User Guide

EN JPT13988A – 08/2026

APC™ Back-UPS™ BK350G2I, BK500G2I, BK650G2I, BK500G2I-AS

IMPORTANT SAFETY INSTRUCTIONS

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

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 which will result in personal injury if the instructions are not followed.



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

⚠ DANGER

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

⚠ WARNING

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

⚠ CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **can 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.

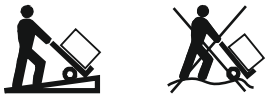
A qualified person is one who has skills and knowledge related to the construction, installation, and operation of electrical equipment and has received safety training to recognize and avoid the hazards involved.

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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 local and national 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.**
- Schneider Electric shall not be held liable for any loss arising from the operation of this UPS.
- This UPS is intended for indoor use only.
- 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 UPS are not blocked. Allow adequate space for proper ventilation.
- Connect the UPS power cable directly to a wall outlet. Do not use surge protectors or extension cords.
- The UPS cord shall be connected to an earthed mains socket outlet for safety reasons.

Battery Safety

⚠ CAUTION

RISK OF HYDROGEN SULPHIDE GAS, EXCESSIVE SMOKE AND FIRE

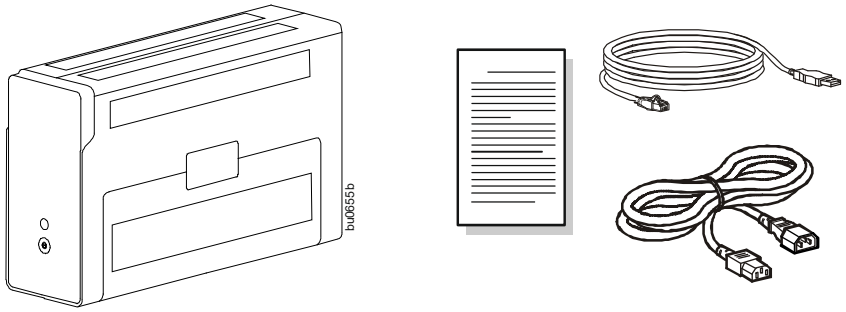
- Replace the battery at least every 5 years or at the end of its service life, whichever is earlier.
- Replace the battery immediately when the UPS indicates battery replacement is necessary.
- Replace batteries with the same number and type of batteries as originally installed in the equipment.
- Replace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

- For the recycling battery information, go to apc.com/recycle
- The battery may get discharged naturally due to storage before shipment. Be sure to charge at least 8 hours before use.
- Servicing of batteries should be performed or supervised by personnel knowledgeable about batteries and required precautions.
- Batteries typically last for two to five years. Environmental factors impact battery life. Elevated ambient temperatures, poor quality utility power causing frequent short duration discharges will shorten battery life. Batteries should be replaced before end of life.
- CAUTION: Before replacing batteries, remove conductive jewelry such as chains, wrist watches, and rings. High energy through conductive materials could cause severe burns.
- CAUTION: A battery can present a risk of electrical shock and 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: 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.

Inventory

All models



Product Description

The APC™ Back-UPS™ is a high performance Uninterruptible Power Supply (UPS). The UPS helps provide protection for electronic equipment from utility power blackouts, brownouts, sags, surges, small utility power fluctuations and large disturbances. The UPS also provides battery backup power for connected equipment until utility power returns to acceptable levels or the batteries are fully discharged.

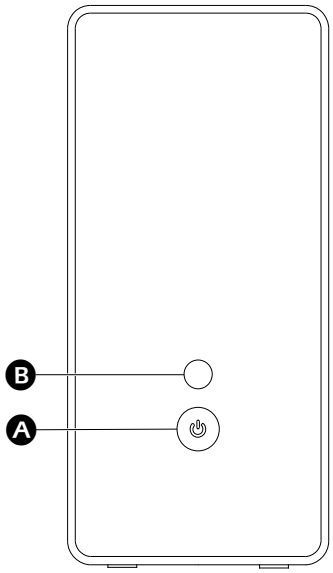
This user manual is available on the Schneider Electric web site, www.se.com.

