



**User Manual for:
CPS320SL / CPS375SL / CPS500SL /
CPS575SL / CPS650SL
and PowerPanelTM Software**

ADDITIONAL INSTALLATION TIPS CAN BE FOUND AT:
http://www.cyberpowersystems.com/faq_sl.htm

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Thank you for purchasing a CyberPower Systems Product. To enjoy all the features and benefits of this Uninterruptible Power System (UPS), please read and follow all installation and operation instructions completely. This UPS is designed to provide guaranteed power protection for connected electronic equipment. The accompanying PowerPanel™ software saves data, closes open applications and automatically shuts down your computer system in an intelligent and orderly manner.

IMPORTANT SAFETY INSTRUCTIONS (SAVE THESE INSTRUCTIONS)

This manual contains important safety instructions. Please read and follow all instructions carefully during installation and operation of unit. Read this manual thoroughly before attempting to unpack, install, or operate.

CAUTION! To prevent the risk of fire or electric shock, install in a temperature and humidity controlled indoor area, free of conductive contaminants. (Please see specifications for acceptable temperature and humidity range).

CAUTION! To reduce the risk of electric shock, do not remove the cover except to service the battery. No user serviceable parts inside except for battery.

CAUTION! Hazardous live parts inside can be energized by the battery even when the AC input power is disconnected.

CAUTION! UPS must be connected to an AC power outlet with fuse or circuit breaker protection. Do not plug into an outlet that is not grounded. If you need to de-energize this equipment, turn off and unplug the unit.

CAUTION! To avoid electrical shock, turn off the unit and unplug it from the AC power source before servicing the battery or installing a computer component.

DO NOT USE FOR MEDICAL OR LIFE SUPPORT EQUIPMENT! CyberPower Systems does not sell products for life support or medical applications. **DO NOT** use in any circumstance that would affect operation or safety of any life support equipment or with any medical applications or patient care.



DO NOT USE WITH OR NEAR AQUARIUMS! To reduce the risk of fire or electric shock, do not use with or near an aquarium. Condensation from the aquarium can cause the unit to short out.

DESCRIPTION



❶ Battery/Surge Outlets

Provides three battery powered/surge outlets for connected equipment and insures temporary uninterrupted operation of your equipment during a power failure.

❷ Full-Time Surge Protection Outlets

Provides three always on surge suppression outlets.

❸ Power Switch

Can be used as a mater on/off switch for equipment connected to the battery power supplied outlets.

❹ Electrical Wiring Fault Indicator

This LED indicator will illuminate to warn the user that a wiring problem exists, such as bad ground, miss ground or reversed wiring. If this is illuminated, user is advised to disconnect all electrical equipment from the outlet and have an electrician check to ensure the outlet is properly wired.

❺ Power On Indicator

This LED is illuminated when the utility condition is normal and the UPS outlets are providing power, free of surges and spikes.

❻ Circuit Breaker

Located on the side of the UPS, the circuit breaker serves to provide overload and fault protection. Under normal operating conditions, the circuit breaker is depressed.

❼ Serial Port to PC

This port allows connection and communication from the DB-9 serial port on the computer to the UPS unit. The UPS communicates its status to the PowerPanel™ software. This interface is also compatible with the UPS service provided by Windows NT and Windows 2000.

❸ Communication Protection Ports

Communication protection ports will protect any standard modem, fax or telephone line.

❹ Outlets Designed for AC Adapters

Allows six AC power adapter blocks to be plugged into the UPS without blocking adjacent outlets.

INSPECTION

The box should contain the following:

- (1) PowerPanel™ software (floppy disk); (1) serial interface cable (DB-9);
- (1) telephone communication cable; (1) user manual; (1) warranty registration card;
- (1) UPS unit.

HOW TO DETERMINE THE POWER REQUIREMENTS OF YOUR EQUIPMENT

1. Make sure that the total Volt-Amp (VA) requirements of your computer, monitor and peripherals does not exceed 1440 VA.
2. Insure that the equipment plugged into the three battery power-supplied outlets does not exceed the UPS unit's rated capacity (320VA/185W for CPS320SL, 375VA/210W for CPS375SL, 500VA/275W for CPS500SL, 575VA/320W for CPS575SL and 650VA/350W for CPS650SL). If rated unit capacities are exceeded, an overload condition may occur and cause the UPS unit to shut down and the circuit breaker to trip.
3. If the power requirements of your equipment are listed in units other than Volt-Amps (VA), convert Watts (W) or Amps (A) into VA by doing the calculations below. Note: The below equation only calculates the maximum amount of VA that the equipment can use, not what is typically used by the equipment at any one time. Users should expect usage requirements to be approximately 60% of below value.

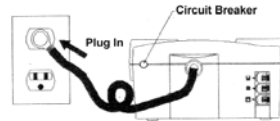
TO ESTIMATE POWER REQUIREMENTS:

_____ Watts (W) x 1.82 = _____ VA or _____ Amps (A) x 120 = _____ VA

Add the totals up for all pieces of equipment and multiply this total by .6 to calculate actual requirements.

There are many factors that can effect the amount of power that your computer system will require. The total load that you will be placing on the battery-powered outlets should not exceed 80% of the unit's capacity.

