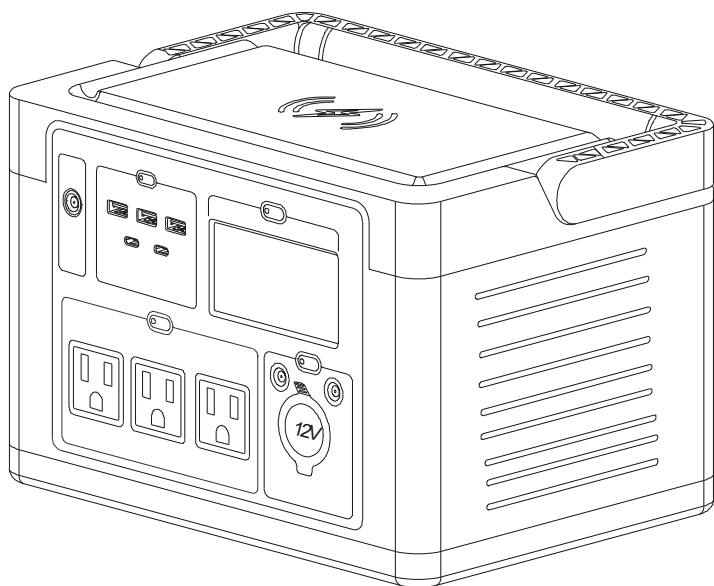


# Schneider OffGrid Portable Power Station

## User Manual

PPS500  
PPS730

EN TME44186  
09/2024



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# Important Safety Instructions

SAVE THESE INSTRUCTIONS - This manual contains important instructions that should be followed during installation and maintenance of Schneider OffGrid 500/730.

Read these instructions carefully and look at the equipment to become familiar with the device before trying to install, operate, service or maintain it. The following special messages may appear throughout this bulletin 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.

## Product Handling Guidelines

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

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

## Important Safety Instructions

- To reduce risk of injury, close supervision is necessary when children are present in the vicinity of the Schneider OffGrid 500/730.
- Use only recommended Schneider Electric accessories and chargers.
- Do not expose the Schneider OffGrid 500/730 to excessive temperature or fire. Any such exposure to temperatures above 140 °F (60 °C) or fire may cause explosion.
- Do not use the Schneider OffGrid 500/730 or accessories if it is damaged or modified. Damage or modification of the Schneider OffGrid 500/730, including the lithium-ion battery pack inside the Schneider OffGrid 500/730, may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- Use the Schneider OffGrid 500/730 in a dry and well ventilated environment.
- During storage, keep the Schneider OffGrid 500/730 in a dry and well ventilated place to avoid moisture and electric shock.
- Do not disassemble, repair, or modify the Schneider OffGrid 500/730 or the battery pack. Such acts may cause fire, explosion, injury, and unpredictable risks.
- Schneider OffGrid 500/730 has no serviceable parts.

## General Instructions

- Do not touch the metallic connector of the cable immediately after using for charging the Schneider OffGrid 500/730. Allow sufficient time for the metal parts of the connector to cool.
- To reduce risk of damage to the electric plug and chord, pull the plug rather than the cord when disconnecting the Schneider OffGrid 500/730.
- Use of Schneider OffGrid 500/730 under low temperatures may diminish battery lifespan.
- Recharge the battery at least once in 6 months when the Schneider OffGrid 500/730 is stored (not used) for a long period.
- Schneider OffGrid 500/730 is optimized for charging within an ambient temperature range of 0 °C to 40 °C. The discharge temperature should not exceed 40 °C, and the unit should be stored within a temperature range of -20 °C to 70 °C. Operation outside of these temperature parameters may result in reduced functionality.
- Recharge the battery periodically to be sure that the battery is in a healthy condition.
- Recycle the package materials or save them for reuse.

# Product Overview

Introducing our revolutionary series of Schneider OffGrid products, designed to empower you wherever you go. At Schneider Electric, we understand the growing need for reliable, on-the-go power solutions that adapt to today's dynamic lifestyles. Our Schneider OffGrid product range combines cutting-edge technology with unparalleled convenience, providing a seamless power source for various applications, from outdoor adventures to emergency situations.

