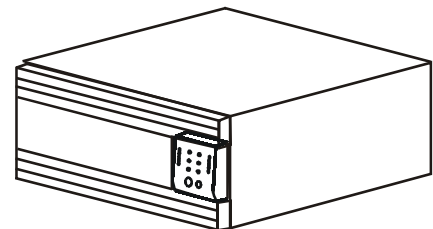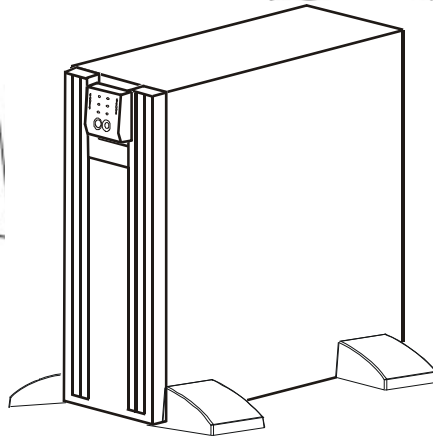**APC™**
by **Schneider** Electric

Installation and Operation

Smart-UPS™
Uninterruptible Power Supply

Tower/Rack-Mount 2U
SURTA 1000XL/1000RMXL2U
120 Vac

su0541a

General Information

Important Safety Information

Read the instructions carefully to become familiar with the equipment before trying to install, operate, service or maintain it. The following special messages may appear throughout this manual or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.

The addition of this symbol to a Danger or Warning 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 an imminently hazardous situation which, if not avoided, **will result in** death or serious injury.

⚠ WARNING

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

⚠ CAUTION

CAUTION indicates a potentially hazardous situation which, if not avoided, **can result in** minor or moderate injury.

NOTICE

NOTICE addresses practices not related to physical injury including certain environmental hazards, potential damage or loss of data.

⚠ Safety and General Information

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

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

- This UPS is intended for indoor use only.
- Do not operate this UPS in direct sunlight, in contact with fluids, or where there is excessive dust or humidity.
- Be sure the air vents on the UPS are not blocked. Allow adequate space for proper ventilation.
- The battery typically lasts for two to five years. Environmental factors impact battery life. Elevated ambient temperatures, poor quality AC power, and frequent short duration discharges will shorten battery life.
- Connect the UPS power cable directly to a wall outlet. Do not use surge protectors or extension cords.
- The batteries are heavy. Remove the batteries prior to installing the UPS in a rack.
- Always install external battery packs (XLBPs) at the bottom of the rack. The UPS must be installed above the XLBPs.
- The UPS display interface will recognize as many as 10 external battery packs connected to the UPS. However there is no limit to the number of XLBPs that can be used with the UPS.

Recycle the packaging.

Overview

Product Description

The APC™ by Schneider Electric Smart-UPS™ SURTA1000XL/1000RMXL2U is a high performance uninterruptible power supply (UPS). The UPS provides protection for electronic equipment from utility power blackouts, brownouts, sags, and surges, small utility power fluctuations and large disturbances. The UPS also provides battery backup power for connected equipment until utility power returns to safe levels or the batteries are fully discharged.

This user manual is available on the APC Web site, www.apc.com.

Inventory

All models

• UPS

• Front bezel

• Serial communication cable

• Literature kit containing:

    –Product documentation

    –Safety guide

    –Warranty information

• PowerChute™ software CD

• USB communication cable

Accessories

Install accessories prior to connecting power to the UPS.
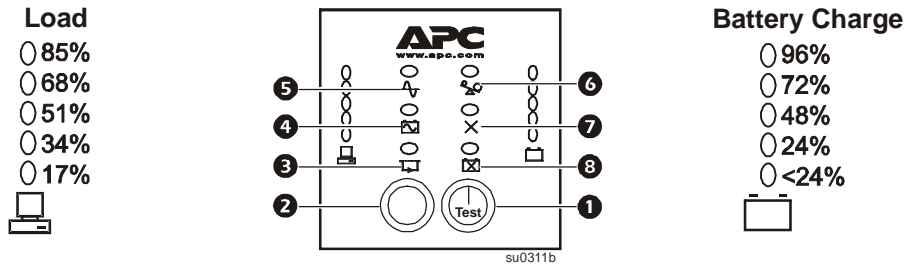
Refer to the APC Web site, www.apc.com for available accessories.

