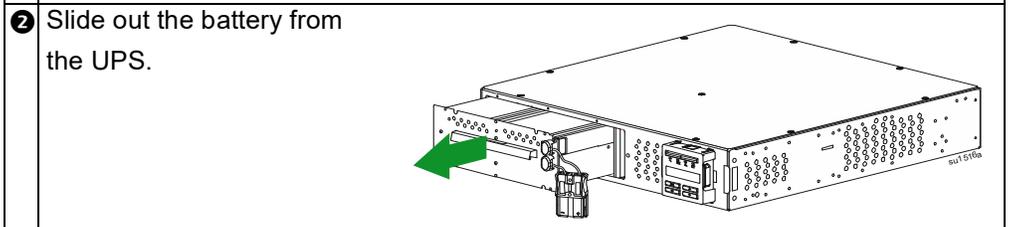
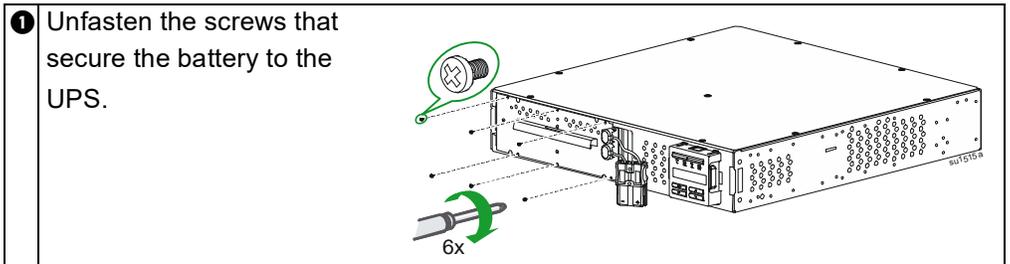
**SMT750RM2UC, SMT750RM2UCNC**

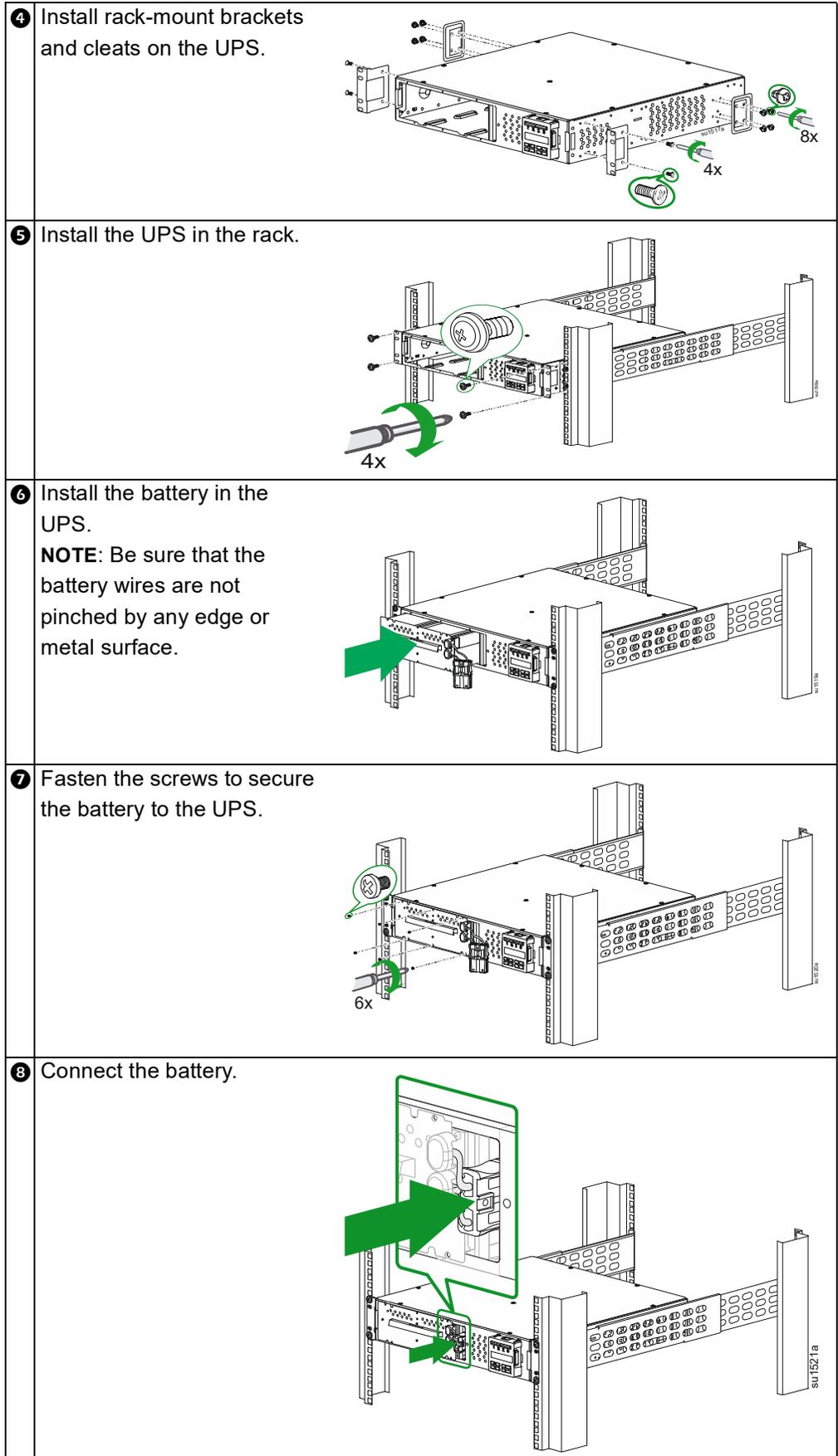
<b>1</b>		<p>Unfasten the screw that secures the battery compartment door.</p>
<b>2</b>	<p>Open the battery compartment door.</p>	
<b>3</b>	<p>Slide out the battery compartment door.</p>	
<b>4</b>	<p>Slide out the battery from the UPS.</p>	