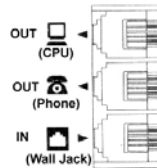
HARDWARE INSTALLATION GUIDE



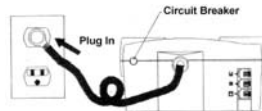
1. Your new UPS may be used immediately upon receipt. However, **recharging the battery for at least four hours** is recommended to insure that the battery's maximum charge capacity is achieved. Charge loss may occur during shipping and storage. To recharge the battery, simply leave the unit plugged into an AC outlet. The unit will charge in both the on as well as the off position.
2. If you wish to use the software, connect the enclosed serial interface cable to the serial port on the UPS and an open serial port on the computer. If you are not going to use the software, you do not need to connect the cable.



3. With the UPS unit off and unplugged, connect your computer, monitor, and any externally powered data storage device (Zip drive, Jazz drive, Tape drive, etc...) into the battery power supplied outlets. Plug your peripheral equipment (printer, scanner, speakers) into the full-time surge protection outlets. **DO NOT plug a laser printer, copier, space heater, vacuum or other large electrical device into the UPS. The power demands of these devices will overload and possibly damage the unit.**



4. To protect a fax, phone or modem, connect a telephone cable from the wall jack outlet to the in jack of the UPS. Connect a telephone cable from the **out jack with the CPU icon** to the **modem port** on your computer. The out jack with the telephone icon can be used to protect a telephone or fax machine.



5. Plug the UPS into a 2 pole, 3 wire grounding receptacle (wall outlet). Make sure the wall branch outlet is protected by a fuse or circuit breaker and does not service equipment with large electrical demands (e.g. refrigerator, copier, etc...). Avoid using extension cords. If used, the extension cord must be rated for 15 amps.
6. Depress the power switch to turn the unit on. The power on indicator light will illuminate and the unit will "beep" once.
7. If an overload is detected, an audible alarm will sound and the unit will emit one long beep. To correct this, turn the UPS off and unplug at least one piece of equipment from the battery power supplied outlets. Wait 10 seconds. Make sure the circuit breaker is depressed and then turn the UPS on.
8. Your UPS is equipped with an auto-charge feature. When the UPS is plugged into an AC outlet, the battery will automatically recharge.
9. To maintain optimal battery charge, leave the UPS plugged into an AC outlet at all times.
10. To store your UPS for an extended period, cover it and store with the battery fully charged. Recharge the battery every three months to insure battery life.

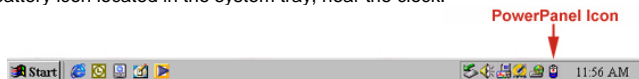
POWERPANEL™ SOFTWARE INSTALLATION GUIDE

(Note: Use of the software is optional. The UPS will provide surge suppression and battery backup without the software. You must use the software if you wish to have the automatic shutdown feature).

FOR WINDOWS 95/98/Me

1. Turn the UPS off and unplug it.
2. Connect the serial interface cable to the UPS and an open serial port on the back of the computer. (Note: You must use the serial cable that was supplied with the unit).
3. Plug the UPS into an AC outlet, turn the UPS on and then start your computer.
4. Click on **Start**, point to **Settings**, then click **Control Panel**.
5. Double-click on **Add/Remove Programs**.
6. Insert the software disk into the floppy drive.
7. Click **Install**.
8. Follow the on-screen instructions.
9. Once the software is installed, remove the floppy disk and restart your computer.

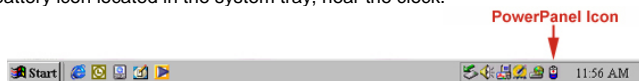
When your computer restarts, the PowerPanel™ software will appear on your screen for a few seconds, and then minimize. It will appear as a blue and white battery icon located in the system tray, near the clock.



FOR WINDOWS NT

1. Click on **Start**, point to **Settings**, then **Control Panel**.
2. Double-click on the **UPS Icon**.
3. Remove the check mark from the box labeled **UPS is installed on**.
4. Click **OK**.
5. Acknowledge the message that the UPS is in an unknown state.
6. Exit to the desktop.
7. Shutdown your computer.
8. Turn the UPS off and unplug it.
9. Connect the serial interface cable to the UPS and an open serial port on the back of your computer. (Note: You must use the cable that was supplied with the unit).
10. Plug the UPS into an AC outlet, turn the UPS on and then start your computer.
11. Click on **Start**, point to **Settings**, then **Control Panel**.
12. Double-click on **Add/Remove Programs**.
13. Insert the software disk into the floppy drive.
14. Click **Install**.
15. Follow the on-screen instructions.
16. Once the software is installed, remove the floppy disk and restart your computer.

When your computer restarts, the PowerPanel™ software will appear on your screen for a few seconds, and then minimize. It will appear as a blue and white battery icon located in the system tray, near the clock.

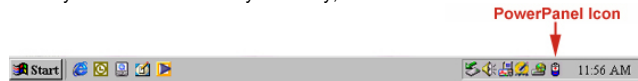


FOR WINDOWS 2000

1. Click on **Start**, point to **Settings**, then **Control Panel**.
2. Double-click on **Power Options**.
3. On the **UPS Tab**, click **Select**.
4. In the **UPS Selection Dialog Box**, under **Manufacturers**, click **None**.
5. Exit to the desktop.
6. Shutdown the computer.
7. Turn the UPS off and unplug it.
8. Connect the serial interface cable to the UPS and an open serial port on the back of your computer. (Note: You must use the cable that was supplied with the unit).
9. Plug the UPS into an AC outlet, turn the UPS on and then start your computer.
10. Click on **Start**, point to **Settings**, then **Control Panel**.
11. Double-click on **Add/Remove Programs**.
12. Insert the software disk into the floppy drive.