Optional accessories

- External battery pack (XLBP)
- USB communication cables
- Network Management Card (NMC)
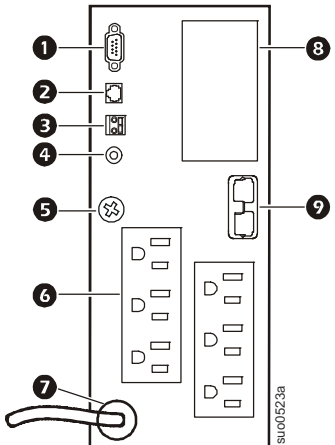
Product Overview

Front display panel

Load
○ 85%
○ 68%
○ 51%
○ 34%
○ 17%

Battery Charge
○ 96%
○ 72%
○ 48%
○ 24%
○ <24%

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Button or LED		Description
❶ (Test)	❶	The ON button: has three functions. Press this button to turn on the UPS. Press this button to initiate a **Cold Start**. Cold Start is not a normal condition. When there is no utility power and UPS is off, press and hold this button to restore power to UPS. UPS will emit two beeps. During second beep, release the button. Press this button to initiate a **Self-Test**. **Automatic:** The UPS performs a self-test automatically when turned on, and every two weeks there after by default. During self-test, UPS briefly operates on battery power. **Manual:** Press and hold ON button for a few seconds to initiate self-test.
⭕	❷	The OFF button: This button is used to switch UPS off.
Bypass	❸	The **Bypass** LED illuminates indicating that the UPS is in bypass mode. Utility power is sent directly to connected equipment during bypass mode operation. Bypass mode operation is the result of an internal UPS fault, an overload condition or a selection made through NMC or PowerChute software. **Battery operation is not available while the UPS is in bypass mode.** Refer to "Troubleshooting" on page 12 in this manual.
On Battery	❹	The **On Battery** LED illuminates indicating that the UPS is supplying battery power to connected equipment
On Line	❺	The **On Line** LED illuminates when the UPS is drawing utility power and performing double conversion to supply power to connected equipment.
Overload	❻	The **Overload** LED illuminates indicating that the UPS is experiencing an overload condition. Refer to "Troubleshooting" on page 12 in this manual.
Fault X	❼	The **Fault** LED illuminates indicating that the UPS detects an internal fault. Refer to "Troubleshooting" on page 12 in this manual.
Battery Fault	❽	The **Battery Fault** illuminates indicating that one or more batteries are disconnected or must be replaced. Refer to "Troubleshooting" on page 12 in this manual.

Front Display Panel Feature	Description
120V ○ **138.2** ○ **128.8** ○ **119.5** ○ **110.1** ○ **100.8**	The UPS has a diagnostic feature that indicates utility voltage. The UPS starts a self-test as part of this procedure. The self-test does not affect voltage display. Press and hold the ON button to view utility voltage bar graph LED. As soon as the **On Line** LED starts flashing indicating a self-test is in progress, the five-LED **Battery Charge** LED to the right of the display panel will show utility input voltage. Refer to diagram for voltage reading. Values are not listed on the UPS. LEDs on the UPS show the voltage is between the displayed value on list and the next higher value. Refer to "Troubleshooting" on page 12 in this manual.