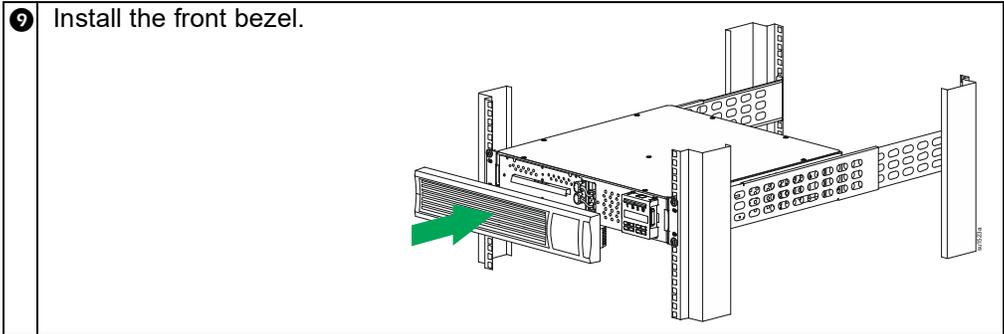
<p>5</p>	<p>Install the rail kit in the rack.</p>	
<p>6</p>	<p>Install Rack-mount brackets and cleats on the UPS.</p>	
<p>7</p>	<p>Install the UPS in the rack.</p>	
<p>8</p>	<p>Flip the battery to be sure that the green color surface is on top and insert the battery into the UPS.</p>	
<p>9</p>	<p>Install the battery compartment door.  <b>NOTE:</b> Be sure that the white flaps are folded and are inside the battery compartment.</p>	



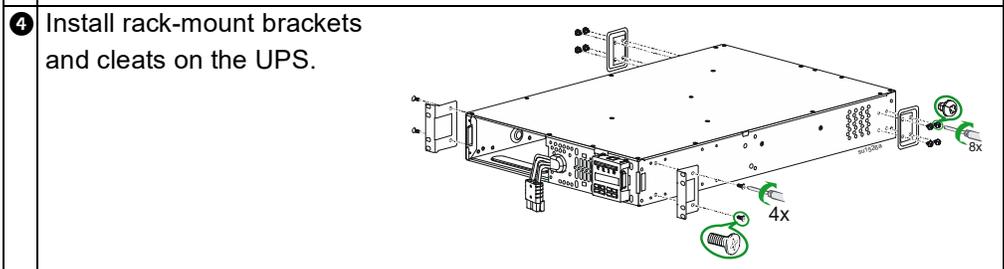
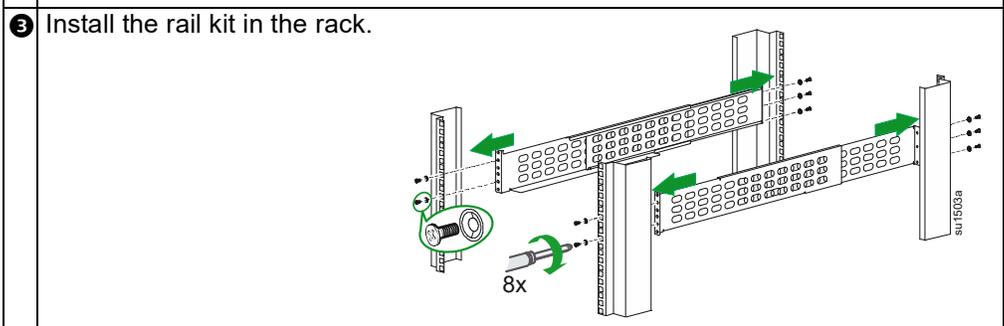
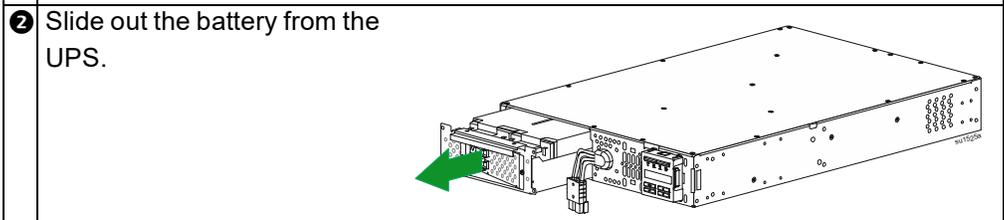
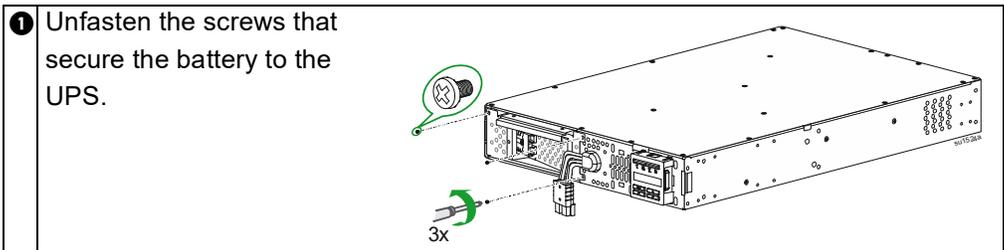
**SMT1000RM2UC, SMT1500RM2UC, SMT1500RM2UCUS, SMT1500RM2UCNC, SMT1500RM2UCNCUS**

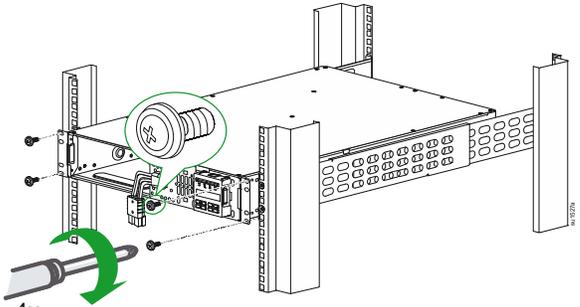
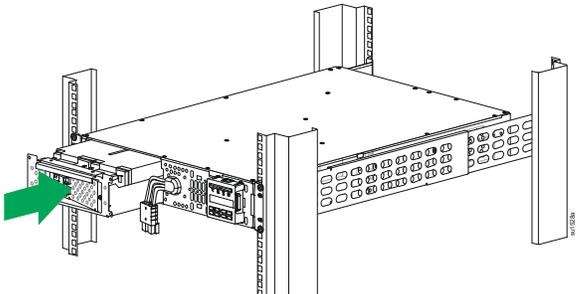
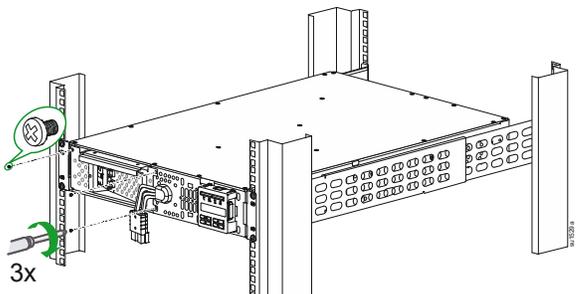
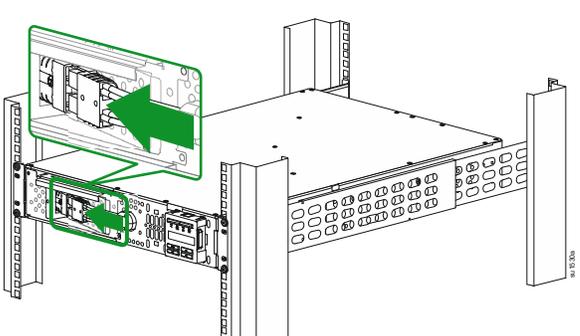
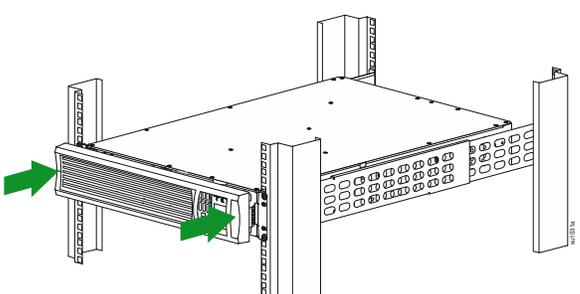