13. Click **Install**.
14. Follow the on-screen instructions.
15. Once the software is installed, remove the floppy disk and restart your computer.

When your computer restarts, the PowerPanel™ software will appear on your screen for a few seconds, and then minimize. It will appear as a blue and white battery icon located in the system tray, near the clock.



POWERPANEL™ SOFTWARE USER MANUAL

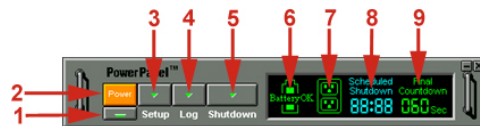
OVERVIEW

PowerPanel™ version 2.03 or greater is designed for use with Windows 95, Windows 98, Windows Me, Windows NT and Windows 2000. The latest version can be downloaded from www.cyberpowersystems.com/downloads.htm. It works in conjunction with the UPS to provide full protection of valuable computer systems, applications and data. In the event of a power failure, PowerPanel™ automatically saves and closes open files under auto-assigned file names or existing files names after a software controlled delay. The computer and UPS are automatically shutdown to conserve battery power. Files with auto-assigned names will be saved under **C:\PCTemp**, where **C** is the name of your main hard drive. Files that have previously been saved will be saved in their original location.

PowerPanel™ is equipped with a **Scheduled Shutdown** feature which can automatically save and close open files and then shutdown the computer and UPS at a user specified date and time. Use of this feature is optional and is not required for the power failure shutdown to occur.

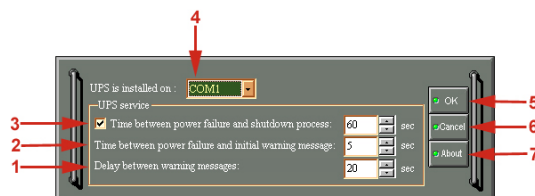
The use of the PowerPanel™ software is optional. The UPS unit will provide full surge suppression and battery backup without the software. You must use the software if you wish to have the automatic shutdown feature.

POWERPANEL™ MAIN WINDOW DESCRIPTION



1. **Minimize Button:** This button is used to minimize the software.
2. **Power Button:** Clicking on the power button will stop the software.
3. **Setup Button:** Click the setup button to open the **Setup Window**.
4. **Log Button:** Click on the log button to open the **Log Window**.
5. **Shutdown Button:** Click the shutdown button to open the **Scheduled Shutdown Window**.
6. **Battery OK Indicator:** This indicator appears in a green color when AC power is normal and the unit and software are communicating.
7. **AC Power Indicator:** This indicator appears in a green color when AC power is normal. When the power fails, the indicator will change to a red color with an "X" through it.
8. **Scheduled Shutdown:** If there is a shutdown scheduled within seven days, the information will be displayed here. The user can schedule a shutdown in the **Scheduled Shutdown Window**.
9. **Final Countdown:** When the final countdown timer reaches zero, the software will begin shutting down the system. This can be adjusted in the **Setup Window**.

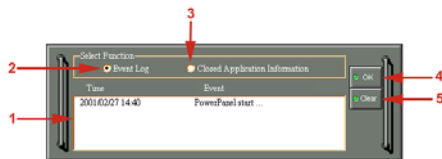
POWERPANEL™ SETUP WINDOW



1. **Delay Between Warning Messages:** This setting determines the delay between the audible alarms.
2. **Time Between Power Failure and Initial Warning:** This setting determines the delay between when the power fails and the first audible alarm.

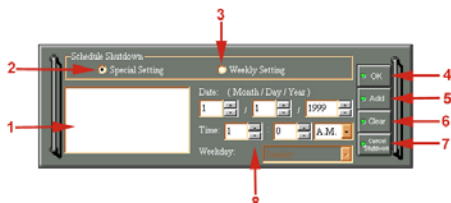
3. **Time Between Power Failure and Shutdown Process:** This user adjustable setting determines how long the UPS will run on battery before starting to shut down the system. If this is not checked, the unit will run on battery until the low battery condition is met (2 minutes of backup time remaining), and then start the shutdown process. If the low battery condition is met before this timer reaches zero, the software will start the shutdown process.
4. **UPS is Installed On:** This shows the current COM port that the UPS is using. The port assigned to the UPS needs to be used exclusively for the PowerPanel™ software.
5. **OK Button:** This button is used to exit the setup window **and save any changes**.
6. **Cancel Button:** This button is used to exit the setup window **without saving any changes**.
7. **About Button:** This button will display information about the software as well as contact information.

POWERPANEL™ LOG WINDOW



1. **Display Window:** This area displays either the **Event Log** or the **Closed Application Information**.
2. **Event Log:** Select this option to view PowerPanel™ events such as program start, program end, power failure and low battery.
3. **Closed Application Information:** Select this option to view the file names of applications that were saved by PowerPanel™. Please note: If an application has an existing file name, it will be saved under that file name and not appear in this window.
4. **OK Button:** This button is used to exit the window.
5. **Clear Button:** This button is used to clear the information in the selected log.