Rear Panel

❶	SERIAL COM-serial communication port for: Power management software Interface kits **Use only interface kits supplied or approved by APC. Any other serial interface cable will be incompatible with UPS connector.** Serial and USB communication ports cannot be used simultaneously.
❷	USB COM-USB communication port 120 Vac models: USB communication cable Contact APC at **www.apc.com** for purchase information.
❸	Emergency Power Off (EPO) terminal allows the user to connect the UPS to a central EPO system.
❹	SITE WIRING FAULT LED-the LED illuminates when the UPS detects a building wiring fault.
❺	Ground screw -The UPS features a chassis ground located on the UPS rear panel.
❻	Outlets for connecting electronic equipment.
❼	UPS power cable for connecting to utility power.
❽	SmartSlot for optional NMC or PowerChute accessories.
❾	External battery pack connector. The UPS will support up to 10 XLBPs.

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Specifications

Temperature	**Operating**	0° to 40°C (32° to 104°F)	This unit is intended for indoor use only. Select a location sturdy enough to handle the weight. Do not operate UPS where there is excessive dust or temperature or humidity are outside specified limits. **This unit has side air vents. Allow adequate space for proper ventilation.** Environmental factors impact battery life. High temperatures, poor utility power, and frequent, short duration discharges will shorten battery life.
	Storage	-15° to 45°C (5° to 113°F) charge UPS battery every six months	
Maximum Elevation	**Operating**	3,000 m (10,000 ft)	
	Storage	15,000 m (50,000 ft)	
Humidity		0% to 95% relative humidity, non-condensing	

Installation

⚠CAUTION
DAMAGE TO EQUIPMENT OR PERSONNEL
The equipment is heavy. Remove the battery prior to installation. For safety purposes, adequate personnel must be present when moving this equipment.
Failure to follow these instructions can result in injury or equipment damage.

Units may vary in appearance from those depicted in this manual.

Always place the UPS above the XLBPs in rack-mount configuration.

Rack-Mount and stack configurations

Refer to the installation guide supplied with the rail kit for rack-mount configuration instructions.

Tower configuration

⚠CAUTION
DAMAGE TO EQUIPMENT OR PERSONNEL
The UPS is shipped with stabilizer brackets installed. Do not remove the stabilizer brackets when the UPS is to be operated in tower configuration.
Failure to follow these instructions can result in injury or equipment damage.

External battery pack(s)

Refer to the user manual supplied with the external battery pack for installation instructions.

Operation

Connect Equipment to the UPS

1. Connect equipment to UPS. **Do not use extension cords, plug equipment directly into the UPS outlets.**

2. If applicable, connect equipment to the serial or USB ports.

3. Add optional accessories to the SmartSlot.

4. For additional system security, install PowerChute software. Refer to the PowerChute utility CD for instructions.

5. External battery packs provide extended runtime during power outages. Refer to the APC Web site, www.apc.com for external battery pack purchase information. Refer to the external battery pack user manual for installation instructions.

Connect the Internal Battery and Install the Bezel

The UPS is shipped with the internal battery disconnected.

1. Remove the battery compartment cover. ❶

2. Remove the warning label and protective sticker from the battery connector. Place the sticker on the back of the battery compartment cover for re-use.