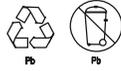


**SMT2200RM2UC, SMT2200RM2UCUS, SMT2200RM2UCNC,  
SMT3000RM2UC, SMT3000RM2UCUS, SMT3000RM2UCNC**



<p><b>5</b></p>	<p>Install the UPS in the rack.</p>	
<p><b>6</b></p>	<p>Install the battery in the UPS.</p>	
<p><b>7</b></p>	<p>Fasten the screws to secure the battery to the UPS. <b>NOTE:</b> Be sure that the battery wires are not pinched by any edge or metal surface.</p>	
<p><b>8</b></p>	<p>Connect the battery.</p>	
<p><b>9</b></p>	<p>Install the front bezel.</p>	

## Battery Replacement



Always recycle used batteries.

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

Battery life is highly dependent on temperature and use. To identify when to replace batteries, Smart-UPS has a predictive battery replacement date indicator in the “About” menu and automatic (and configurable) self-tests.

Proactively replace batteries to maintain maximum availability. To help protection and high performance, use only genuine APC Replacement Battery Cartridges (RBC™). The APC RBC contains instructions for battery replacement and disposal. Replace used batteries with Schneider Electric approved batteries. To order a replacement battery go to the Schneider Electric Web site, [www.se.com](http://www.se.com).

UPS Model	Replacement Battery	Battery Module
SMT750RM2UC, SMT750RM2UCNC	APCRBC123	Lead acid, 1 module, 24 Vdc
SMT1000RM2UC	APCRBC157	
SMT1500RM2UC, SMT1500RM2UCUS, SMT1500RM2UCNC, SMT1500RM2UCNCUS	APCRBC159	
SMT2200RM2UC, SMT2200RM2UCUS, SMT2200RM2UCNC, SMT3000RM2UC, SMT3000RM2UCUS, SMT3000RM2UCNC	RBC43	Lead acid, 1 module, 48 Vdc