POWERPANEL™ SHUTDOWN WINDOW



1. **Display Window:** Any schedule information will be displayed here.
2. **Special Setting:** This option is used to schedule a shutdown at a specific date and time.
3. **Weekly Setting:** This option is used to schedule a shutdown for a specific time and day of the week.
4. **OK Button:** This button is used to exit the window.
5. **Add Button:** This button is used to add an item to the schedule.
6. **Clear Button:** This button is used to delete the selected item.
7. **Cancel Shutdown:** This button is used to cancel the current shutdown.
8. **Day, Date and Time:** This is the area where you select the day, date and time that you want the shutdown to occur. Once you have selected it, click the **Add Button** to add the item to the schedule.

Please note: The use of the schedule is optional and will have no effect on the shutdown of your system during a power failure. This feature is simply used if you want have your computer automatically shut down at a scheduled time.

USING THE WINDOWS NT UPS SERVICE

If you are running Windows NT, you may choose to use the Windows NT service instead of PowerPanel™. You can run either PowerPanel™ or the NT service, but not both.

To Configure the Windows NT UPS Service:

1. Click on **Start**, point to **Settings**, then **Control Panel**.
2. Double-click the **UPS Icon**.
3. Select the COM port that the UPS is connected to.
4. Set the **Power Failure Signal** to **Negative**.
5. Set the **Low Battery Signal** to **Negative**.
6. Set the **Remote UPS Shutdown Signal** to **Positive**.
7. Click **OK**.

Please note: This service must be stopped in order to use the PowerPanel™ software. To stop the service, remove the checkmark from

Uninterruptible Power Supply is installed on. Click **OK**. Acknowledge the message that the UPS is in an unknown state and exit to the desktop.

USING THE WINDOWS 2000 UPS SERVICE

If you are running Windows 2000, you may choose to run the Windows 2000 UPS service instead of PowerPanel™. You can run either PowerPanel™ or the Windows 2000 UPS service, but not both.

To Configure the Windows 2000 UPS Service:

1. Click on **Start**, point to **Settings**, then **Control Panel**.
2. Double-click on **Power Options**.
3. On the **UPS Tab**, click **Select**.
4. In the **UPS Selection Dialog Box**, under **Select Manufacturer**, select **Generic**.
5. Under **Select Model**, select **Custom**.
6. On the **UPS Tab**, click **Configure**.
7. Set **Power Fail/On Battery** to **Negative**.
8. Set **Low Battery** to **Negative**.
9. Set **UPS Shutdown** to **Positive**.
10. Click **OK**.

Please note: This service must be stopped in order to run PowerPanel™. To disable the service, set the **Manufacturer** to **None**.

Please note: You must be logged on as an administrator or a member of the administrator's group to make these changes. Network policies may also prevent you from making these changes. Please contact your network administrator for further assistance.

TESTING YOUR UPS SYSTEM

Once you have set up your UPS system, you may wish to test it. Make sure that the UPS has been charged for at least 4 hours before performing this test.

If you are using PowerPanel™:

1. With your UPS and computer on, open an application such as notepad.
2. Enter some data into the application.
3. Unplug the UPS from the AC outlet.

When a power failure occurs, PowerPanel™ will appear on the screen. The outlet and battery symbols will change to indicate a power failure. The countdown timer will move towards zero. When the timer reaches zero, the software will begin to save and close any open applications. The software will auto-assign names to any files that have not been previously saved, and then save the file to the PCTemp folder which is located in the root directory of your **C drive** (where **C** is the name of your main hard drive). Once all open files have been saved and closed, PowerPanel™ will shutdown the operating system. Once the operating system is shutdown, the UPS will turn off within 90 seconds. Wait until the UPS has turned off before plugging the UPS back into the outlet.





Once the test has been completed, plug the UPS back into the wall and turn it back on. You may then restart your computer. Please allow 4 hours for the UPS to recharge before attempting another self-test.

If you are NOT using PowerPanel™:

1. Have your computer and UPS turned on.
2. Unplug the UPS from the wall to simulate a power failure.
3. The UPS will begin beeping, indicating a power failure.
4. Save and close any open files.
5. Shut down the operating system.
6. Once the computer system is shutdown, turn the UPS off.

As the battery discharges, the unit will beep more rapidly, indicating that the battery is nearing discharge. Once the test is complete, plug the UPS back in and start your computer. Please allow 4 hours for the UPS to recharge before attempting another self-test.

DEFINITIONS FOR ILLUMINATED LED INDICATORS

				CONDITION
On	Off	Set	Off	
Off	On/Off	Set	Two Beeps	Utility Failure- the UPS is providing power to battery power-supplied outlets from its battery.
Off	On/Off	Set	Rapid Beeps	Utility Failure- The UPS is providing battery power. Rapid beeps indicate the unit will run out of power shortly.
Off	Off	Up	Two Beeps or Rapid Beeps	System Overload- Occurs when connected equipment exceeds the rating of unit. Turn the UPS off, unplug at least one piece of equipment, wait 10 seconds, reset the circuit breaker and turn the unit on.
Off	On/Off	Set	Long Beep	Battery Overload- Occurs when connected equipment exceeds the rating of battery outlets of the unit. Turn the UPS off, unplug at least one piece of equipment from battery outlets, wait 10 seconds, reset the circuit breaker and turn the unit on.
On/Off	On	Set	None	Electrical Wiring Fault- This indicates a wiring problem with the AC outlet such as bad ground, miss ground, or reversed wiring. User is advised to disconnect all electrical equipment from the outlet and have an electrician check the outlet to insure proper wiring.