3. Snap the battery connectors together. ❷

4. Reinstall the battery cover. ❸

5. Install the front bezel. ❹
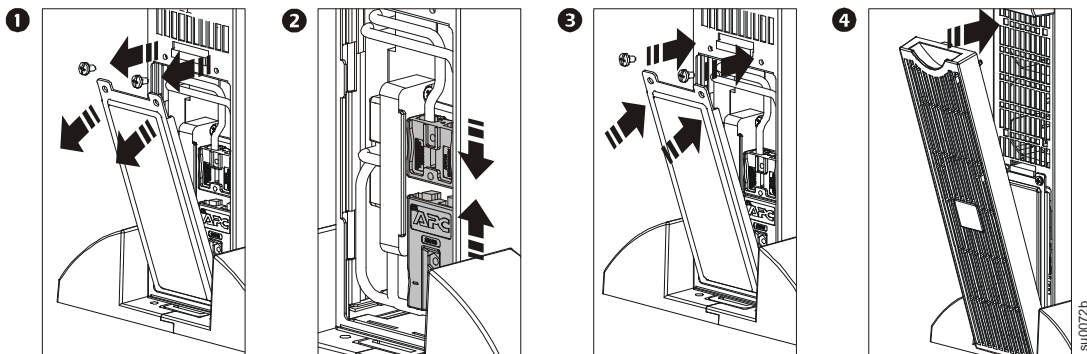
Connect Power and Start the UPS

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

1. Connect the UPS to the building utility power. **Connect the UPS into a two-pole, three-wire, grounded receptacle.**

2. Press the **On** button located on the front display panel of the UPS to apply power to the unit and all connected equipment.

3. To use UPS as a master on/off switch turn on all the equipment that is connected to the UPS.

4. Configure the Network Management card (NMC), if installed. Refer to NMC documentation for instructions.

Configuration

UPS Settings

Configure the settings using PowerChute software, a network management card or terminal mode.

Function	Factory Default	Options		Description
Automatic Self-Test	On startup and every 14 days (336 hours) there after	• On startup and every 7 days (168 hours) there after • On startup and every 14 days (336 hours) there after • On startup only • No self-test		Set the interval at which the UPS will execute self-tests.
UPS ID	UPS_IDEN	Use a maximum of eight alphanumeric characters to define a name for the UPS.		Uniquely identify the UPS, i.e. server name or location for network management purposes.
Date of Last Battery Replacement	Manufacture Date	mm/dd/yy		Reset this date when the battery module is replaced.
Minimum Capacity Before Return from Shutdown	0 percent	• 0% • 15% • 30%	• 60% • 75% • 90%	Specify the percentage to which batteries will be charged following a low-battery shutdown, before sending power to connected equipment.
Alarm Control	Enable	• Enable • Mute	• Disable	Specify the interval between an event and the alarm.
Shutdown Delay	90 seconds	• 0 sec • 90 sec • 180 sec • 270 sec	• 360 sec • 450 sec • 540 sec • 630 sec	Specify the interval between the UPS shutdown command and the actual shutdown.
Duration of Low Battery Warning	2 minutes	• 2 min • 5 min • 8 min • 11 min	• 14 min • 17 min • 20 min • 23 min	Specify the number of minutes before system shutdown, after the low battery warning.
Synchronized Turn-on Delay	0 seconds	• 0 sec • 60 sec • 120 sec • 180 sec	• 240 sec • 300 sec • 360 sec • 420 sec	Specify the delay between the return of utility power and the UPS turns on. Set the interval to avoid a branch circuit overload condition.
High Bypass Points	*120 Vac models* 133 Vac	• 127 Vac • 130 Vac • 133 Vac • 136 Vac	• 139 Vac • 142 Vac • 145 Vac • 148 Vac	Maximum voltage that the UPS will pass to connected equipment during internal bypass operation.
Low Bypass Points	*120 Vac models* 86 Vac	• 86 Vac • 88 Vac • 90 Vac • 92 Vac	• 94 Vac • 96 Vac • 98 Vac • 100 Vac	Minimum voltage that the UPS will pass to connected equipment during internal bypass operation.

Function	Factory Default	Options	Description
Output Frequency	Automatic selection between: • 50 ± 3 Hz • 60 ± 3 Hz	Automatic • 50 ± 0.1 Hz • 50 ± 3Hz • 60 ± 0.1 Hz • 60 ± 3 Hz	Specify the UPS output frequency. Whenever possible the output frequency should track the input frequency.
Number of Battery Packs	1	Number of connected battery packs	Defines the number of connected battery packs for proper runtime prediction. 1=internal battery module 2=one external battery pack 3=two external battery packs

Emergency Power Off (EPO)

The Emergency Power Off (EPO) option is a safety feature that will immediately remove power to all connected equipment. When EPO button is pushed, all connected equipment will immediately turn off and will not switch to battery power.