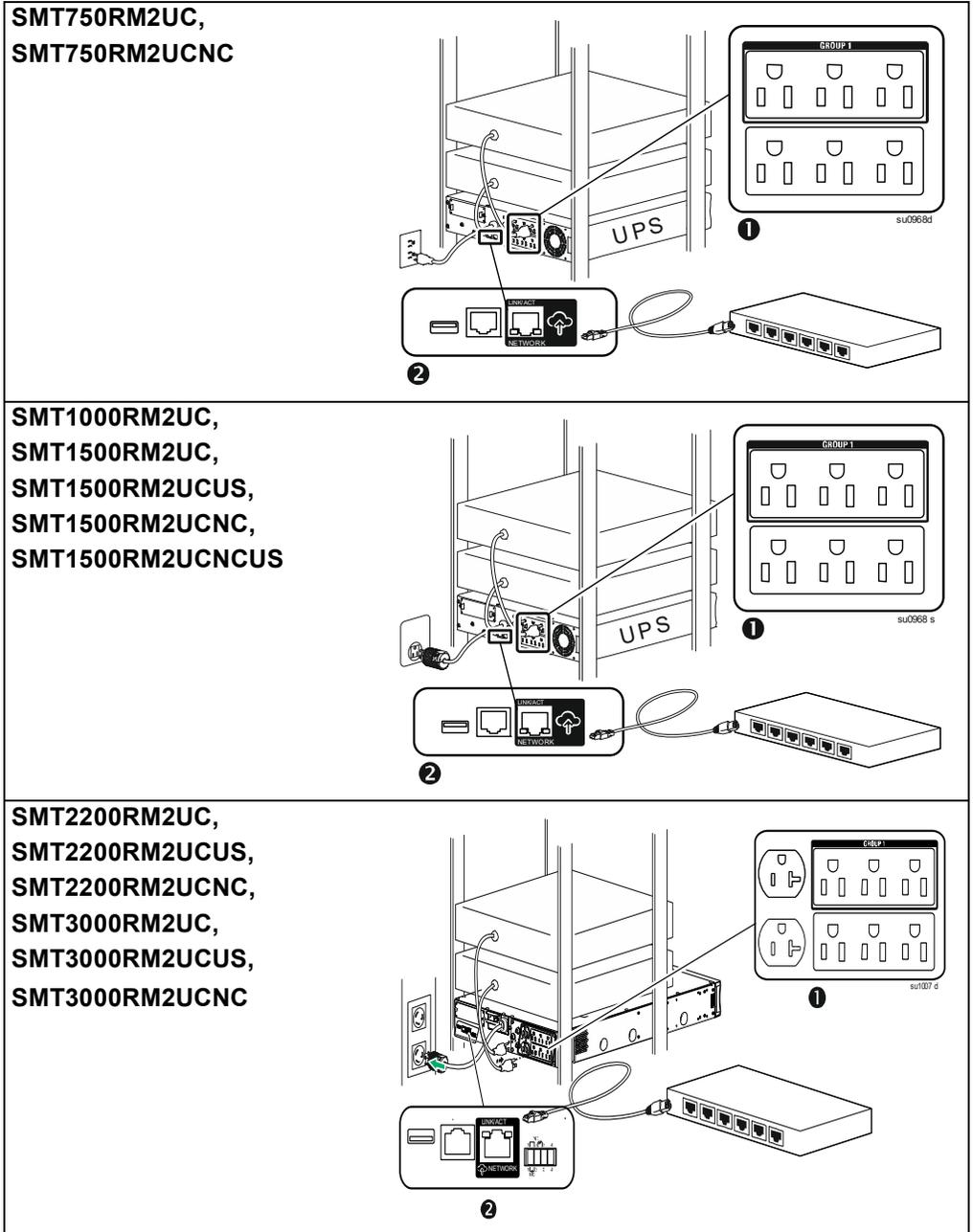
# Operation

## Connect Equipment to the UPS

**NOTE:** The UPS will charge to 90% capacity in the first three hours of normal operation.

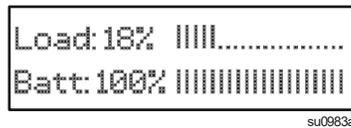
**Do not expect full battery runtime capability during this initial charge period.**

 <b>CAUTION</b>	
<b>RISK OF ELECTRIC SHOCK</b>	
<ul style="list-style-type: none"> <li>• Adhere to all local and national electrical codes.</li> <li>• Wiring should be performed by qualified electrician.</li> <li>• Always connect the UPS to a grounded outlet.</li> </ul> <p><b>Failure to follow these instructions could result in minor or moderate injury.</b></p>	
<b>1</b>	Connect equipment to the outlets in the rear of the UPS. Some models are equipped with switched outlet groups. Refer to the “Connect and Install Management Software” on page 32 of this manual for further instructions on the use of Switched outlet groups.
<b>2</b>	Connect the SmartConnect Ethernet port  to your nearest network switch using the cable provided. SmartConnect features vary by terms of use.
<b>3</b>	Press the UPS ON/OFF key  on the UPS display to <i>turn on</i> the UPS output.  <b>NOTE:</b> The <b>Online LED</b>  will illuminate green when the output is on.
<b>4</b>	When the UPS is powered on for the first time the display screen displays the Setup Wizard and asks a number of basic set-up questions. They can be answered simply by using the UP/DOWN navigation   and ENTER  keys on the display.
<b>5</b>	Log onto <a href="http://www.smartconnect.apc.com">www.smartconnect.apc.com</a> or scan the QR code to launch the registration process. The website includes instructions to setup your online account, activate your warranty and begin monitoring your UPS remotely. Features vary with terms of use.  <b>NOTE:</b> By connecting this product to the Internet using the SmartConnect Ethernet port, you are agreeing to SmartConnect Terms of Use, as found at <a href="http://smartconnect.apc.com">smartconnect.apc.com</a> . Feature availability varies with terms of use. Schneider Electric Data Privacy Policy can also be found at <a href="http://smartconnect.apc.com">smartconnect.apc.com</a> .

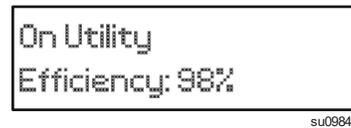


## Display Panel

The display has two main display/menu options – standard and advanced.



**Standard Menu Display**



**Advanced Menu Display**

**NOTE:** The standard menu is the default setting and does not contain all of the menus and attributes of the advanced menu. The advanced menu automatically scrolls through multiple screens.

## Using the display

These Smart-UPS models are equipped with an intuitive and configurable LCD display. This display complements the software interface as they convey similar information and either may be used to configure the UPS settings.

### Standard menus

The Standard menus are the most commonly used menus. The following is a list of items displayed in this menu mode. Visit [apc.com](http://apc.com) for additional details.

Menu	General Functions
<b>Status</b>	View UPS information: <ul style="list-style-type: none"> <li>• Operating Mode</li> <li>• Efficiency</li> <li>• Load Power</li> <li>• Load VA</li> <li>• Battery Charge state</li> <li>• Estimated Runtime</li> <li>• Battery Temp</li> <li>• Input</li> <li>• Output</li> <li>• SmartConnect</li> <li>• Probe 1, Probe 2, when NMC and sensor probes are installed</li> </ul>
<b>Configuration</b>	Configure UPS settings: <ul style="list-style-type: none"> <li>• Language</li> <li>• Green Mode</li> <li>• Local Power Quality: Good, Fair, Poor</li> <li>• Menu Type: Standard or Advanced</li> <li>• Audible Alarm</li> <li>• Display (Auto Dim, Auto Off, Always On)</li> <li>• Reset to Factory Default</li> <li>• SmartConnect Control</li> <li>• Install FW</li> </ul>
<b>Test &amp; Diags</b>	Perform UPS tests and diagnostic functions: <ul style="list-style-type: none"> <li>• UPS Self Test</li> <li>• UPS Alarms Test</li> <li>• Calibration Test</li> </ul>
<b>About</b>	View UPS information: <ul style="list-style-type: none"> <li>• UPS Model</li> <li>• UPS Part No.</li> <li>• UPS Serial No.</li> <li>• UPS Manufacture Date</li> <li>• Battery Part No.</li> <li>• Battery Install Date</li> <li>• Replace Battery by</li> <li>• Running UPS FW</li> <li>• Available UPS FW</li> <li>• UPS MAC</li> <li>• UPS IP Address</li> <li>• UPS Product Key</li> <li>• SmartSlot Card (if installed)</li> </ul>

