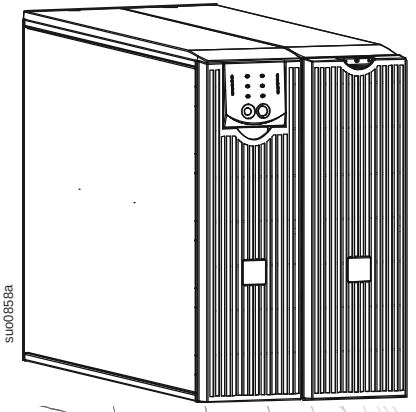
by Schneider Electric

Installation Guide

Smart-UPS™ RT External Battery Pack

SURT192XLBP

SURT192RMXLBP3U



Smart-UPS™ RT

External Battery Pack

SURT192XLBP

SURT192RMXLBP3U

English

EN 990-1387B 07/2014

Introduction

The APC™ by Schneider Electric Smart-UPS™ SURT192XLBP external battery pack (XLBP) connects to select APC by Schneider Electric Uninterruptible Power Supply (UPS) models. Together these units provide extended protection for electronic equipment from utility power blackouts, brownouts, sags, and surges. The UPS and the external battery pack together provide continuous power from the batteries until utility power returns to safe levels or the batteries are fully discharged.

The UPS and the XLBP are packaged separately.

1: INSTALLATION

Refer to the Safety Instruction sheet included with the UPS before installing the batteries.

Unpacking

Inspect the unit upon receipt. Notify the carrier and dealer if there is damage.

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

Check the package contents:

- the external battery pack
- the front bezel
- three tie brackets and six screws
- product documentation, Safety Guide, warranty information

Placement of the External Battery Pack

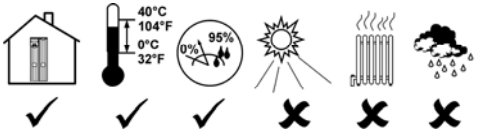
Place the external battery pack where it will be used.

The unit is heavy. Select a location sturdy enough to handle the weight.

Do not operate this unit where there is excessive dust or the temperature and humidity are outside the specified limits. Refer to the APC by Schneider Electric web site, www.apc.com for details.

Ensure the air vents on the front and rear of the unit are not blocked.

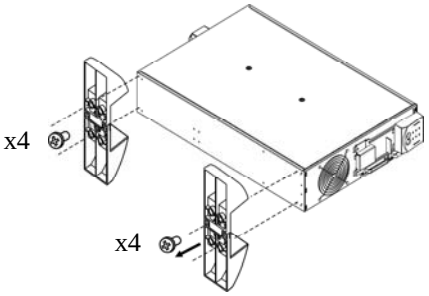
PLACEMENT



Installing the External Battery Pack(s)

Your UPS model may vary from the model depicted in the diagram. The battery installation procedure is identical for all models.

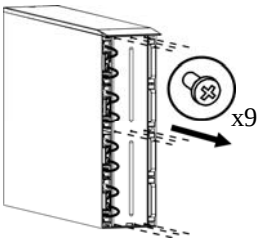
Prior to connecting the batteries, and tie brackets (when used), remove the feet (if installed), from the bottom of the UPS. See diagram.



REMOVING BATTERIES FROM THE EXTERNAL BATTERY PACK

This unit is heavy. To lighten the unit, remove the batteries. Refer to the unpacking instructions on the carton the unit is shipped in or see instructions below.

1



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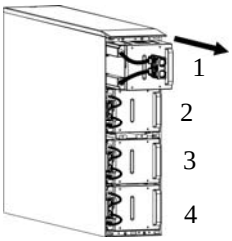

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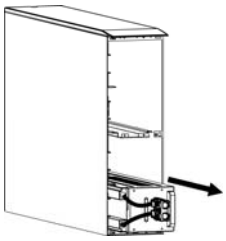
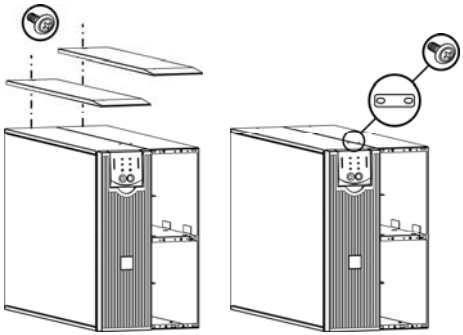


TOWER CONFIGURATION

Installing and Connecting the External Battery Pack(s)

NOTE: The external battery packs must be installed to the right **of the UPS when facing the** front **of the units, (see diagrams below).**

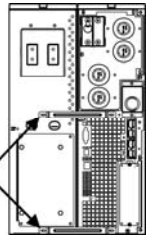
1. Remove the screws that secure the top covers.