Power On



Circuit Breaker



Wiring Fault



Alarm

TROUBLESHOOTING

Problem	Possible Cause	Solution
Full-time surge protection outlets stop providing power to equipment.	Circuit breaker has tripped due to an overload.	Turn the UPS off and unplug at least one piece of equipment. Wait 10 seconds, reset the circuit breaker by depressing the button, and then turn the UPS on.
The UPS does not perform expected runtime.	Battery not fully charged.	Recharge the battery by leaving the UPS plugged in.
	Battery is slightly worn out.	Contact CyberPower Systems about replacement batteries at tech@cyberpowersystems.com
The UPS will not turn on.	The on/off switch is designed to prevent damage by rapidly turning it off and on.	Turn the UPS off. Wait 10 seconds and then turn the UPS on.
	The unit is not connected to an AC outlet.	The unit must be connected to a 110/120v 60Hz outlet.
	The battery is worn out.	Contact CyberPower Systems about replacement batteries at tech@cyberpowersystems.com
	Mechanical problem.	Contact CyberPower Systems at tech@cyberpowersystems.com
PowerPanel™ is inactive (all icons are gray).	The serial cable is not connected.	Connect the serial cable to the UPS unit and an open serial port on the back of the computer. You must use the cable that came with the unit.
	The serial cable is connected to the wrong port.	Check the back of the computer for an additional serial port. Move the cable to this port.
	The unit is not providing battery power.	Shutdown your computer and turn the UPS off. Wait 10 seconds and turn the UPS back on. This should reset the unit.
	The serial cable is not the cable that was included with the UPS unit.	You must use the serial cable that was enclosed with the unit for the software and unit to be able to communicate.

SPECIFICATIONS

	CPS320SL	CPS375SL	CPS500SL	CPS575SL	CPS650SL
Capacity	320VA (185W)	375VA (210W)	500VA (275W)	575VA (320W)	650VA (350W)
Input Voltage on Utility	100V to 140V				
Input Frequency	57 Hz to 63 Hz				
On-Battery Output Voltage	120Vac ± 5%				
Transfer Time	4ms Typical				
Max. Load for UPS Outlets (3 Outlets)	320VA (185W)	375VA (210W)	500VA (275W)	575VA (320W)	650VA (350W)
Max. Load for Full-Time Surge Protection outlets (6 Outlets)	12 Amps				
On-Battery Output Wave Form	Simulated Sine Wave Form				
Operating Temperature	+ 32°F to 95° F. (0° C to 35° C)				
Operating Relative Humidity	0 to 95% NON-CONDENSING				
Size (Length x Width x Height)	9 7/8" x 6 3/16" x 3 1/8" (25.8cm x 15.9cm x 8.3cm)				
Net Weight	10lbs.	10 lbs.	13	13 lbs.	14 lbs.
Typical Battery Recharge Time	8 hours typical from total discharge				
Typical Battery Life	3 to 6 years, depending on number of discharge/recharge cycles				
Battery Type	12V / 3AH	12V / 4AH	12V / 7AH	12V / 7.2AH	12V / 7.5AH
Recommended Battery	Spill-proof, Maintenance-free, sealed lead-acid				
Safety Approvals	UL1778(UPS), CUL107.1/FCC/DoC Class B				

EXPECTED RUNTIME IN MINUTES

	CPS320SL	CPS375SL	CPS500SL	CPS575SL	CPS650SL
Desktop PC with 15" Monitor	6 – 9	8 – 12	10 – 14	17 – 21	18 – 24
Desktop PC with 17" Monitor	4 – 6	6 - 9	8 – 12	15 – 19	16 – 22
Desktop PC with 21" Monitor	Not Advised	Not Advised	6 - 10	13 – 17	14 – 19

REPLACING THE BATTERY

CAUTION! Read and follow the **IMPORTANT SAFETY INSTRUCTIONS** before servicing the battery. **Service the battery under the supervision of personnel knowledgeable of batteries and their precautions.**

CAUTION! Use only the specified type of battery. See your dealer for replacement batteries.

CAUTION! The battery may present risk of electrical shock. Do not dispose of battery in a fire, as it may explode. Follow all local ordinances regarding proper disposal of batteries.

CAUTION! Do not open or mutilate the batteries. Released electrolyte is harmful to skin and eyes and may be toxic.

CAUTION! A battery can present a high risk of short circuit current and electrical shock. Take the following precautions before replacing the battery:

1. Remove all watches, rings or other metal objects.
2. Only use tools with insulated handles.
3. Do not lay tools or metal parts on top of battery or any terminals.
4. Wear rubber gloves and boots.
5. Determine if the battery is inadvertently grounded. If inadvertently grounded, remove source of ground. **CONTACT WITH GROUNDED BATTERY CAN RESULT IN ELECTRICAL SHOCK!** The likelihood of such shock will be reduced if such grounds are removed during installation and maintenance (applicable to a UPS and a remote battery supply not having a grounded circuit).