### 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
<b>Status</b>	View detailed UPS information: <ul style="list-style-type: none"> <li>• Operating Mode</li> <li>• Efficiency</li> <li>• Load Power</li> <li>• Load VA</li> <li>• Load Amps</li> <li>• Load Energy</li> <li>• Battery Charge State</li> <li>• Estimated Runtime</li> <li>• Battery Voltage</li> <li>• Battery Temp</li> <li>• Input</li> <li>• Output</li> <li>• Outlet Groups</li> <li>• SmartConnect</li> <li>• Probe 1, Probe 2, when NMC and sensor probes are installed</li> </ul>
<b>Control</b>	Control the Main and Controlled Outlet Group to turn on, turn off, shutdown, or reboot: <ul style="list-style-type: none"> <li>• UPS Control</li> <li>• Outlet Group Control</li> </ul>
<b>Configuration</b>	Configure advanced UPS settings: <ul style="list-style-type: none"> <li>• Language</li> <li>• Output Voltage</li> <li>• Green Mode</li> <li>• Local Power Quality</li> <li>• Menu Type</li> <li>• Audible Alarm</li> <li>• Display</li> <li>• Sensitivity</li> <li>• Low Transfer</li> <li>• High Transfer</li> <li>• Low Battery Setting</li> <li>• Auto Self Test</li> <li>• Reset Energy Meter</li> <li>• Enter Setup Wizard</li> <li>• Reset to Factory Defaults</li> <li>• Site Wiring Fault</li> <li>• Config Main Group Outlets</li> <li>• Config Group Outlets (if Controlled Outlet is available)</li> <li>• ModBus Settings</li> <li>• SmartConnect Control</li> <li>• UPS IP Address Setting</li> <li>• NMC IP Address Settings (if NMC is available)</li> <li>• Install FW? (only available if a firmware update is available)</li> </ul>
<b>Test &amp; Diag</b>	Perform UPS tests and diagnostics functions: <ul style="list-style-type: none"> <li>• UPS Self Test</li> <li>• UPS Alarms Test</li> <li>• Calibration Test</li> </ul>
<b>Logs</b>	View the error log for information about UPS errors that have occurred.
<b>About</b>	View UPS information: <ul style="list-style-type: none"> <li>• UPS Model</li> <li>• UPS Part No.</li> <li>• UPS Serial No.</li> <li>• UPS Manufacture Date</li> <li>• Battery Part No.</li> <li>• Battery Install Date</li> <li>• Replace Battery by</li> <li>• Running UPS FW</li> <li>• Available UPS FW</li> <li>• UPS MAC</li> <li>• UPS IP Address</li> <li>• UPS Product Key</li> <li>• SmartSlot Card (if installed)</li> </ul>

# Configuration

## UPS Settings

### Start up Settings

When the UPS is powered on for the first time, the display interface displays the Setup Wizard to configure the start up settings.

**NOTE:** If the start up settings are not completely configured, turning on the UPS output is inhibited. If the UPS output is turned on, the Setup Wizard will be displayed again to complete the configuration of the startup settings..

<b>Language</b>	English	<ul style="list-style-type: none"> <li>• English</li> <li>• French*</li> <li>• German*</li> <li>• Spanish*</li> <li>• Italian*</li> <li>• Portuguese*</li> <li>• Japanese*</li> </ul>	<p>The language for the display interface.</p> <p>*Language options will vary by model.</p>
<b>Local Power Quality</b>	Good	<ul style="list-style-type: none"> <li>• Good</li> <li>• Fair</li> <li>• Poor</li> </ul>	<p>Select the desired utility input power quality.</p> <ul style="list-style-type: none"> <li>• <b>Good:</b> The UPS will go on battery power more often to provide clean power supply to connected equipment.</li> <li>• <b>Fair:</b> The UPS will tolerate some voltage fluctuations before switching to battery power.</li> <li>• <b>Poor:</b> The UPS will tolerate more voltage fluctuations and will go on battery power less often.</li> </ul> <p>The <b>Power Quality</b> setting will automatically change the high and low transfer points and the transfer sensitivity setting.</p>
<b>Menu Type</b>	Standard	<ul style="list-style-type: none"> <li>• Standard</li> <li>• Advanced</li> </ul>	<p>The Advanced menus include all parameters. The Standard menus display a limited set of menus and options.</p>
<b>Today's date</b>	Manufacture date		<p>Use the   buttons to enter today's date, and the  button to complete the settings.</p>

### General settings

Configuration settings may be changed at any time using the display interface or PowerChute™ software.

Setting	Factory Default	Options	Description
<b>High Transfer</b>	127 Vac	127 Vac - 136 Vac	To avoid unnecessary battery usage, set the transfer point higher if the AC voltage is chronically high and the connected equipment is known to work under this condition. The Power Quality setting will automatically change this setting. <b>NOTE:</b> Use the Advanced Menus to configure this setting.
<b>Low Transfer</b>	106 Vac	97 Vac - 106 Vac	Sets the transfer point lower if the AC voltage is chronically low and the connected equipment can tolerate this condition. This setting may also be adjusted using the power quality setting. <b>NOTE:</b> Use the Advanced Menus to configure this setting.
<b>Sensitivity</b>	Normal	<ul style="list-style-type: none"> <li>• Normal</li> <li>• Reduced</li> <li>• Low</li> </ul>	<p>Selects the level of sensitivity to power events that the UPS will tolerate.</p> <ul style="list-style-type: none"> <li>• Normal: The UPS will go on battery power more often to provide clean power supply to the connected equipment.</li> <li>• Low: The UPS will tolerate more fluctuations in power and will go on battery power less often.</li> </ul> <p>If the connected load is sensitive to power disturbances, set the sensitivity to Normal.</p>
<b>Date of Last Battery Replacement</b>	Date set at factory. Reset this date when the battery module is replaced.		

Setting	Factory Default	Options	Description
<b>Audible Alarm</b>	On	<ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> </ul>	The UPS will mute all audible alarms if this is set to <b>Off</b> or when the display buttons are pressed.
<b>Auto Self Test</b>	On start-up and every 14 days since the last test	<ul style="list-style-type: none"> <li>• Never</li> <li>• Start-up only</li> <li>• Frequency of test (every 7 or 14 days)</li> </ul>	The interval at which the UPS will execute a self-test.
<b>Reset to Factory Default</b>	No	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	Restores the UPS factory default settings.
<b>Site Wiring Fault</b>	Enable	<ul style="list-style-type: none"> <li>• Enable</li> <li>• Disable</li> <li>• Can Ack</li> </ul>	Sets the Site Wiring Fault detection to Enable, Disable or User Can Acknowledge
<b>Output voltage</b>	120 Vac	<ul style="list-style-type: none"> <li>• 120 Vac</li> <li>• 110 Vac</li> <li>• 125 Vac</li> </ul>	Selects the output voltage. This is only settable when the UPS is turned off.
<b>Green Mode</b>	Enable	<ul style="list-style-type: none"> <li>• Enable</li> <li>• Disable</li> </ul>	This will enable or disable the Green mode function. Green Mode conserves energy while the UPS is operating on line.
<b>SmartConnect Control</b>	Enable	<ul style="list-style-type: none"> <li>• Enable</li> <li>• Disable</li> </ul>	This will permit remote configuration changes.
<b>Low Battery Setting</b>	150 sec	Set the value in seconds	The UPS will emit an audible alarm when the remaining runtime has reached this level.

## Outlet Groups Configuration

### Overview

The Main Outlet Group and the Switched Outlet Group can be configured to independently turn off, turn on, shut down, and reboot connected equipment.