2. Install the tie bracket securing the UPS and external battery pack (screws included).

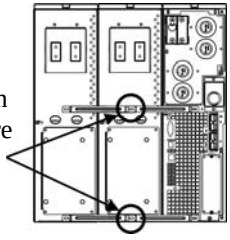
3. Install the rear tie brackets (screws included), as shown in the diagrams below.

UPS and One External Battery Pack



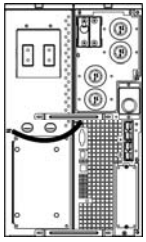
UPS and Two External Battery Packs

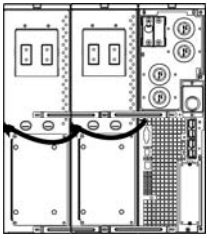
Note: Tie brackets on the center XLBP share a common screw.



4. Connect the green/yellow ground wires (screws included), as shown in the diagrams below.

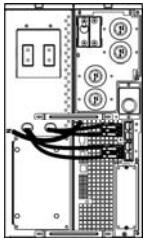
TVSS Ground Wire Connections

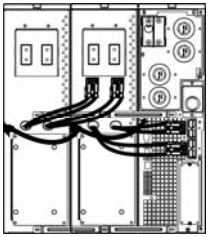




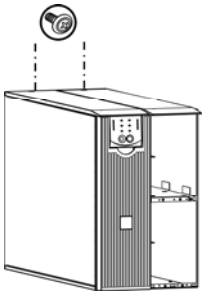
5. Connect the rear panel batteries as shown in the diagrams below.

Rear Battery Connections





6. Replace the top covers and secure with the screws removed in step 1.



Installing and Connecting the Front Batteries and Attaching the Bezel

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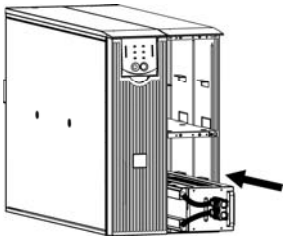

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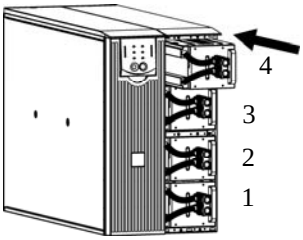

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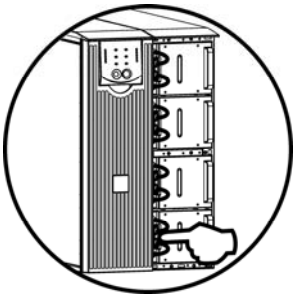

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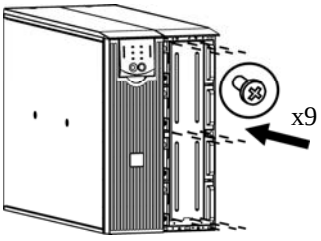

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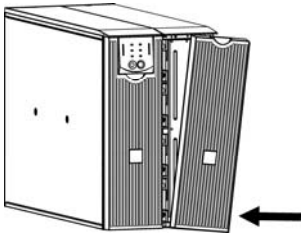

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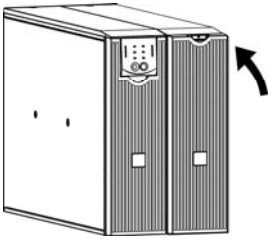


RACK MOUNT CONFIGURATION

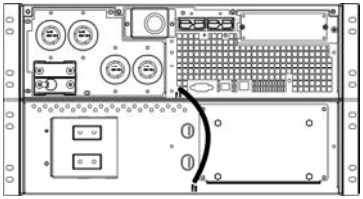
Refer to the Installation Guide included in Rail Kit SURTRK2 for instructions on mounting the UPS and the external battery packs into a rack.