Engineered with durability and versatility in mind, our Schneider OffGrid products offer a compact and lightweight design without compromising on performance. Whether you are camping off the grid, working remotely, or preparing for unexpected power outages, our solutions are tailored to meet your energy needs with efficiency and ease.

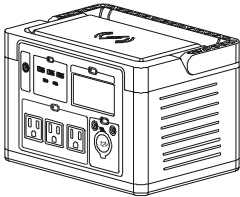
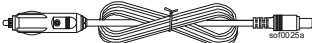

Stay connected, stay productive, and stay prepared with our Schneider OffGrid products, redefining the way you access and utilize power on the move. Experience the freedom of portable energy at your fingertips with Schneider Electric.



## Unpacking

Inspect the Schneider OffGrid package upon receipt. Schneider Electric designed robust packaging for your product. However, accidents and damage many occur during shipment. Notify the carrier and dealer if there is damage.

The packaging is recyclable, save it for reuse or dispose of it properly.

## Inventory

Schneider OffGrid 500/730	Car Charging Cable	AC Charging Cable
		

Safety Guide	Quick Start Guide
	

## EMC Compliance

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**CAUTION:** Changes or modifications not expressly approved by Schneider Electric could void the user's authority to operate the equipment.

## Specifications

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

### Environmental

Temperature	Operating	Charging: 0 to 40 °C (32 to 104 °F) Discharging: -10 to 40 °C (14 to 104 °F)
	Storage	-20 to 70°C (-4 to 158 °F)
Maximum Elevation	Operating	0 - 2,000 m (0 - 6,500 ft) (In 0 - 1,000 m unit operate normally 1,000 m - 2,000 m the load derates by 1% for every 100m altitude increase)
	Storage	0 - 2,000 m (0 - 6,500 ft)
Humidity		0% to 95% relative humidity, non-condensing

**NOTE:**

- Charge the Schneider OffGrid immediately upon receipt or during first installation and at least once in nine months during storage or when not in use.
- Environmental factors impact Schneider OffGrid battery life. Elevated ambient temperatures, high humidity, poor quality mains power causing frequent short duration discharges will shorten battery life.

### Physical

Unit weight	<b>Schneider OffGrid 500</b> 5.5 Kg (12.1 lbs) <b>Schneider OffGrid 730</b> 6.35 Kg (14.0 lbs)
Unit dimensions Height x Width x Depth	204 x 200 x 250 mm 8 x 7.8 x 9.8 in

## Battery

Battery type	Lithium-ion (Non-removable)
Battery Voltage	14.76 V $\approx$
Ah Rating	<ul style="list-style-type: none"> <li>• <b>Schneider OffGrid 500</b> - 35 Ah</li> <li>• <b>Schneider OffGrid 730</b> - 50 Ah</li> </ul>
Cycle Life	500+ cycles with 80%+ capacity

## Output Ports

AC Output (3)	120 V $\sim$ , 60 Hz <ul style="list-style-type: none"> <li>• <b>Schneider OffGrid 500</b> - 500 W</li> <li>• <b>Schneider OffGrid 730</b> - 700 W</li> </ul>
DC Output	12 V $\approx$ 10 A, 12 V $\approx$ 5 A
USB-A Output	<ul style="list-style-type: none"> <li>• <b>Schneider OffGrid 500</b> - 3x 5 V<math>\approx</math>2.4 A</li> <li>• <b>Schneider OffGrid 730</b> - 2x 5 V<math>\approx</math>2.4 A - <b>1x Quick Charge 3</b>, 18 W max, 5 V<math>\approx</math>3 A, 9 V<math>\approx</math>2 A, 12 V<math>\approx</math>1.5 A</li> </ul>
USB-C PD Output	<ul style="list-style-type: none"> <li>• <b>Schneider OffGrid 500</b> - 1x 60 W max, 5 V<math>\approx</math>3 A, 9 V<math>\approx</math>3 A, 12 V<math>\approx</math>3 A, 15 V<math>\approx</math>3 A, 20 V<math>\approx</math>3 A - 1x Quick Charge 3, 18 W max, 5 V<math>\approx</math>3 A, 9 V<math>\approx</math>2 A, 12 V<math>\approx</math>1.5 A</li> <li>• <b>Schneider OffGrid 730</b> - 1x 100 W max, 5 V<math>\approx</math>3 A, 9 V<math>\approx</math>3 A, 12 V<math>\approx</math>3 A, 15 V<math>\approx</math>3 A, 20 V<math>\approx</math>3 A, 20 V<math>\approx</math>5 A - <b>1x Quick Charge 3</b>, 18 W max, 5 V<math>\approx</math>3 A, 9 V<math>\approx</math>2 A, 12 V<math>\approx</math>1.5 A</li> </ul>
Wireless Charge	15 W max