Adhere to all national and local electrical codes. Wiring must be performed by a qualified electrician.

The switch should be connected in a normally open switch contact. External voltage is not required; the switch is driven by 12 V internal supply. In closed condition, 2 mA of current are drawn.

The EPO switch is internally powered by the UPS for use with non-powered switch circuit breakers.

Connect the EPO

The EPO connector is located on the rear panel of the UPS.

1. Strip insulation from one end of each wire to be used for connecting EPO.
2. Insert a screwdriver into the slot above the terminal to be wired. Insert stripped wire into terminal. Remove screwdriver to secure wire in terminal. Repeat for each terminal.

The EPO interface is a Safety Extra Low Voltage (SELV) circuit. Connect it only to other SELV circuits. The EPO interface monitors circuits that have no determined voltage potential. Such closure circuits may be provided by a switch or relay properly isolated from the utility. To avoid damage to the UPS, do not connect the EPO interface to any circuit other than a closure type 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.

- Use standard low-voltage cable in accordance with national and local regulations, for installation.

Terminal Mode To Configure UPS Parameters

Terminal Mode is a menu driven interface that enables configuration of the UPS by users not wishing to use PowerChute™ software or an optional Network Management Card.

Connect the serial cable to the serial com connector on the back of the UPS.

If PowerChute software is not installed do not perform steps 1, 2, 8 and 9.

1. For Windows users: STOP the PowerChute *Server* using the following steps:
   – From the Desktop, go to **Start => Settings => Control Panel => Administrative Tools => Services**.
   – Select **APC PowerChute Server** - right click the mouse and select **Stop**.
2. For Linux users: STOP the PowerChute *Server* using the following steps:
   – Change directory to **/etc/init.d**.
   – Initiate the command **./PowerChute stop**.
3. Open a terminal program. Example: HyperTerminal
   – From the Desktop, go to **Start => Programs => Accessories => Communication =>HyperTerminal**.
4. Double-click on the **HyperTerminal** icon.
   – Follow the prompts to choose a name and select an icon. Disregard the message, "...must install a modem," if it is displayed. Click OK.
   – Select the **COM** port that is connected to your UPS. The port settings are:
     • **bits per second - 2400**
     • **data - bits 8**
     • **parity - none**
     • **stop bit - 1**
     • **flow control - none**
   – Press ENTER
5. Press 1 to modify the UPS parameters.
6. Follow the prompts.
7. Exit the terminal program.
8. For Windows users: START the PowerChute *Server* using the following steps:
   – From the Desktop, go to **Start => Settings => Control Panel => Administrative Tools => Services**.
   – Select **APC PowerChute Server** - right click the mouse and select **Start**.
9. For Linux users: START the PowerChute Server using the following steps:
   – Change directory to **/etc/init.d**.
   – Initiate the command ./**PowerChute start**.

Troubleshooting

Problem and Possible Cause	Solution
The UPS will not turn on or there is no output	
The unit has not been turned on.	Press the **ON** button once to turn on the UPS.
The UPS is not connected to utility power.	Ensure that the power cable is securely connected to the utility power supply.
The input circuit breaker has tripped.	Reduce the load to the UPS, disconnect nonessential equipment and reset the circuit breaker.
The unit shows very low or no input utility voltage.	Check the utility power supply to the UPS by plugging in a table lamp. If the light is very dim, check the utility voltage.
The battery connectors are not securely connected.	Ensure that all battery connections are secure.
The UPS will not turn off	
The unit has not been turned off.	Press the OFF button once to turn off the UPS.
There is an internal UPS fault.	Do not attempt to use the UPS. Disconnect the UPS from utility and battery power. Have the UPS serviced immediately.
UPS beeps occasionally	
The UPS is in normal operation.	None. The UPS is protecting the connected equipment. Press the ON button to silence the alarm.
The UPS is operating on battery, while connected to input utility power	
The input circuit breaker has tripped.	Reduce the load to the UPS, disconnect nonessential equipment and reset the circuit breaker.
There is very high, very low, or distorted input line voltage.	Move the UPS to a different outlet on a different circuit. Test the input voltage with the utility voltage display.
A connected generator is an inappropriate size.	Check the UPS and generator specifications for compatibility.
UPS does not provide expected backup time	
The UPS battery is weak due to a recent outage or is near the end of its service life.	Charge the battery. Batteries require recharging after extended outages and wear out faster when put into service often or when operated at elevated temperatures. If the battery is near the end of its service life, consider replacing the battery even if the **Replace Battery** LED is not yet illuminated.
A UPS overload condition has occurred.	Check the UPS **Load** LED. Disconnect nonessential equipment.