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

- *Turn off*: Disconnect power to connected equipment immediately and restore power to connected equipment only with a manual command
- *Turn on*: Supply power to connected equipment immediately
- *Shutdown*: Disconnect power in sequence, and automatically restore power in sequence when utility power becomes available
- *Reboot*: Shut down and restart

In addition, the Main Outlet Group and the Switched Outlet Group can be configured to do the following:

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

**NOTE:** If the Main and Switched Outlet Groups are not configured, all outlets on the unit will still provide battery back-up power.

**NOTE:** The Main Outlet Group functions as a master switch. It will turn on first when power is applied, and shut off last when there is a power outage and battery run-time has been exhausted.

The Main Outlet Group must be turned on for the Switched Outlet Group to turn on.

Setting	Factory Default	Options	Description
<b>Name String Outlet Group</b>	Outlet Group 1	Edit these names using an external interface, such as the Network Management Card Web interface.	
<b>UPS Name String</b>	UPS Outlets		
<b>Turn On Delay</b>	0 sec	Set the value in seconds	The amount of time the Switched Outlet Group will wait between receiving the command to <i>turn on</i> and the actual startup.
<b>Turn Off Delay</b>	<ul style="list-style-type: none"> <li>• 0 sec (UPS Outlets)</li> <li>• 90 sec (Switched Outlet Groups)</li> </ul>	Set the value in seconds	The amount of time the Switched Outlet Group will wait between receiving the command to <i>turn off</i> and the actual shut down.
<b>Reboot Duration</b>	8 sec	Set the value in seconds	The amount of time that the UPS must remain off before it will restart.
<b>Minimum Return Time</b>	0 sec	Set the value in seconds	The amount of battery runtime that must be available before the UPS or the Switched Outlet Group will <i>turn on</i> .
<b>Load Shed On Battery</b>	Disabled	<ul style="list-style-type: none"> <li>• Shutdown with Delay</li> <li>• Shutdown immediately</li> <li>• Turn off immediately</li> <li>• Turn off with delay</li> <li>• Disabled</li> </ul>	<p>When the unit switches to battery power, the UPS can disconnect power to the Switched Outlet Group to save runtime.</p> <p>To configure this delay time, use the <i>Load Shed Time when On Battery</i> setting.</p>

Setting	Factory Default	Options	Description
<b>Load Shed Time when On Battery</b>	Disabled	Set the value in seconds	The amount of time the outlets will function on battery power before they will <i>turn off</i> .
<b>Load Shed On Runtime</b>	Disabled	<ul style="list-style-type: none"> <li>• Shutdown with delay</li> <li>• Shutdown immediately</li> <li>• Turn off immediately</li> <li>• Turn off with delay</li> <li>• Disabled</li> </ul>	<p>When the battery runtime falls below the specified value, the Switched Outlet Group will <i>turn off</i>.</p> <p>Configure this time using the <i>Load Shed Runtime Remaining</i> setting.</p>
<b>Load Shed On Runtime Remaining</b>	Disabled	Set the value in seconds	When the remaining runtime reaches this level, the Switched Outlet Group will <i>turn off</i> .
<b>Load Shed on Overload</b>	Disabled	<ul style="list-style-type: none"> <li>• Disabled</li> <li>• Enabled</li> </ul>	In the event of an overload (greater than 100% output power), the Switched Outlet Group will immediately <i>turn off</i> to conserve power for essential loads. The Switched Outlet Group will only <i>turn on</i> again with a manual command.

### Modbus settings

Setting	Factory Default	Options	Description
<b>Slave ID</b>	1	1- 223	Sets the Modbus slave address of UPS.
<b>Ser+USB</b>	Disable	<ul style="list-style-type: none"> <li>• Enable</li> <li>• Disable</li> </ul>	Enables or disables UPS Modbus protocol over serial and USB ports.
<b>TCP Settings</b> <ul style="list-style-type: none"> <li>• <b>TCP Protocols</b></li> </ul>	Disable	<ul style="list-style-type: none"> <li>• Disable</li> <li>• Read-Only</li> <li>• Read-Write</li> </ul>	<p>Enables or disables UPS Modbus TCP/IP protocol provided by the embedded SmartConnect Ethernet port.</p> <ul style="list-style-type: none"> <li>• <b>Disable:</b> Disables UPS Modbus TCP/IP protocol</li> <li>• <b>Read-Only:</b> Modbus master over TCP/IP protocol is only allowed to get UPS status.</li> <li>• <b>Read-Write:</b> Modbus master over TCP/IP protocol is allowed to get UPS status and control the UPS.</li> </ul> <p>The port number of UPS Modbus TCP/IP protocol is fixed at 502.</p>
<ul style="list-style-type: none"> <li>• <b>Master IP Addr</b></li> </ul>	000.000.000.000	A valid IPv4 address	<p>Specifies the IPv4 address of the Modbus master that will allow connection to the UPS via Modbus TCP/IP protocol</p> <p>The <i>Master IP Addr</i> when set as 000.000.000.000 will allow connection of external Modbus master with any IP address. When not set as 000.000.000.000, only the Modbus master with the specified IP address is allowed to connect to the UPS.</p> <p>Example: <i>Master IP Address</i> is set to 192.168.0.10, only Modbus master with IP address 192.168.0.10 could connect to the UPS.</p>

Setting	Factory Default	Options	Description
<b>Install FW?</b>	Don't Install	<ul style="list-style-type: none"> <li>• Next off (Updates the UPS Firmware next time that the UPS is turned off)</li> <li>• Now (Updates the UPS firmware immediately without interrupting operations)</li> <li>• Don't Install</li> </ul>	Firmware update: this only appears when new firmware is available in the flash memory of the UPS and is ready to be installed.