## Input Ports

Nominal AC Input Voltage	120 V $\sim$
AC Input	90 - 140 V $\sim$ , 60 Hz, 2.3 A max
DC Input	12-30 V $\approx$ 10 A, 200 W max

## Product Features

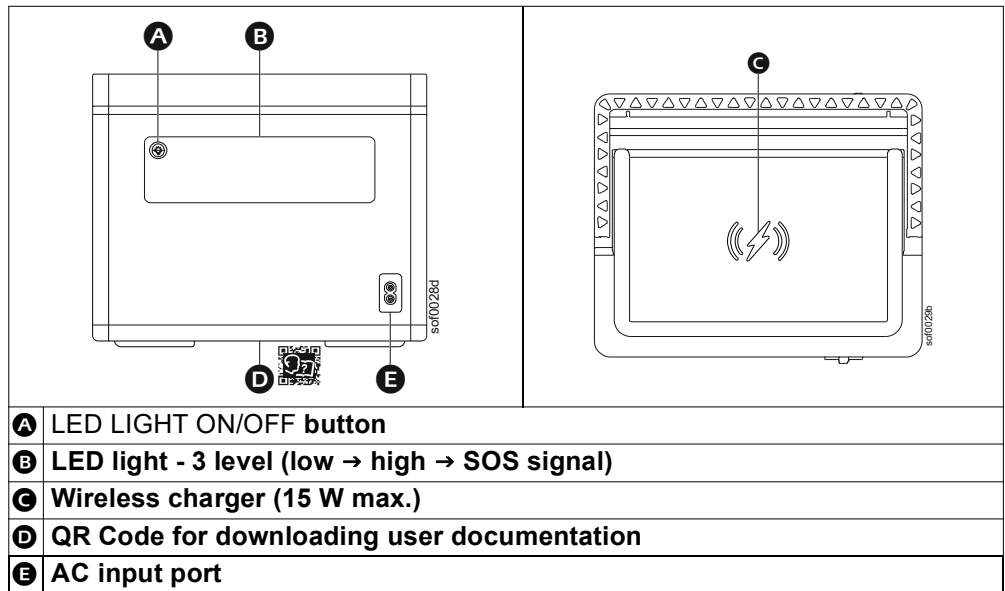
**NOTE:** Before using the Schneider OffGrid 500/730 for the first time, be sure that the unit is fully charged and then press any button to turn it on.