Problem and Possible Cause	Solution
Site Wiring Fault LED is illuminated	
The UPS is connected to an improperly wired utility outlet.	Wiring faults detected include missing ground, hot-neutral polarity reversal and overloaded neutral circuit. Do not attempt to use the UPS. Disconnect the UPS from utility and battery power. Contact a qualified electrician to correct the building wiring.
All LEDs are off and the UPS is connected to utility service	
The UPS has been shut down or the batteries are discharged from extended usage.	None. The UPS will restart automatically when utility power returns and configuration criteria have been met.
All LEDs flash sequentially	
The UPS has been shut down remotely through software or an optional accessory card.	None. The UPS will restart automatically when utility power returns.
All LEDs are illuminated and the UPS emits a constant beeping sound	
The UPS detects an internal fault.	Do not attempt to use the UPS. Disconnect the UPS from utility and battery power. Have the UPS serviced immediately.
Battery Fault LED is illuminated	
The **Battery Fault** LED flashes and a short beep is emitted every two seconds to indicate the battery is disconnected.	Check that the battery connectors are fully engaged.
Weak battery.	Allow battery to recharge for 24 hours and perform a self-test. If the problem persists after recharging, replace battery.
Failure of a battery self-test: **Battery Fault** LED illuminates and the UPS emits short beeps for one minute. The UPS repeats the alarm every five hours.	Allow battery to recharge for 24 hours. Perform the self-test procedure to confirm the replace battery condition. The alarm stops and the LED clears if the battery passes the self-test. If battery fails again, it must be replaced. The connected equipment is unaffected.
Bypass LED is illuminated	
Bypass mode has been turned on through an accessory.	If bypass mode has been selected, ignore the LED.
Overload LED is illuminated and the UPS emits a sustained alarm tone	
A UPS overload condition exists.	Disconnect nonessential equipment from UPS to eliminate overload condition.

| Problem and Possible Cause	Solution
Bypass and Overload LEDs are illuminated and the UPS emits a sustained alarm tone	
A UPS overload condition has occurred.	Connected equipment exceeds specified "maximum load" as defined in *Specifications* on APC Web site, **www.apc.com.** The alarm remains on until the overload is removed. Disconnect nonessential equipment from UPS to eliminate overload condition. The UPS continues to supply power as long as it is on line and the circuit breaker does not trip. The UPS will not provide power from batteries in the event of a utility voltage interruption.
Fault LED is illuminated	
An internal UPS fault has occurred.	Do not attempt to use UPS. Turn UPS off and have it serviced immediately. Refer to APC Web site, **www.apc.com**.
Bypass and Fault LEDs are illuminated and the UPS emits a sustained alarm tone	
The UPS has automatically switched to **Bypass** mode. Bypass mode operation is the result of an internal UPS fault or an overload condition while operating on utility power.	In the event an internal UPS fault occurs, **Do Not** attempt to use UPS. Turn UPS off and have it serviced immediately. Refer to APC Web site, **www.apc.com**.
Fault and Overload LEDs are illuminated and the UPS emits a sustained alarm tone	
The UPS is not sending power to connected equipment.	Connected equipment exceeds specified "maximum load" as defined in *Specifications* on APC Web site, **www.apc.com.** The alarm remains on until the overload is removed. Disconnect nonessential equipment from UPS to eliminate overload condition. The UPS will not provide power from batteries in the event of a utility voltage interruption.
There is no utility power	
There is no utility power and the UPS is off.	Use the **Cold Start** feature to supply power to connected equipment from UPS battery(s). Press and hold the **ON** button. There will be a short beep followed by a longer beep. Release the button during second beep.
Diagnostic utility voltage feature	
All five LEDs are illuminated.	The line voltage is extremely high and should be checked by an electrician.
There is no LED illumination.	The line voltage is extremely low and should be checked by an electrician.
On Line LED	
There is no LED illumination.	The UPS is running on battery, or it must be turned on.
The LED is blinking.	The UPS is running an internal self-test.