TO REPLACE THE BATTERY

1. Turn off and unplug all connected equipment.
2. Turn the UPS off and unplug it from the AC power source.
3. Turn the UPS upside down.
4. Remove the 6 retaining screws.
5. Turn the UPS right side up and remove the outlet cover.
6. Remove the battery from the compartment.
7. Disconnect the battery wires from the battery.
8. Install the replacement battery by connecting the **red wire to the positive (+) terminal of the battery** and connecting the **black wire to the negative (-) terminal of the battery.**
9. Slide the battery back into the compartment.
10. Replace the outlet cover and the 6 retaining screws.
11. Recharge the unit for 4 – 8 hours to ensure the UPS performs expected runtime.

REMINDER: Batteries are consider **HAZARDOUS WASTE** and must be disposed of properly. Contact your local government for more information about proper disposal and recycling of batteries.

Limited Warranty And Power Control Guarantee

In purchasing a 320SL, 375SL, 500SL, 575SL or 650SL in the United States or Canada, the original end user receives a **Limited Warranty** and CyberPower's **Power Control Guarantee** from Cyber Power Systems (USA), Inc. (for ease of reading, referred to as "CyberPower"). The Limited Warranty and the Power Control Guarantee are intended to be the initial end-user's exclusive rights and remedies. The Limited Warranty and the Power Control Guarantee are separate, all though they are related.

Limited Warranty. The original end user (referred to as the "Initial Customer") receives an express limited warranty for the 320SL, 375SL, 500SL, 575SL or 650SL (referred to as the "Limited Warranty"), purchased from CyberPower (referred to as the "Product"). The Limited Warranty is for the Product itself. The terms of the Limited Warranty are explained below.

Power Control Guarantee. CyberPower also provides the Initial Customer with protection in the event that the Product is not free from defects in materials and workmanship, and certain equipment connected to the Product is damaged (the "Power Control Guarantee"). The Power Control Guarantee protects the Initial Customer for damage to equipment plugged into the Product. The terms of the Power Control Guarantee are explained below.

The Limited Warranty and the Power Control Guarantee are subject to the terms set forth below. Additionally, State or Provincial law may adjust the terms of the Limited Warranty or the Power Control Guarantee or the State or Province may impose additional obligations, or additional "implied warranties." To the extent necessary to comply with those laws, the terms of the Limited Warranty and the Power Control Guarantee should be read to adjust to those requirements only to the extent necessary to comply with such local law.

If you are an Initial Customer, you are asked to read the following terms and conditions carefully before using the Product. By using the Product you consent to be bound by and become a party to the Limited Warranty and Power Control Guarantee. If you do not agree to the terms and conditions of the Limited Warranty and Power Control Guarantee, you should return the Product for a full refund prior to using it.

REGISTRATION

CyberPower requests that you complete and return the Warranty Registration Card enclosed with the Product or register the Product at its website (www.cyberpowersystems.com) to establish that you are the original end-user consumer purchaser of the Product, and therefore entitled coverage under the Limited Warranty and the Power Control Guarantee. (Registration is not required for Limited Warranty coverage, but note if you do not complete a registration card you will be required to provide proof of purchase, as described below, to have the benefits of this Limited Warranty.)

LIMITED WARRANTY

CyberPower warrants to you, the Initial Purchaser, that the Product will be free from defects in material and workmanship for three years from the date of original purchase, subject to the terms of this Limited Warranty.

To be covered you must still be the owner of the Product at the time of the failure that results in the claim made under this Limited Warranty.

Your exclusive remedy and CyberPower's sole obligations are as follows for the Product:

If (a) the CyberPower Product you purchased and still own is defective in material or workmanship under this Limited Warranty or any applicable warranty imposed by law, and (b) all Limited Warranty requirements have been met, CyberPower will repair or replace the Product if it proves to be defective in material or workmanship during the Warranty Period.

To make a Limited Warranty claim on a Product, you must do the following:

1. Complete and return the CyberPower Warranty Registration Card, or provide reasonable proof of purchase (for example, a sales receipt) that establishes you as the Initial Customer (the original end-user consumer purchaser) of the Product and prove that the Product was purchased within three years of the event for which you want to make a claim for warranty service.
2. Call CYBERPOWER at (952) 403-9500; write to CYBERPOWER at 5555 12th Avenue East, Suite 110, Shakopee, MN 55379, or E-Mail CYBERPOWER at tech@cyberpowersystems.com within ten (10) days of the event for which you want to make a claim for warranty service.
3. When you call, write, or E-Mail, identify the Product, the Purchase Date, and request Return Material Authorization information from CyberPower.
4. Pack and ship the Product to CyberPower as instructed in your Return Material Authorization. Show the Return Material Authorization code on the shipping label or include it with the Product. **You must prepay all shipping costs and you are responsible for packaging and shipment.**

CyberPower will inspect and examine the Product within ten (10) days of receipt. If the Product is not as warranted, CyberPower will repair or replace the Product and return it to you at CyberPower's expense, or, if CyberPower is unable to or decides not to repair or replace the Product (if defective) within a reasonable time, CyberPower will refund to you the full purchase price you paid for the Product (purchase receipt showing price paid is required).

POWER CONTROL GUARANTEE

If you are the Initial Purchaser and the Product is still covered by the Limited Warranty, the Power Control Guarantee provides protection for damage to equipment connected to the Product ("Connected Equipment"), subject to certain terms and limitations.

The Power Control Guarantee is not "first dollar" coverage. CyberPower's obligation is reduced by any amounts that Initial Customer is entitled to recover from other sources regarding the Connected Equipment, including insurance, other warranty, or extended warranty coverage, whether or not the Initial Customer makes a claim for recovery, including but not limited to a claim under any applicable insurance, other warranty, or extended warranty.