### Front Panel Features

<b>A</b>	<b>DC input port (12-30 V=10 A)</b>	
<b>B</b>	<b>USB-A output</b>	
	<ul style="list-style-type: none"> <li><b>Schneider OffGrid 500</b> <ul style="list-style-type: none"> <li>- 3x 5 V=2.4 A</li> </ul> </li> <li><b>Schneider OffGrid 730</b> <ul style="list-style-type: none"> <li>- 2x 5 V=2.4 A</li> <li>- 1x Quick Charge 3 (5 V=3 A, 9 V=2 A, 12 V=1.5 A)</li> </ul> </li> </ul>	
<b>C</b>	<b>USB ON/OFF button</b>	
<b>D</b>	<b>LCD DISPLAY ON/OFF button</b>	
<b>E</b>	<b>CAR PORT ON/OFF button</b>	
<b>F</b>	<b>Car port (12 V=10 A)</b>	
<b>G</b>	<b>LCD display</b>	
<b>H</b>	<b>AC output socket 120 V~, 60 Hz</b>	
	<ul style="list-style-type: none"> <li>Schneider OffGrid 500 : 500 W</li> <li>Schneider OffGrid 730 : 700 W</li> </ul>	
<b>I</b>	<b>AC OUTPUT PORT ON/OFF button</b>	
<b>J</b>	<b>USB-C output</b>	
	<ul style="list-style-type: none"> <li><b>Schneider OffGrid 500</b> <ul style="list-style-type: none"> <li>- 1x PD 60 W max. (5 V=3 A, 9 V=3 A, 12 V=3 A, 15 V=3 A, 20 V=3 A)</li> <li>- 1x Quick Charge 3, 18 W max. (5 V=3 A, 9 V=2, 12 V=1.5 A)</li> </ul> </li> <li><b>Schneider OffGrid 730</b> <ul style="list-style-type: none"> <li>- 1x PD 100 W max. (5 V=3 A, 9 V=3 A, 12 V=3 A, 15 V=3 A, 20 V=3 A, 20 V=5 A)</li> <li>- 1x Quick Charge 3, 18 W max. (5 V=3 A, 9 V=2 A, 12 V=1.5 A)</li> </ul> </li> </ul>	
<b>K</b>	<b>DC5521 port - 2 x 12 V=5 A (shared)</b>	



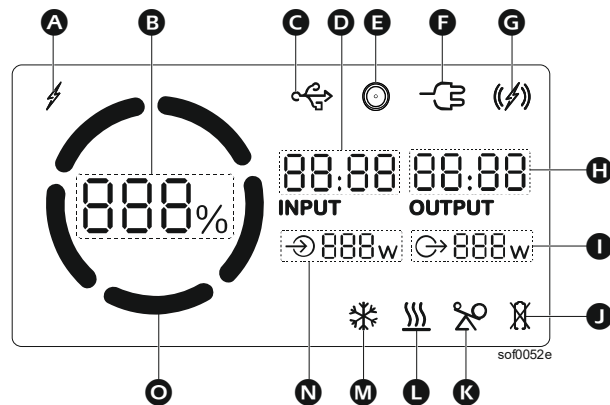
## Rear, Top, and Bottom Panel Features



### NOTE:

- The wireless charging power output is limited to 15 W, and charging speed is contingent on environmental factors such as location and phone case.
- Before utilizing the wireless charging function, it is necessary to activate the Schneider OffGrid 500/730 by pressing any button.

## LCD Display



<b>A</b>	<b>Charging indicator</b>	Illuminates when the unit is charged through any of the charging modes
<b>B</b>	<b>Remaining battery capacity%</b>	Indicates the remaining battery capacity in percentage
<b>C</b>	<b>USB output indicator</b>	Illuminates when the unit is providing power to USB outlets
<b>D</b>	<b>Remaining time to full charge (HH:MM)</b>	Indicates the remaining time in Hours and Minutes for the unit battery to charge to 100%
<b>E</b>	<b>DC output indicator</b>	Illuminates when the unit is providing power to DC outlets
<b>F</b>	<b>AC output indicator</b>	Illuminates when the unit is providing power to AC outlets
<b>G</b>	<b>Wireless output indicator</b>	Illuminates when the unit is charging the wireless devices
<b>H</b>	<b>Remaining runtime indicator (HH:MM)</b>	Indicates the remaining runtime time in Hours and Minutes supported by the unit battery to the connected equipment
<b>I</b>	<b>Output power</b>	Indicates the load power in watts connected to the unit
<b>J</b>	<b>Low Battery / Battery Fault detected</b>	Illuminates when the battery capacity is below the limit or when any battery fault is detected by unit

<b>K</b>	<b>Overload indicator</b>	Illuminates when the total load connected to the unit outlets exceeds the rated capacity
<b>L</b>	<b>High temperature alert indicator</b>	Illuminates when the unit is operated above the upper specified temperature limits
<b>M</b>	<b>Low temperature alert indicator</b>	Illuminates when the unit is operated below the lower specified temperature limits
<b>N</b>	<b>Input power</b>	Indicates the unit input power in watts
<b>O</b>	<b>Battery level indicator</b>	Green circle illuminates in sequence, indicating the battery level of the unit

## Operations

### Turn On the Schneider OffGrid 500/730

- Press any button to illuminate the display.
- To supply power (AC or DC) to the connected equipment, press the respective ON/OFF button of the output port/socket. Refer to “Front Panel Features” on page 8.