Maintenance

Battery Replacement

This UPS has a replaceable, hot-swappable battery module. Replacement is a safe procedure, isolated from electrical hazards. Leave the UPS and connected load on during the replacement procedure.

⚠CAUTION
HAZARD TO EQUIPMENT
Connected equipment is not protected from power outages when the battery modules have been disconnected.
Failure to follow these instructions can result in equipment damage.

When the batteries are replaced be sure to enter a new battery replacement date.

Refer to the appropriate replacement battery user manual for installation instructions. See your dealer or contact APC at **www.apc.com** for information on replacement batteries.
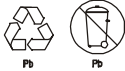
Be sure to deliver spent batteries to a recycling facility or ship to APC in the replacement battery packing material.

Service

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

1. Review the *Troubleshooting* section of the manual to eliminate common problems.

2. If the problem persists, contact APC Customer Support through the APC Web site, **www.apc.com**.

   a. Note the model number and serial number and the date of purchase. The model and serial numbers are located on the rear panel of the unit and are available through the LCD display on select models.

   b. Call APC Customer Support and a technician will attempt to solve the problem over the phone. If this is not possible, the technician will issue a Returned Material Authorization Number (RMA#).

   c. If the unit is under warranty, the repairs are free.

   d. Service procedures and returns may vary internationally. Refer to the APC Web site for country specific instructions.

3. Pack the unit in the original packaging whenever possible to avoid damage in transit. Never use foam beads for packaging. Damage sustained in transit is not covered under warranty.

   a. **Always DISCONNECT THE UPS BATTERIES before shipping. The United States Department of Transportation (DOT), and the International Air Transport Association (IATA) regulations require that UPS batteries be disconnected before shipping.** The internal batteries may remain in the UPS.

   b. External Battery Pack products are deenergized when disconnected from the associated UPS product. It is not necessary to disconnect the internal batteries for shipping. Not all units utilize an external battery pack.

4. Write the RMA# provided by Customer Support on the outside of the package.

5. Return the unit by insured, prepaid carrier to the address provided by Customer Support.

Transport the unit

1. Shut down and disconnect all connected equipment.

2. Disconnect the unit from utility power.

3. Disconnect all internal and external batteries (if applicable).

4. Follow the shipping instructions outlined in the *Service* section of this manual.

Limited Warranty

Two Year Factory Warranty

This warranty applies only to the products you purchase for your use in accordance with this manual.

Terms of warranty

Schneider Electric IT (SEIT) warrants its products to be free from defects in materials and workmanship for a period of two years from the date of purchase. SEIT will repair or replace defective products covered by this warranty. This warranty does not apply to equipment that has been damaged by accident, negligence or misapplication or has been altered or modified in any way. Repair or replacement of a defective product or part thereof does not extend the original warranty period. Any parts furnished under this warranty may be new or factory-remanufactured. For country specific warranty information, refer to the APC by Schneider Electric Web site at www.apc.com.