### UPS IP Address settings

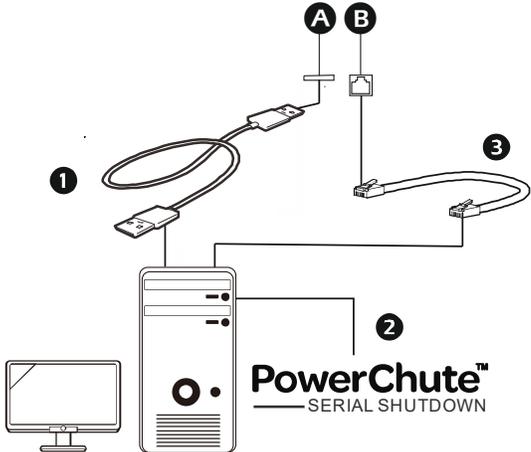
Setting	Factory Default	Options	Description
<b>UPS IP Address Mode</b>	DHCP	<ul style="list-style-type: none"> <li>• DHCP</li> <li>• Manual</li> </ul>	<p>Selects the IP address configuration mode of UPS embedded SmartConnect Ethernet port:</p> <ul style="list-style-type: none"> <li>• <b>DHCP:</b> UPS will automatically configure its IPv4 address via DHCP protocol.</li> <li>• <b>Manual:</b> Manually assigns a static IPv4 address to UPS</li> </ul>
<b>IP Address</b>	000.000.000.000	A valid IPv4 address	<p>This is the IPv4 address assigned to the embedded SmartConnect Ethernet port.</p> <p>When <b>DHCP</b> IP address mode is selected, it will display the UPS IPv4 address assigned by DHCP server.</p> <p>When <b>Manual</b> IP address mode is selected, you need to manually specify a static IPv4 address.</p>
<b>Subnet Mask</b>	000.000.000.000	A valid IPv4 subnet mask	<p>Assigns the subnet mask of the network where UPS IPv4 address belongs.</p> <p>When <b>DHCP</b> IP address mode is selected, it will display the subnet mask assigned by DHCP server.</p> <p>When <b>Manual</b> IP address mode is selected, you need to manually specify the subnet mask of the network where the specified static IPv4 address belongs.</p>

Setting	Factory Default	Options	Description
<b>Default Gateway</b>	000.000.000.000	A valid IPv4 address	<p>This is the IPv4 address of the host from where the UPS sends data to another network or Internet.</p> <p>When <b>DHCP</b> IP address mode is selected, it will display the default gateway assigned by DHCP server.</p> <p>When <b>Manual</b> IP address mode is selected, you need to manually specify the IPv4 address of default gateway.</p>
<b>DNS Server 1</b>	000.000.000.000	A valid IPv4 address	<p>The IPv4 address of first domain name server (DNS) the UPS uses to resolve host names to IPv4 addresses.</p> <p>When <b>DHCP</b> IP address mode is selected, it will display the IPv4 address of the first DNS server assigned by DHCP server.</p> <p>When <b>Manual</b> IP address mode is selected, you need to manually specify the IPv4 address of the first DNS server.</p>
<b>DNS Server 2</b>	000.000.000.000	A valid IPv4 address	<p>The IPv4 address of second domain name server (DNS) the UPS uses to resolve host names to IPv4 addresses (<i>only when UPS is not able to resolve IP address through first domain name server</i>). This setting is optional.</p> <p>When <b>DHCP</b> IP address mode is selected, it will display the IPv4 address of the second DNS server assigned by DHCP server.</p> <p>When <b>Manual</b> IP address mode is selected, you can manually specify the IPv4 address of the second DNS server or leave it as 000.000.000.000.</p>

## Connect and Install Management Software

**NOTE:** This feature is available only in SMT750RM2UC, SMT1000RM2UC, SMT1500RM2UC, SMT1500RM2UCUS, SMT2200RM2UC, SMT2200RM2UCUS, SMT3000RM2UC, and SMT3000RM2UCUS.

PowerChute UPS Management Software (PowerChute Serial Shutdown) can be installed in Smart-UPS for unattended operating system shutdown, UPS monitoring, UPS control and energy reporting. The following diagram is a representation of a typical server installation.

<p><b>A</b> USB Port</p>	
<p><b>B</b> Serial Port</p>	
<p><b>1</b> Connect the USB cable from the rear of the UPS to the protected device such as a server.</p>	
<p><b>2</b> For a server or other device with an operating system, download and install the latest version of the PowerChute Serial Shutdown from <a href="https://www.se.com/pcss">https://www.se.com/pcss</a>. PowerChute Serial Shutdown supports graceful shutdown in the event of an extended power outage.</p> <p><b>NOTE:</b> PowerChute is a 64-bit only application and cannot be installed on a 32-bit operating system.</p>	
<p><b>3</b> A built-in Serial port is also available for additional communication options with serial cable.</p> <p><b>NOTE:</b> Serial port and USB port cannot be used at the same time.</p>	
<p>Even more communication options are available via the built-in Smartslot. Refer to <a href="http://www.se.com">www.se.com</a> for more information.</p>	

## Network Management Card

**NOTE:** Network Management Card (NMC) is pre-installed in SMT750RM2UCNC, SMT1500RM2UCNC, SMT1500RM2UCNCUS, SMT2200RM2UCNC, and SMT3000RM2UCNC.

### Introduction

The Schneider Electric Network Management Card (NMC) enables essential and secure remote monitoring and management of your UPS. Connecting your Smart-UPS will improve the availability, resiliency and efficiency of your UPS and the IT workloads it supports.

For installing the NMC in other models, refer to the user manual provided with the NMC. The user manual is also available on our Web site [www.se.com](http://www.se.com).

To ensure your Network Management Card has the latest firmware which is independently certified to IEC 62443-4-2 standard, your NMC includes a 1-year Secure NMC System (SNS) subscription.

For further information including the latest documentation, visit [www.se.com/secure-nmc](http://www.se.com/secure-nmc)

### Features

The Network Management Card:

- Connects to the network through a 10/100/1000 Base-T Network Port.
- Provides UPS control and self-test scheduling features.
- Provides data and event logs.
- Enables you to set up notifications through event logging, e-mail, Syslog and SNMP traps.
- Provides support for PowerChute™ Network Shutdown for unattended graceful shutdown of your physical servers, virtual machines and hyperconverged infrastructure.
- Supports using a Dynamic Host Configuration Protocol (DHCP) or BOOTstrap Protocol (BOOTP) server to provide the network (TCP/IP) values of the NMC.
- Provides the ability to export a user configuration (.ini) file from a configured NMC to one or more unconfigured NMCs without converting the file to a binary file.
- Provides a selection of security protocols for authentication and encryption.
- Communicates with EcoStruxure™ IT Expert or Data Center Expert for enhanced monitoring and management capabilities.
- Provides two USB ports, which support upgrading the UPS firmware from a USB flash drive.
- Supports two universal input/output ports to which you can connect:
  - Temperature probe, AP9335T (supplied).
  - Temperature/humidity sensor, AP9335TH (optional).
  - Relay input/output connector that supports two input contacts and one output relay using the Dry Contact I/O Accessory, AP9810 (optional).

