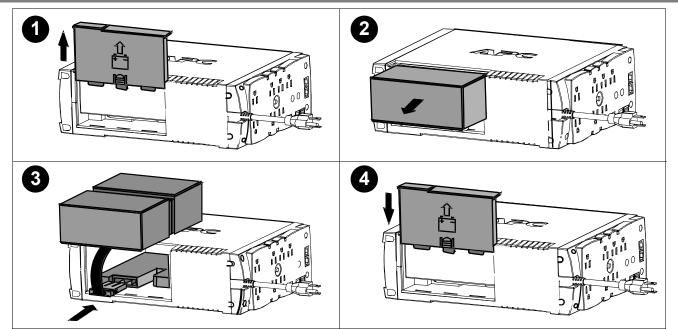


Problem	Possible Cause	Corrective Action
Back-UPS will not switch on.	Back-UPS not connected to AC power source.	Ensure the Back-UPS is securely connected to an AC outlet.
	Back-UPS circuit breaker "tripped".	Disconnect non-essential equipment from the Back-UPS. Reset (push in) the rear panel circuit breaker. Switch on the Back-UPS and plug in devices one at a time. If the circuit breaker trips again, disconnect the device that caused the breaker to trip.
	Utility input voltage quality is out of range.	Consider adjusting the transfer voltage and sensitivity. See Transfer Voltage and Sensitivity Adjustment.
	Internal battery cartridge is not connected.	Connect battery cartridge (see Connect Battery Cartridge).
Back-UPS does not power essential equipment during an outage.	Equipment plugged into a Surge Only outlet.	Unplug device from 'Surge Only' outlet and move to a 'Battery Backup' outlet.
Back-UPS operates on battery although utility power exists.	Back-UPS circuit breaker "tripped".	Disconnect non-essential equipment from the Back-UPS. Reset (push in) the rear panel circuit breaker. Switch the Back-UPS on and plug equipment in one-at-a-time. If the circuit breaker trips again, disconnect the device that caused the breaker to trip.
	Utility input voltage quality is out of range.	Consider adjusting the transfer voltage and sensitivity. See Transfer Voltage and Sensitivity Adjustment.
Back-UPS does not provide expected backup time.	Back-UPS is heavily loaded.	Unplug non-essential equipment (printers, scanners, etc) from the Battery Backup outlets and plug into 'Surge Only' outlets.
	Back-UPS battery cartridge is discharged due to recent power outage and has not had time to recharge.	Charge the battery cartridge for 8 hours. Back-UPS runtime is reduced until the battery cartridge is fully charged.
	Battery has reached the end of its life.	Replace battery cartridge (see Order Replacement Battery Cartridge).
Red Replace Battery indicator is flashing. Green On Line indicator is on.	Internal battery cartridge is not connected.	Connect battery cartridge (see Connect Battery Cartridge).
Red Replace Battery indicator is on.	Battery has reached the end of its life.	Replace the battery cartridge (see Order Replacement Battery Cartridge).
Red Overload indicator is on or flashing.	Connected equipment is drawing more power than the Back-UPS can provide.	Move one or more equipment power plugs from Battery Backup outlets to Surge Only outlets.
Green On Line indicator is on and all other front panel indicators are flashing.	Internal UPS fault.	Contact APC Technical Support (see Contact Information).

## ORDER REPLACEMENT BATTERY CARTRIDGE

The battery cartridge typically lasts 3-6 years, shorter if subjected to frequent outages or elevated temperatures. Order part number **RBC32**. Please recycle spent battery cartridges.

### **REPLACE BATTERY CARTRIDGE**



Item	Specification	
On-line Input Voltage Range (default settings)	83 - 139 Vac	
Automatic Voltage Regulation (AVR)	+12%	
On-line Frequency Range	47 - 63 Hz (autosensing)	
On-battery Waveshape	Stepped Sine Wave	
Maximum Load	900 VA - 540 W	
Typical Recharge Time	8 Hours	
Operating Temperature	32° to 104°F	
	$(0^{\circ} \text{ to } 40^{\circ} \text{C})$	
Storage Temperature	23° to 113°F	
	(-5° to 45°C)	
Operating / Storage Relative Humidity	0 to 95% non-condensing	
Size (H x W x D)	9 x 4 x 12.75 inch	
	(22.86 x 10.16 x 32.38 cm)	
Weight	22 lbs (10 kg)	
Shipping Weight	23 lbs (11 kg)	
EMI Classification	FCC / DOC Class B Certified	
On Battery Run-Time	See http://www.apc.com/product	

# TRANSFER VOLTAGE AND SENSITIVITY ADJUSTMENT

In situations where the Back-UPS or connected equipment appears too sensitive to input voltage, it may be necessary to adjust the transfer voltage. This is a simple task requiring use of the front panel pushbutton. To adjust the transfer voltage, proceed as follows:

- 1. Plug the Back-UPS into the utility power source. The Back-UPS will be in a Standby Mode (no indicators lit).
- 2. Press the front panel pushbutton fully inward for 10 seconds. All indicators on the Back-UPS will flash to acknowledge going into Programming Mode.
- 3. The Back-UPS will then indicate its current Sensitivity Setting, as shown in the following table.

Indicators Flashing	Sensitivity Setting	Input Voltage Range (for utility operation) RS Models	Input Voltage Range (for utility operation) XS Models	Use When
1 (yellow)	Low	78 - 150 Vac	78 - 142 Vac	Input voltage is extremely low or high. Not recommended for computer loads.
2 (yellow, and red)	Medium (factory default)	83 - 147 Vac	83 - 139 Vac	Back-UPS frequently goes On Battery.
3 (yellow, red, and red)	High	88 - 144 Vac	88 - 136 Vac	Connected equipment is sensitive to voltage fluctuations.

- 4. To select the Low Sensitivity setting, press the pushbutton until the yellow indicator is flashing.
- 5. To select the Medium Sensitivity setting, press the pushbutton until the yellow and red indicators (second and third from the top) are flashing.
- 6. To select the High Sensitivity setting, press the pushbutton until yellow and both red indicators (bottom three) are flashing.
- 7. To exit without changing the Sensitivity Setting, press the pushbutton until the green indicator is flashing.
- 8. Once in Programming Mode, if the pushbutton is not pressed within 5 seconds, the Back-UPS will exit Programming Mode; all indicators will extinguish.

## SERVICE

#### If the Back-UPS arrived damaged, notify the carrier.

## If the Back-UPS requires service, do not return it to the dealer. The following steps should be taken:

- 1. Consult the Troubleshooting section to eliminate common problems.
- 2. If the problem persists, go to http://www.apc.com/support/.
- 3. If the problem still persists, contact APC Technical Support.
- 4. Have the Back-UPS model number, serial number and date of purchase available. Be prepared to troubleshoot the problem with an APC Technical Support representative. If this is not successful, APC will issue a Return Merchandise Authorization (RMA) number and a shipping address.

## LIMITED WARRANTY

The standard warranty is two (2) years from the date of purchase. APC's 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 APC Technical Support representative. APC 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 APC. APC pays ground freight transportation costs to ship the replacement unit unit to the customer.

## CONTACT INFORMATION

Technical Support	http://www.apc.com/support
Internet	http://www.apc.com
USA / Canada	1.800.800.4272
Mexico	292.0253 / 292.0255
Brazil	0800.12.72.1
Worldwide	+1.401.789.5735

**Notice**: This device complies with part 68 and 15 of the FCC rules.Operation is subject to the following two conditions: (1) This device may not cause harmful interference. (2) This device must accept any interference received, including interference that may cause undesired operation.

On the bottom of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

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