**NOTE:** All output ports/sockets can be used simultaneously.

### Turn Off the Schneider OffGrid 500/730

Schneider OffGrid 500/730 will automatically turn-off, when all output ports are turned off.

#### **ECO Mode:**

- AC output sockets will automatically turn-off after 10 hours, if the connected load is < 5 W.
- USB and car ports will automatically turn-off after 10 hours, if the connected load is < 1 W.
- AC output sockets will automatically turn-off when battery level is < 5%.

## Display

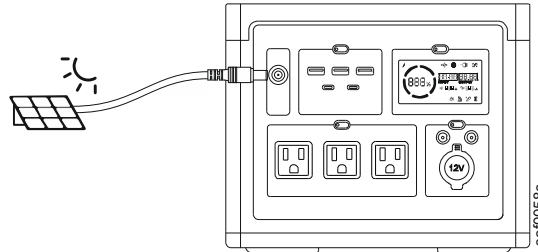
- To activate the display, press the LCD DISPLAY ON/OFF button, any output power button, or LED LIGHT button. The display will illuminate automatically when a charging input is detected.
- To deactivate the display, press the LCD DISPLAY ON/OFF button again or the display will turn off automatically after 1 minute of inactivity.
- To enable the Always ON display when charging the devices, after the display illuminates press and hold LCD DISPLAY button for 10 seconds with 1 beep.
- To disable the Always ON display when charging the devices, after the display illuminates press and hold LCD DISPLAY button for 10 seconds with 2 beeps.

# Charging the Schneider OffGrid 500/730

Schneider OffGrid 500/730 support multiple modes of charging like AC wall outlet, solar panels, car charging all at the same time.

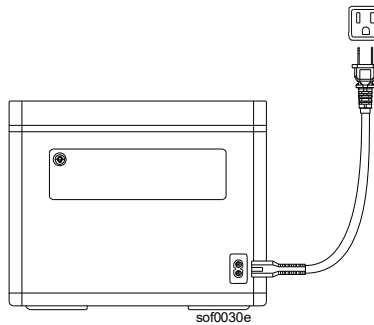
Wherever feasible, Schneider Electric suggests using solar panels to charge the unit with green energy.

## Solar charging



Connect the PSP100 or PSP200 solar panels to the DC input port of the Schneider OffGrid unit. Refer to solar panels installation guide for details.

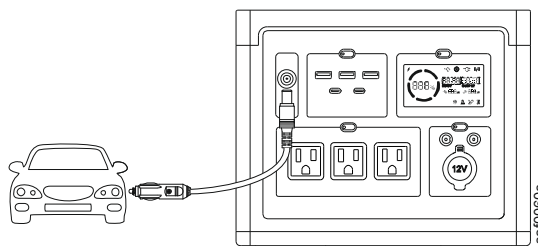
## AC wall outlet charging



Connect the AC charging cable to the wall outlet and the input port of the Schneider OffGrid unit.

## Car port charging

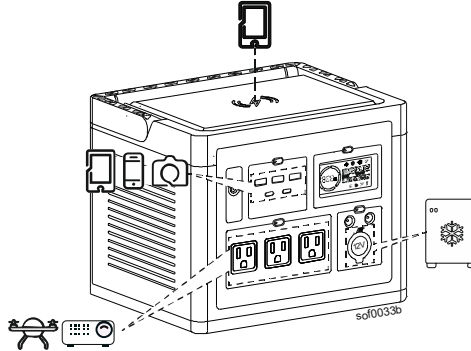
- Connect the car charging cable from the 12 V  $\text{DC}$  car/cigarette port to the DC input port of the Schneider OffGrid unit.
- Be sure that the connection between the charging outlet of car and the car port of Schneider OffGrid is good and the car charging cable is properly inserted at each end.
- Use car charging only when the vehicle is turned on to prevent car battery draining.
- Do not touch the metallic connector of the cable immediately after using for charging the Schneider OffGrid unit. Allow sufficient time for the metal parts of the connector to cool.