Non-transferable warranty

This warranty extends only to the original purchaser who must have properly registered the product. The product may be registered at the APC by Schneider Electric Web site, **www.apc.com**.

Exclusions

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's or any third person's misuse, negligence, improper installation or testing. Further, SEIT shall not be liable under the warranty for unauthorized attempts to repair or modify wrong or inadequate electrical voltage or connection, inappropriate on-site operation conditions, corrosive atmosphere, repair, installation, exposure to the elements, Acts of God, fire, theft, or installation contrary to SEIT recommendations or specifications or in any event if the SEIT serial number has been altered, defaced, or removed, or any other cause beyond the range of the intended use.

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, OF PRODUCTS SOLD, SERVICED OR FURNISHED UNDER THIS AGREEMENT OR IN CONNECTION HEREWITH. SEIT **DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTION AND FITNESS FOR A PARTICULAR PURPOSE.** SEIT **EXPRESS WARRANTIES WILL NOT BE ENLARGED, DIMINISHED, OR AFFECTED BY AND NO OBLIGATION OR LIABILITY WILL ARISE OUT OF, SEIT RENDERING OF TECHNICAL OR OTHER ADVICE OR SERVICE IN CONNECTION WITH THE PRODUCTS. THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES. THE WARRANTIES SET FORTH ABOVE CONSTITUTE SEIT'S SOLE LIABILITY AND PURCHASER'S EXCLUSIVE REMEDY FOR ANY BREACH OF SUCH WARRANTIES. SEIT WARRANTIES EXTEND ONLY TO PURCHASER AND ARE NOT EXTENDED TO ANY THIRD PARTIES.**

IN NO EVENT SHALL SEIT**, ITS OFFICERS, DIRECTORS, AFFILIATES OR EMPLOYEES BE LIABLE FOR ANY FORM OF INDIRECT, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, ARISING OUT OF THE USE, SERVICE OR INSTALLATION, OF THE PRODUCTS, WHETHER SUCH DAMAGES ARISE IN CONTRACT OR TORT, IRRESPECTIVE OF FAULT, NEGLIGENCE OR STRICT LIABILITY OR WHETHER** SEIT **HAS BEEN ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES. SPECIFICALLY, SEIT IS NOT LIABLE FOR ANY COSTS, SUCH AS LOST PROFITS OR REVENUE, LOSS OF EQUIPMENT, LOSS OF USE OF EQUIPMENT, LOSS OF SOFTWARE, LOSS OF DATA, COSTS OF SUBSTITUENTS, CLAIMS BY THIRD PARTIES, OR OTHERWISE.**

NO SALESMAN, EMPLOYEE OR AGENT OF SEIT **IS AUTHORIZED TO ADD TO OR VARY THE TERMS OF THIS WARRANTY. WARRANTY TERMS MAY BE MODIFIED, IF AT ALL, ONLY IN WRITING SIGNED BY AN SEIT OFFICER AND LEGAL DEPARTMENT.**

Warranty claims

Customers with warranty claims issues may access the SEIT customer support network through the Support page of the APC by Schneider Electric Web site, **www.apc.com/support**. Select your country from the country selection pull-down menu at the top of the Web page. Select the Support tab to obtain contact information for customer support in your region.

APC by Schneider Electric IT
Worldwide Customer Support

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

- Visit the APC Web site to access documents in the APC Knowledge Base and to submit customer support requests.

    - **www.apc.com** (Corporate Headquarters)
      Connect to localized APC Web sites for specific countries, each of which provides customer support information.

    - **www.apc.com/support/**
      Global support searching APC Knowledge Base and using e-support.

- Contact the APC Customer Support Center by telephone or e-mail.

    - Local, country-specific centers: go to **www.apc.com/support/contact** for contact information.

    - For information on how to obtain local customer support, contact the APC representative or other distributors from whom you purchased your APC product.