Product Overview

Front panel features

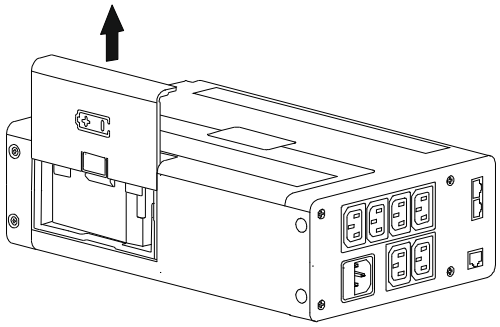
BK350G2I, BK500G2I, BK650G2I, BK500G2I-AS

A	UPS ON/OFF **button**
B	MUTE **button**

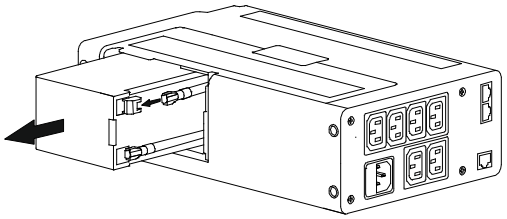


Connect the Battery

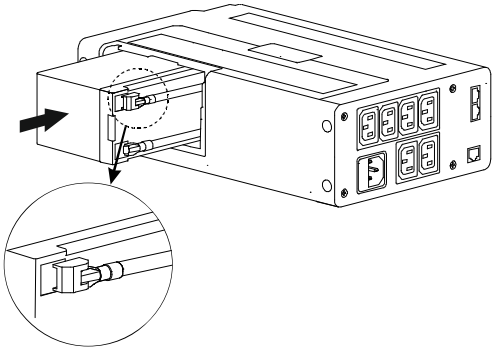
❶ Lay the UPS on its side and slide up the battery compartment door upwards to access the battery module.



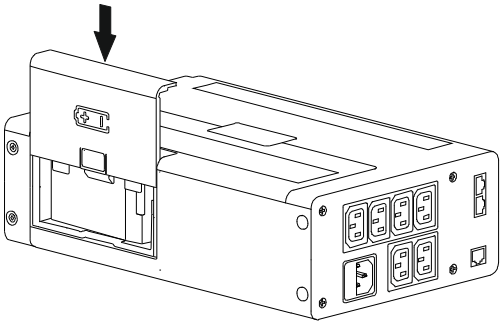
❷ Remove the battery from the UPS. Connect the wire.



❸ Push the battery back in to the UPS.



❹ Slide the battery compartment door downwards. Lift the UPS back to its original position.



Install Powerchute Software

Use the USB communication cable supplied with the Back-UPS to connect the data port on the Back-UPS to the USB port and Serial Data port on your computer. On the computer, go to //www.se.com/pcss. Select your country and then click the download link to download the latest version of PowerChute Serial Shutdown software (PCSS)" software.

Specification

For additional specifications refer to the Schneider Electric web site, www.se.com.

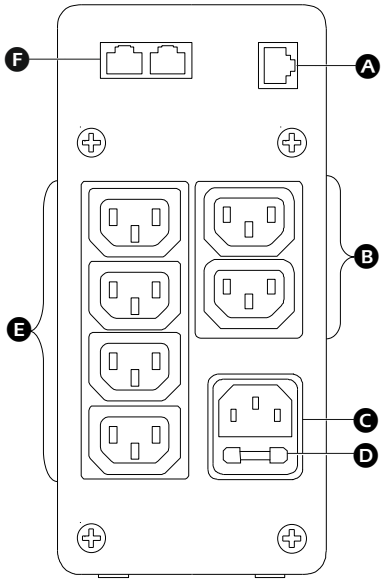
		BK350G2I	BK500G2I, BK500G2I-AS	BK650G2I
Input/Output				
Nominal Voltage		220 - 240 Vac		
Nominal Output Voltage - on Battery		230 Vac		
Online Input Voltage Range		176 - 294 Vac		
VA		350 VA	500 VA	650 VA
Maximum Load		210 W	300 W	400 W
Automatic Voltage Regulation		Boost by +12% when input voltage drops below limit		
		Trim by -11% when input voltage exceeds limit		
Frequency Range		50/60 Hz ± 1Hz autosensing		
On-battery Waveshape		Square-wave		
USB charging port		N/A	N/A	N/A
Output Short-Circuit Current		Approx. 420A peak, Approx. 44.6A rms	Approx. 410A peak, Approx. 45.8A rms	Approx. 415A peak, Approx. 44.7A rms
Physical				
Typical Recharge Time		8 hours		
Unit Dimensions		7.4×3.6×12.2 in (190×91×310 mm)		
Unit Weight		13.45 lb (6.1 kg)	13.45 lb (6.1 kg)	14.11 lb (6.4 kg)
Interface		USB and Simple Signal		
Environmental				
Temperature	Operating	32 to 104 °F (0 ~ 40 °C)		
	Storage	23 to 113 °F (-15 ~ 40 °C)		
Elevation	Operating	0 ~ 3000 meters		
	Storage	0 ~ 3000 meters		
Humidity	Operating	0 to 95% non-condensing		
	Storage	0 to 95% non-condensing		
Battery				
Typical Recharge Time		8 hours		
Transfer Time		8 ms (typical), 10 ms (maximum)		
Battery Type		Lead acid, 12 VDC x 1 battery		
On-Battery Runtime		Go to: http://www.se.com		
Electrical				
Pollution degree		2		
Overvoltage category		II		
Applicable power grid power distribution system		TN Power Systems		
Applicable standard		IEC 62040-1		
International Protection Code		IP20		

Operation

Connect Equipment to the UPS

When the Back-UPS is receiving input power, the Battery Backup with Surge Protection outlets will supply power to connected equipment. During a power outage or other AC problems, the Battery Backup outlets receive power for a limited time from the Back-UPS.