## Connect Equipment to Schneider OffGrid 500/730

Schneider OffGrid 500/730 unit can be used to provide power to the connected equipment, even when the unit is charging. The unit will switch to battery mode and continue to supply power to the equipment when the unit is disconnected from charging or when charging is not available.

All output ports/sockets of the Schneider OffGrid unit can be used simultaneously.



### AC Output ON/OFF

- Press the AC OUTPUT PORT ON/OFF button on the unit.  
The AC output indicator on the LCD display illuminates.
- Connect AC operated equipment to the AC output sockets.
- Total load connected to these sockets should not exceed 500 W for Schneider OffGrid 500 and 700 W for Schneider OffGrid 730.
- Press the AC OUTPUT PORT ON/OFF button again to turn off the AC output.
- **ECO Mode**
  - AC output sockets will automatically turn-off after 10 hours, if the connected load is < 5 W.
  - AC output sockets will automatically turn-off when battery level is < 5%.

### USB Output ON/OFF

- Press the USB ON/OFF button on the unit. The USB output indicator on the LCD display illuminates.
- Connect electronic devices to the USB ports to charge them.
- Press the USB ON/OFF button again to turn off the USB output.
- **ECO Mode**
  - USB ports will automatically turn-off after 10 hours, if the connected load is < 1 W.

### Car Port Output ON/OFF

- Press the CAR PORT ON/OFF button on the unit. The DC output indicator on the LCD display illuminates.
- Connect equipment like mini refrigerators/coolers etc., to the car port.
- Total load connected to these sockets should not exceed 120 W.
- Press the CAR PORT ON/OFF button again to turn off the car port output.
- **ECO Mode**
  - Car ports will automatically turn-off after 10 hours, if the connected load is < 1 W.

## Wireless Charging Port

- Activate the Schneider OffGrid unit by pressing any button, to utilize the wireless charging function.
- Place the wireless charging-compatible device on the designated wireless charging area of the unit, aligning it properly for optimal charging.
- Wireless charging process will begin automatically, after placing the device on the unit.
- Wireless charging power output is limited to 15 W, and charging speed is contingent on environmental factors such as location and phone case.

## LED Light ON/OFF




**NOTE:** Remove the protection film on the LED prior to using the Schneider OffGrid.







- Press LED LIGHT button on the rear panel of the unit to turn on the LED light, with low intensity.
- Press LED LIGHT button again to increase the LED light intensity to high mode.
- Press LED LIGHT button again to take LED light to SOS flash mode. The LED light will turn ON and OFF in the SOS flash mode.
- Press LED LIGHT button again to turn off the LED light.

## Alerts



Schneider OffGrid displays an alphanumeric code on the display when an external error or an internal error is detected.

Display Error Codes	Display Icons	Audible Indicators	Description	Solution
E08/E10/E11/E12/E13		Short beep	Schneider OffGrid is experiencing an overload condition on one of the USB ports	<ul style="list-style-type: none"> <li>• Disconnect non-equipment from the Schneider OffGrid USB ports to correct the overload condition.</li> <li>• Press the USB OUTPUT PORT ON/OFF button on the unit to restart the USB output or long press the button to turn off USB output.</li> </ul>
E04/E06/E07		Short beep	Schneider OffGrid is experiencing an overload condition on one of the Car/DC5521 ports	<ul style="list-style-type: none"> <li>• Disconnect non-essential equipment from the Schneider OffGrid Car/DC5521 ports to correct the overload condition.</li> <li>• Press the CAR/DC5521 PORT ON/OFF button on the unit to restart the Car output or long press the button to turn off Car output.</li> </ul>
E17		Short beep	Schneider OffGrid is experiencing an overload condition on one of the AC output sockets	<ul style="list-style-type: none"> <li>• Disconnect non-essential equipment from the Schneider OffGrid AC output sockets to correct the overload condition.</li> <li>• Press the AC PORT ON/OFF button on the unit to restart the AC output or long press the button to turn off AC output.</li> </ul>