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## Network Management Card Settings

These settings are available only on SMT750RM2UCNC, SMT1500RM2UCNC, SMT1500RM2UCNCUS, SMT2200RM2UCNC, and SMT3000RM2UCNC.

These settings can only be modified using an external interface, like the NMC web interface.

- NMC IP Address Mode
- NMC IP Address
- NMC Subnet Mask
- NMC Default Gateway

## SmartConnect

SmartConnect Ethernet Port allows you to monitor the health and status of your UPS from any device connected to the Internet. Availability of features varies by terms of use. Access the terms of use at <https://smartconnect.apc.com>.

Refer to EcoStruxure™ IT SmartConnect below for details.

## EcoStruxure™ IT SmartConnect

The Web Portal allows you to remotely view the status of your UPS, receive automatic notifications about UPS events, and firmware updates. The features may vary with terms of use. Visit <https://smartconnect.apc.com> to learn more.

By connecting this product to the Internet using the SmartConnect Ethernet port, you are agreeing to the SmartConnect Terms of Use and Data Privacy Notice, as found at <https://smartconnect.apc.com/terms-and-privacy>. The Schneider Electric Data Privacy Policy can also be found at <https://smartconnect.apc.com/terms-and-privacy>.

Log onto <https://smartconnect.apc.com> or scan the QR code to begin the registration process. The QR code is located on the rear panel of the UPS.

For instructions on how to register your SmartConnect-compatible UPS, visit <https://smartconnect-support.apc.com>.

# Emergency Power Off

## Overview

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

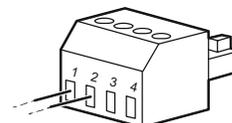
Connect each UPS to the EPO switch. If multiple units are to be controlled with an EPO switch, each UPS must be connected separately to the EPO switch.

The UPS must be restarted for power to be restored to connected equipment.

 <b>CAUTION</b>
<b>RISK OF ELECTRIC SHOCK</b>
<ul style="list-style-type: none"> <li>• Adhere to all local and national electrical codes.</li> <li>• Wiring should be performed by a qualified electrician.</li> <li>• Always connect the UPS to a grounded outlet.</li> </ul>
<b>Failure to follow these instructions could result in minor or moderate injury.</b>

## Normally open contacts

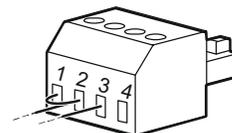
1. If the EPO switch or relay contacts are normally open, insert the wires from the switch or contacts at pins 1 and 2 of the EPO terminal block. Use 16-28 AWG wire.
2. Secure the wires by tightening the screws.



If the contacts are closed, the UPS will *turn off* and power to the connected load will get disconnected.

## 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 pins 1, 2, and 3.



If the contacts are opened, the UPS will *turn off* and power to the connected load will get disconnected.

**NOTE:** Pin 1 is the power source for the EPO circuit, it provides a few milliAmps 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
<b>The UPS will not turn on or there is no output.</b>	
The unit has not been turned on.	Press the UPS ON/OFF button once to turn on the UPS.
The UPS is not connected to AC power.	Be sure the power cable is securely connected to the AC power supply.
The input circuit breaker has tripped.	Reduce the load on the UPS. Disconnect non-essential equipment and reset the circuit breaker.
The unit shows very low or no input AC voltage.	Check the AC power supply to the UPS by plugging in a table lamp. If the light is very dim, check the AC voltage.
The battery connector plug is not securely connected.	Be sure that all battery connections are secure.
The UPS has detected an internal error.	Do not attempt to use the UPS. Unplug the UPS and have it serviced immediately.
<b>The UPS is operating on battery, while connected to input AC power.</b>	
The input circuit breaker has tripped.	Reduce the load on the UPS. Disconnect non-essential 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 AC voltage display. If acceptable to the connected equipment, reduce the UPS sensitivity.
<b>UPS is emitting intermittent beeps.</b>	
The UPS is operating normally.	None. The UPS is helping to protect the connected equipment.
<b>UPS does not provide expected backup time.</b>	
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 indicator has not illuminated.
The UPS is experiencing an overload condition.	Check the UPS load display. Unplug unnecessary equipment, such as printers.
<b>Display interface LEDs flash sequentially.</b>	
The UPS has been shut down remotely through software or an optional accessory card.	None. The UPS will restart automatically when AC power is restored.
<b>The Error detected LED is illuminated. The UPS displays a detected error message and emits a constant beeping sound.</b>	
Internal UPS error detected.	Do not attempt to use the UPS. <i>Turn off</i> the UPS and have it serviced immediately.
<b>The Replace Battery icon is illuminated and the UPS beeps for one minute every five hours.</b>	
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.
<b>The Replace Battery icon is flashing and the UPS beeps once every 2 seconds.</b>	
The battery is not properly connected.	Be sure that the battery connector is securely connected.
<b>The UPS displays a site wiring error message.</b>	
Wiring errors detected include missing ground, hot-neutral, polarity reversal, and overloaded neutral circuit.	If the UPS indicates a site wiring error, have a qualified electrician inspect the building wiring.

## 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.

## Service

1. If the unit requires service, do not return it to the dealer. Follow these steps:
2. Review the Troubleshooting section of the manual to eliminate common problems.
3. If the problem persists, contact Schneider Electric Customer Support through the Web site, **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 and are available through the LCD display on select models.
  - b. Call 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 Schneider Electric Web site for country specific instructions.
4. 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, but must be disconnected.
  - 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.
5. Write the RMA# provided by Customer Support on the outside of the package.
6. 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 three (3) years excluding the batteries, which are warranted for two (2) years from the date of purchase. The SEIT obligation under this warranty is limited to repairing or replacing, at its own sole option, any such defective products. Repair or replacement of a defective product or parts thereof does not extend the original warranty period.

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

SEIT shall not be liable under the warranty if its testing and examination disclose that the alleged defect in the product does not exist or was caused by end user or any third person misuse, negligence, improper installation, testing, operation or use of the product contrary to SEIT recommendations of 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 our Web site: [www.apc.com](http://www.apc.com). Select your country from the country selection drop down menu. Open the Support tab at the top of the web page to obtain information for customer support in your region. Products must be returned with transportation charges prepaid and must be accompanied by a brief description of the problem encountered and proof of date and place of purchase.

## Schneider Electric Worldwide Customer Support

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

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



Select models are ENERGY STAR<sup>®</sup> qualified.

For more information on your specific model go to [www.se.com](http://www.se.com).



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As standards, specifications, and designs change from time to time,  
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