Connect equipment such as printers, fax machines, scanners, or other peripherals that do not need battery backup power to the Surge Protection Only outlets. These outlets provide full-time protection from surges even if the Back-UPS is switched OFF.

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Ⓐ	**Serial Data port**	To use PowerChute Serial Shutdown, connect the supplied USB cable or an optional serial cable (not supplied) to the computer.	
Ⓑ	**Surge Protected outlets**	These outlets provide full-time protection from surges, even if the Back-UPS is off. Connect equipment such as printers and scanners that do not require battery backup protection.	
Ⓒ	**AC Power Input**	Use the power cable (supplied) to connect the UPS to AC power.	
Ⓓ	**AC Power Inlet Fuse**	Use to protect the UPS from power overload and short circuit.	
Ⓔ	**Battery Backup outlets with Surge Protection**	During a power outage or disturbances in the input power supply, the equipment connected to the Battery Backup outlets receive power for a limited time from the Back-UPS. Connect essential equipment such as desktop computer, computer monitor, modem or other data sensitive devices to these outlets.	
Ⓕ	In/Out **Ethernet surge-protected ports**	Use an Ethernet cable to connect a cable modem to the IN port, and connect a computer to the OUT port.	

Unit sensitivity

Adjust the sensitivity of the Back-UPS to control when it will switch to battery power; the higher the sensitivity, the more often the Back-UPS will switch to battery power.

1. Be sure that the Bacl-UPS is conected to AC power, but is OFF.
2. Press the front panel's Power On/Off button fully inward for 6 seconds. The Back-UPS will beep and the Power On LED will illuminate alternately green-red until the Power On/Off button is released, acknowledging entry into Programming Mode.
3. To select the Low Sensitivity setting, press the UPS ON/OFF button until the green indicator is flashing.
4. To select the Medium Sensitivity setting, press the UPS ON/OFF button until the red indicator is flashing.
5. To select the High Sensitivity setting, press the UPS ON/OFF button until the amber indicator is flashing.
6. Once in Programming Mode, if the UPS ON/OFF button is not pressed within 5 seconds, the Back-UPS will exit Programming Mode; all indicators will extinguish.

LED Flashes	Line Sensitivity	Sensitivity Setting	Input Voltage Range	Status Description
Green	Generator Sensitivity	Low	156-300 Vac	Input voltage is extremely low or high. (Not recommended for computer loads.)
Red	Default Value	Medium (Default)	176-294 Vac	The Back-UPS frequently switches to battery power.
Amber	Sensitive Loads	High	176-288 Vac	The connected equipment is sensitive to voltage fluctuations.

Alarms and Detected System Errors

Audible indicators

Indicator	LED status	Description
Four Beeps Every 30 Seconds	LED in Green, flashing every 4 beeps	Back-UPS is running on battery. You should consider saving any work in progress.
Continuous Beeping	LED in Green flashing	Low battery condition and battery run-time is very low. Promptly save any work in progress, exit all open applications, and shut down the operating system.
Continuous tone	No LED.	Battery Backup outputs are overloaded.
Chirps every 2 Seconds	LED in red and flashing	Battery is disconnected.
Chirps every 2 Seconds	LED in alternating (green and red)	Battery did not pass the automatic diagnostic test and should be replaced as early as possible. Pressing the MUTE button pauses the chirping.

To turn off the output power, press the UPS ON/OFF button on the UPS.

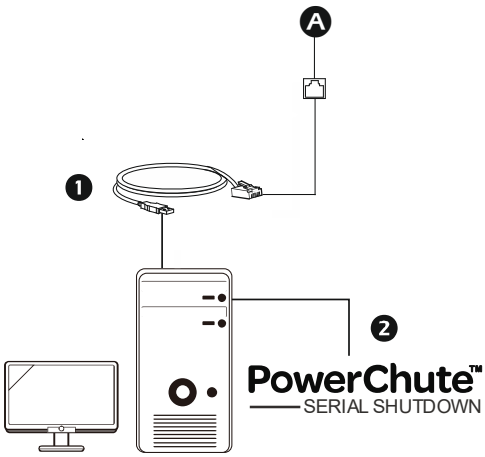
Function Button Quick Reference

Function	Button	Timing (seconds)	UPS Status	Description
Power				
Power On		0.2	On	Press UPS ON/OFF button to start receiving UPS input AC power. If AC input power is not available, the Back-UPS will run on battery power.
Power Off		2	Off	The Back-UPS does not receiving input AC power.
Mute				
Enable/ Disable mode		2	On	Press MUTE button (without backlight) to enable or disable the audible alarms. The Back-UPS will beep once.
No load shut down/ low load shut down		4	Off	Press and hold the Mute button for 4 seconds to enable or disable this function. • Default Setting: Disabled • Green power button: Function enabled • Red power button: Function disabled
Others				
Self-Test		6	On	The Back-UPS will perform a test of the internal battery. **NOTE**: This will happen automatically when the Back-UPS is turned ON or when the Back-UPS previously detected a bad battery.