Display Error Codes	Display Icons	Audible Indicators	Description	Solution
E21		Continuous beep	Schneider OffGrid is experiencing high temperature during charging	<ul style="list-style-type: none"><li>• Disconnect all the charging sources from Schneider OffGrid and wait for the unit temperature to reduce.</li><li>• Unit will try to auto-recover from this condition.</li></ul>
E20/E28		Continuous beep	Schneider OffGrid is experiencing high temperature during discharging	<ul style="list-style-type: none"><li>• Disconnect all the equipment from Schneider OffGrid output ports and wait for the unit temperature to reduce.</li><li>• Unit will try to auto-recover from this condition.</li></ul>
E22		Continuous beep	Schneider OffGrid is experiencing low temperature during charging	<ul style="list-style-type: none"><li>• Be sure that Schneider OffGrid ambient temperature is within limits.</li><li>• Unit will try to auto-recover from this condition.</li></ul>
E23		Continuous beep	Schneider OffGrid is experiencing low temperature during discharging	<ul style="list-style-type: none"><li>• Be sure that Schneider OffGrid ambient temperature is within limits.</li><li>• Unit will try to auto-recover from this condition.</li></ul>
E15/E16			Incompatible Solar panel / DC adapter used for charging the Schneider OffGrid	<ul style="list-style-type: none"><li>• Disconnect the solar panel / DC adapter from the Schneider OffGrid.</li><li>• Use only SE recommended PSP100 or PSP200 solar panels for charging the unit.</li><li>• Use only recommended Schneider Electric accessories and chargers.</li></ul>
E18		Continuous beep	Schneider OffGrid battery voltage is critically low	<ul style="list-style-type: none"><li>• Charge the batteries.</li><li>• Batteries require recharging after extended usages and wear out faster when put into service often or when operated at elevated temperatures.</li><li>• If the Low Battery/Battery fault detected icon is lit, even after recharging, discontinue use of the Schneider OffGrid and contact customer care.</li></ul>
		Short beep	Schneider OffGrid battery voltage is critically low and AC output sockets are turned off automatically	
		Short beep	Schneider OffGrid battery voltage is critically low and Car/DC5521 ports are turned off automatically	
<b>NOTE:</b> If any error code, other than the codes specified above are displayed on Schneider OffGrid display, immediately disconnect the charging sources and connected equipment from the unit, discontinue use of the unit and contact customer care.				

# Troubleshooting

Use the table below to solve minor installation and operation problems.

Refer to our website, [www.se.com](http://www.se.com) for assistance with complex Schneider OffGrid problems.

Go to our website, [www.se.com/support](http://www.se.com/support), or contact your local customer care center for more information.

Problem and Possible Cause	Solution
<b>Schneider OffGrid is not turning on</b>	
Schneider OffGrid is not connected to mains power.	Be sure that the AC charging cable is securely connected to the Schneider OffGrid and to the mains power supply.
Schneider OffGrid battery are weak and not charged after recent usage.	Charge the batteries. Batteries require recharging after extended usages or when Schneider OffGrid is used for the first time
<b>Schneider OffGrid output is not available at different outlets</b>	
Equipment connected to AC outlets are not operating.	Be sure Schneider OffGrid battery is sufficiently charged.  Press the AC OUTPUT PORT ON/OFF button on the unit to turn on the AC port
Equipment connected to USB-A / USB-C outlets are not operating.	Be sure that the USB cable is securely connected to the Schneider OffGrid USB-A / USB-C outlets and to the equipment.  Be sure Schneider OffGrid battery is sufficiently charged.  Press the respective USB OUTPUT PORT ON/OFF button on the unit to turn on the USB-A / USB-C port
Equipment connected to car port is not operating.	Be sure that the car port cable is securely connected to the Schneider OffGrid car port and to the equipment.  Be sure Schneider OffGrid battery is sufficiently charged.  Press the CAR OUTPUT PORT ON/OFF button on the unit to turn on the car port
Wireless charging devices are not charging when placed on Schneider OffGrid wireless charger area.	Activate the Schneider OffGrid by pressing any button after placing the device.  Wireless charging power output is limited to 15 W, and charging speed is contingent on environmental factors such as location and phone case.
<b>Schneider OffGrid does not provide expected backup time</b>	
The Schneider OffGrid batteries are weak due to a recent usage, or they are near the end of service life.	Charge the batteries. Batteries require recharging after extended usages and wear out faster when operated at elevated temperatures. If the Low Battery / Battery Fault detected icon is constantly illuminating, even after recharging, discontinue use of the Schneider OffGrid and contact customer care
<b>Schneider OffGrid batteries are not getting charged</b>	
Schneider OffGrid is not connected to mains power.	Be sure that the AC power adapter cable is securely connected to the Schneider OffGrid and to the mains power supply.
There is very high, very low, or distorted input line voltage.	Be sure that the input voltage is within specified operating limits.