The Power Control Guarantee is separate from the Limited Warranty, but they are related. The Limited Warranty does not cover Connected Equipment, but as is explained below, to be covered under the Power Control Guarantee, the Connected Equipment must have been damaged due to a failure of the Product that is covered by the Limited Warranty. The Connected Equipment must have been damaged due to a defect in materials or workmanship of the Product, and the Product must still be covered by the Limited Warranty and the Initial Customer has made a valid claim for the Product under the Limited Warranty.

In the event of damage to the Connected Equipment, your exclusive remedy, and CyberPower's sole obligations, are as follows for Connected Equipment. If (a) the Product purchased and owned by you is defective in material or workmanship under the Limited Warranty or any applicable Implied Warranty; (b) the Limited Warranty requirements have been met, and; (c) none of the limitations or exclusions on warranty coverage apply, CyberPower will (as CyberPower elects, as permitted by law), repair, replace, or pay the **Agreed Damage Amount** (defined below) for the item(s) of your electronic equipment directly and properly connected to the product (the "Connected Equipment") if that Connected Equipment is (x) damaged by AC power line transients, spikes, or surges on properly installed, grounded, and code-compliant 120 volt power lines in the United States and Canada, or by transients, surges or spikes on standard telephone equipment lines, or Base 10/100T Ethernet lines that are properly installed and connected (a "Power Disturbance") and (y) is directly plugged into and properly connected to a CyberPower Product in its original condition which is properly operated when a Power Disturbance passes through the CyberPower Product and (y.1) exhausts the protection capacity of the CyberPower Product or (y.2) damages the CyberPower Product. This provision sets out the only liability of any character of CyberPower for direct, indirect, special, consequential, and/or incidental damages under our Limited Warranty, applies only to Connected Equipment, and all such Liability is limited to the Agreed Damage Amount.

Comment [WJJ1]: Why do we now switch to calling it Express Limited Warranty?

To make a Warranty claim for damage to Connected Equipment under the Power Control Guarantee, you must do the following:

1. Complete and return the CyberPower Warranty Registration Card or provide reasonable proof (for example, a sales receipt) that establishes you as the Initial Customer (the original consumer purchaser of the Product) within ten (10) days of the event for which you want to make a claim for warranty service.
2. Call CyberPower at (952) 403-9500, or write to CyberPower at 5555 12th Avenue East, Suite 110, Shakopee, MN 55379, or E-Mail CyberPower at tech@cyberpowersystems.com, within ten (10) days of the event for which you want to make a claim for warranty service.
3. When you call, write or E-Mail, identify the Product, the Purchase Date and the item(s) of Connected Equipment. Have information on all applicable insurance or other resources of recovery/payment that are available to the Initial Customer for the Connected Equipment and the name of the power utility supplier for the location of the Connected Equipment and request Return Material Authorization information from CyberPower.
4. Pack and ship the Product to CyberPower and, if requested by CyberPower the item(s) of Connected Equipment, a repair cost estimate for the damage to the Connected Equipment and/or a written statement of how the damage occurred, as instructed in your Return Material Authorization. Show the Return Material Authorization code on the shipping label or include it with the Product. **Initial Customer shall prepay all shipping costs and is responsible for packaging and shipment.**

CyberPower will inspect and examine the Product and the item(s) of Connected Equipment (or at CyberPower's election, your written statement and repair cost estimate for those item(s)). You must return the product for inspection.

If the Product is warranted under the Limited Warranty and the damage to Connected Equipment is covered by the Power Control Guarantee, CyberPower will (in addition to Limited Warranty remedies for the CyberPower Product itself) repair (or pay the costs of repair) or replace the Connected Equipment or, at the option of CyberPower, as permitted by law, pay to the Initial Customer the "Agreed Damage Amount" (up to the aggregate limits stated below) for all item(s) of Initial Customer's Connected Equipment. The "Agreed Damage Amount" for all items of Initial Customer's Connected Equipment shall be the lesser of the amount determined under Clause (1) or (2) below, reduced by any amounts described in Clause (3) below:

1. The fair market value of the Connected Equipment as established by the lower of (a) the average price the same or similar items are being sold for on eBay, (b) the price list of the Boston Computer Exchange on the date of occurrence (or if such price list is no longer published, a published or announced price list reasonably selected by CyberPower), or (c) the lowest price the Connected Equipment can be purchased for in the United States; or
2. The aggregate ceiling amount for all Connected Equipment as set forth below, minus:

3. The amount(s) of all payment you have or are entitled to receive from insurance, other warranties, extended warranties, or from other sources or persons for the Connected Equipment or damage to such equipment so that CyberPower's maximum liability shall be reduced to reflect all such other payments or sources of recovery:

CyberPower 320SL-\$30,000.00
CyberPower 375SL-\$35,000.00;
CyberPower 500SL-\$40,000.00;
CyberPower 575SL-\$45,000.00;
CyberPower 650SL-\$100,000.00.

If CyberPower replaces the Connected Equipment or pays to the Initial Customer the Agreed Damage Amount, the Initial Customer shall transfer such item(s) to CyberPower without warranty by the Initial Customer, but free of lien or other interest.