Connect and Install Management Software

Install PowerChute™ Serial Shutdown software on all computer servers connected to your Back-UPS, for graceful operating system shutdown, control and monitoring the Back-UPS. Visit https://www.se.com/pcss for more information and downloading the software.The following diagram is a representation of a typical server installation.

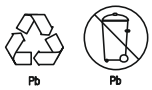
Ⓐ	**Serial Data Port**
	NOTE: For location of the port, refer to “Connect Equipment to the UPS” on page 7.
❶	**Connect the USB cable to the rear of computer and Serial Data Port to rear of the UPS to the protected device such as a server.**
❷	**For a server or other device with an operating system, download and install the latest version of PowerChute Serial Shutdown from https://www.se.com/pcss. PowerChute Serial Shutdown supports graceful shutdown in the event of an extended power outage.** **NOTE:** PowerChute is a 64-bit only application and cannot be installed on a 32-bit operating system.



Troubleshooting

Problem and Possible Cause	Solution
Back-UPS will not turn on.	
The Back-UPS is not connected to AC power.	Be sure that the Back-UPS is securely connected to an AC outlet.
The internal battery is not connected.	Connect the battery.
The AC input voltage is out of range.	Adjust the transfer voltage and sensitivity range.
The Back-UPS does not provide power during a AC power outage.	
Be sure that essential equipment is **not** plugged into a SURGE ONLY outlet.	Disconnect equipment from the SURGE ONLY outlet and re-connect to a Battery Backup outlet.
The Back-UPS is operating on battery power, while connected to AC power.	
The input power plug is not completely and securely connected to the wall outlet, the wall outlet is no longer receiving AC power, or the circuit breaker has tripped.	Be sure that the plug is completely and securely plugged into the wall outlet. Be sure that the wall outlet is receiving AC power by checking it with another device.
The Back-UPS is performing an automatic self test.	No action is necessary.
The AC input voltage is out of range, the frequency is out of range, or the waveform is distorted.	Adjust the transfer voltage and sensitivity range.
The Back-UPS does not provide the expected amount of backup time.	
Battery Backup outlets may be fully or improperly loaded.	Disconnect non-essential equipment from the Battery Backup outlets and connect the equipment to SURGE ONLY outlets.
The battery was recently discharged due to a power outage and has not fully recharged.	Charge the battery cartridge for 16 hours.
The battery has reached the end of its useful life.	Replace the battery.
The REPLACE BATTERY **indicator is illuminated.**	
The battery has reached the end of its useful life.	Replace the battery as early as possible.
The OVERLOAD indicator is illuminated.	
The equipment connected to the Back-UPS is drawing more power than the Back-UPS can provide.	Disconnect non-essential equipment from the Battery Backup outlets and connect the equipment to SURGE ONLY outlets.
The SYSTEM ERROR **indicator is illuminated, all the front panel indicators are flashing.**	
The UPS has detected an internal error.	Determine which detected error code displayed by matching the number displayed on the LCD and match it with the corresponding detected Error code (See *“Alarms and Detected System Errors” on page 8*.) and contact SEIT Technical Support.

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.

Replace used batteries with Schneider Electric approved batteries.To order a replacement battery go to the Schneider Electric Web site, **www.se.com**.

Battery life is highly dependent on temperature and use. To identify when to replace batteries, Back-UPS have a predictive battery typically lasts for 3 to 5 years, a shorter period if subjected to frequent outages or elevated temperatures.

Proactively replace batteries to maintain the highest availability. To ensure protection and high performance, use only genuine APC Replacement Battery Cartridges (RBC™). The APC RBC contains instructions for battery replacement and disposal. To order a replacement battery go to the Schneider Electric Web site, **www.se.com**.

UPS Model	Replacement Battery	Battery Module
BK350G2I	RBC17	LeadAcid (VRLA)
BK500G2I, BK500G2I-AS	RBC17	
BK650G2I	APCRBC164	

Warranty

The standard warranty is three (3) years from the date of purchase, valid in European Community. For all other regions, the standard warranty is two (2) years from the date of purchase. Schneider Electric IT (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 Worldwide Customer Support

For country specific customer support, go to Schneider Electric web site **www.se.com**.