Problem and Possible Cause	Solution
Schneider OffGrid is not connected to solar panels.	<p>Be sure that the DC power cable is securely connected to the Schneider OffGrid and to the solar panels.</p> <p>Use only SE recommended PSP100 or PSP200 solar panels for charging the unit.</p> <p>Solar panel needs sufficient sunlight in order to work, refer to solar panel user manual for details.</p>
Schneider OffGrid is not connected to car charging port.	<p>Be sure that the car battery is sufficiently charged, or the car is running before connecting Schneider OffGrid to car charging port</p> <p>Be sure that the car charging cable is securely connected to the Schneider OffGrid and to the car port</p>
<b>Schneider OffGrid LED Light is not working</b>	
Schneider OffGrid battery is weak and not charged after recent usage.	<p>Charge the batteries. Batteries require recharging after extended usages or when Schneider OffGrid is used for the first time.</p> <p>Press LED LIGHT button on the rear panel of the unit to turn on the LED light</p>



## Service

If the unit requires service, do not return it to the dealer. Follow these steps:

1. Review the “Troubleshooting” on page 15” of the manual to eliminate common problems.
2. If the problem persists, contact Customer Support through our web site, [www.se.com](http://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 top left corner of the rear panel of the unit.
  - b. Call Customer Support. A technician will attempt to solve the problem over the phone. If this is not possible, the technician will issue a Return Material Authorization Number (RMA#).
  - c. If the unit is under warranty, the repairs are free.
  - d. Service procedures and returns may vary internationally. For country specific instructions, refer to the Schneider Electric web site, [www.se.com](http://www.se.com).
3. Shipment of Lithium-ion Battery is highly regulated and the regulation is evolving.
4. Always contact Customer Support to get the latest guidance on the shipment of Lithium-ion battery products.
5. Pack the unit properly to avoid damage in transit. Do not use foam beads for packaging.  
Damage sustained in transit is not covered under the warranty.
6. Write the RMA# provided by Customer Support on the outside of the package.
7. Return the unit by insured, prepaid carrier to the address provided by Customer Support.

## Limited Factory Warranty

Schneider Electric IT Corporation (SEIT), warrants its products to be free from defects in materials and workmanship for a period of two (2) years from the date of purchase. The SEIT obligation under this warranty is limited to repairing or replacing, at its own sole option, any such defective products. Repair or replacement of a defective product or part 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.

**EXCEPT AS SET FORTH ABOVE, THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, APPLICABLE TO PRODUCTS SOLD, SERVICED OR FURNISHED UNDER THIS AGREEMENT OR IN CONNECTION HERewith.**

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**NOTHING IN THIS LIMITED WARRANTY SHALL SEEK TO EXCLUDE OR LIMIT SEIT LIABILITY FOR DEATH OR PERSONAL INJURY RESULTING FROM ITS NEGLIGENCE OR ITS FRAUDULENT MISREPRESENTATION OF TO THE EXTENT THAT IT CANNOT BE EXCLUDED OR LIMITED BY APPLICABLE LAW.**

To obtain service under warranty you must obtain a Returned Material Authorization (RMA) number from customer support. Customers with warranty claims issues may access the SEIT worldwide customer support network through the APC web site: [www.schneider-electric.com](http://www.schneider-electric.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.

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## Schneider Electric IT Customer Support Worldwide

Access to Customer Support terms may vary by product. Customer support is available in 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** (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/support 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 Schneider Electric product.



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

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