CONDITIONS COMMON TO THE LIMITED WARRANTY AND THE POWER CONTROL GUARANTEE

The Limited Warranty and the Power Control Guarantee are the only and the exclusive express warranty of CyberPower with respect to the Product. This exclusion of other express warranties applies to written and oral express warranties. **Any Implied Warranty of Merchantability or for Fitness for a Particular Purpose, if applicable to the Product, is limited in duration to the period of ownership by the Initial Customer. This provision shall NOT create any Implied Warranty or Merchantability or of Fitness for a Particular Purpose that would not Otherwise apply to the Product.** NOTE: Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

LIMITATION: THE LIMITED WARRANTY AND THE POWER CONTROL GUARANTEE DO NOT COVER

The Limited Warranty and the Power Control Guarantee are intended to exclusive rights and remedies and replace any other rights, to the extent allowed by law.

1. As to CyberPower products, the Limited Warranty does not cover or apply to: Misuse; modification; operation or storage outside environmental limits for the Products; in transit, in shipment, or in storage, damage or deterioration; improper operation or maintenance; use with items or equipment not designed or intended for use with the Product.
2. As to Connected Equipment, the Power Control Guarantee covers only damage within the specific terms of the Power Control Guarantee to Connected Equipment (and only up to the applicable aggregate ceiling amount). The Power Control Guarantee does not cover damage to Connected Equipment or apply if the product has been operated in a failure mode or not in compliance with CyberPower operating instructions and manuals. Or if the Connected Equipment has been operated in a failure mode or not in compliance with the instruction and manuals of its manufacturer/vendor.

The Limited Warranty and the Power Control Guarantee Do Not Apply Unless The Initial Customer:

1. Has properly connected the Product and the Connected Equipment to properly wired and grounded outlets/power supplies (including compliance with electrical and safety codes of most current National Electrical Code, ANSI/NFPA 70), without the use of any adaptors, extension cords, or other connectors.
2. Has provided a suitable and proper environment for use and installation of the Product and Connected Equipment.
3. Has properly installed and operated the CyberPower Product and Connected Equipment.

CyberPower Does Not Cover or Undertake Any Liability in Any Event for Any of the Following:

1. Loss of or damage to data, records, or software; restoration of data or records; or reinstallation of software.
2. Damage from causes other than AC Power Line Transients, spikes, or surges on properly installed, grounded and code-compliant 120 volt power lines in the United States and Canada; transients, surges, or spikes on standard telephone land lines, PBX telephone equipment lines or Base 10/100T Ethernet lines, when properly installed and connected. (This exclusion applies, for example, to fluctuations in data transmission or reception, by CATV or RF transmission or fluctuations, or by transients in such transmission).
3. Damage from any circumstance described as excluded above with respect to the Product.
4. Damages from fire, flood, wind, rain, rising water, or leakage or breakage of plumbing; from abuse, misuse, or alteration of either the Product or the Connected Equipment.

Exclusion of Consequential and Other Damages. The sole and exclusive remedies of the Initial Customer are those provided by the Limited Warranty and Power Control Guarantee. **CyberPower excludes any liability for personal injury under the Limited Warranty and Power Control Guarantee. CyberPower excludes any liability for direct, indirect, special, incidental or consequential damages, whether for damage to or loss of property, loss of profits, business interruption, loss of information or data, EXCEPT FOR (AND ONLY FOR) the specific limited agreement of CYBERPOWER to provide certain warranty benefits regarding "Connected Equipment" under the "CYBERPOWER Power Control Guarantee".**

NOTE: Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

DO NOT USE FOR MEDICAL OR LIFE SUPPORT EQUIPMENT OR OTHER HIGH RISK ACTIVITIES.

CyberPower does not sell the Products for use in high-risk activities. The Product is not designed or intended for use in hazardous environments requiring fail-safe performance, including the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, weapons systems, life support or medical applications or for use in any circumstance in which the failure of the Product could lead directly to death, personal injury, or severe physical or property damage, or that would affect operation or safety of any medical or life support device (collectively, "High Risk Activities"). CyberPower expressly disclaims any express or implied warranty of fitness for High Risk Activities. CyberPower does not authorize use of any of its products use in any High Risk Activities. **ANY SUCH USE IS IMPROPER AND IS A MISUSE OF CYBERPOWER PRODUCTS.**

The Limited Warranty and the Power Control Guarantee are governed by the laws of the United States and the State of Minnesota, without reference to conflict of law principles. The application of the United Nations Convention of Contracts for the International Sale of Goods is expressly excluded.

Contact Information: CyberPower's address is 5555 12th Ave East, Suite 110, Shakopee, MN 55379 and its phone number is (952) 403-9500. CyberPower is the warrantor under this Limited Warranty. You may also contact CyberPower on the Internet at www.cyberpowersystems.com.

FCC Notice

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 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: (1) Reorient or relocate the receiving antenna. (2) Increase the separation between the equipment and receiver. (3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. (4) Consult the dealer or an experienced radio/TV technician for help. Any special accessories needed for compliance must be specified in the instruction.

CAUTION: A shielded-type power cord is required in order to meet FCC emission limits and also to prevent interference to the nearby radio and television reception. It is essential that only the supplied power cord be used. Use only shielded cables to connect I/O devices to this equipment.

CAUTION: Any changes or modifications not expressly approved by the guarantee of this device could void the user's authority to operate the equipment.



For more information, contact us at:

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