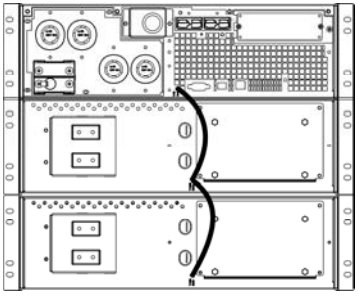
NOTE: The external battery packs must be mounted below the UPS in the rack.

Installing and Connecting the External Battery Pack(s)

1. Connect the green/yellow ground wires (screws included), as shown in the diagrams below.

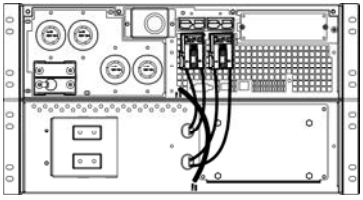
TVSS Ground Wire Connections

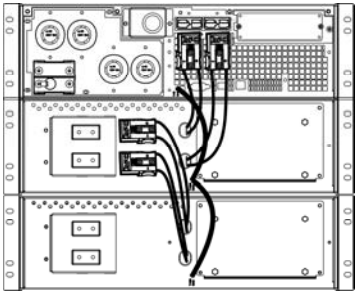




2. Connect the rear panel batteries as shown in the diagrams below.

Battery Connections





Installing and Connecting the Front Batteries and Attaching the Bezel

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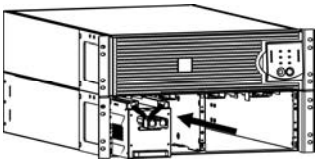

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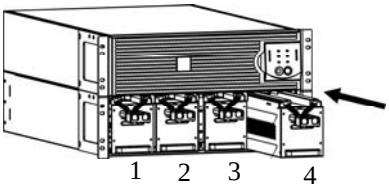

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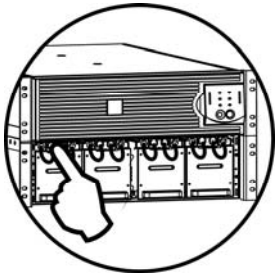

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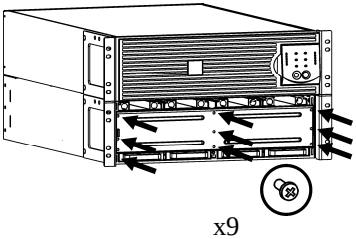

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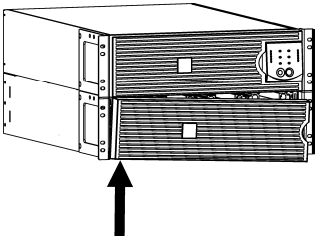

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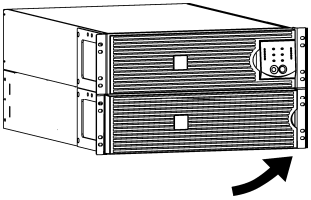

Setting the UPS to Recognize the Battery Pack(s)

This configuration affects the accuracy of the runtime calculations that the UPS performs while running on battery power.

Settings are made through supplied PowerChute™ *Business Edition*, or PowerChute *Network Shutdown* software, optional Smart Slot accessory cards, or Terminal Mode.

Refer to the instructions included with the software or accessory cards. See Terminal Mode instructions below.

TERMINAL MODE TO CONFIGURE UPS PARAMETERS

3000 VA models:

Terminal Mode is a menu driven interface that enables enhanced configuration of the UPS.

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

1. **EXIT** the PowerChute *Business Edition* using the following steps:
   - From the Desktop, go to **Start** => **Settings** => **Control Panel** => **Administrative Tools** => **Services.**
   - Select **APC PCBE Server** and **APC PCBE Agent –** right click the mouse and select **Stop.**
2. Open a terminal program. Example: HyperTerminal
   - From the Desktop, go to **Start** => **Programs** => **Accessories** => **Communication** =>**HyperTerminal.**
3. 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
4. Example for setting the number of external battery packs (SURT192XLBP):
   Once the blank terminal window is open, follow these steps to enter the number of battery packs:
   - Press Enter to initiate terminal mode. Follow the prompts:
     - Press 1 to modify UPS Settings. Press e (or E) to modify the number of battery packs. Enter the number of battery packs, including the internal battery pack (Number of packs: 1= internal battery module, 2 = 1 SURT192XLBP, 3 = 2 SURT192XLBP, etc.).
       Press Enter.
     - Follow the prompts.
5. Exit the terminal program.

5000 VA models:

Terminal Mode is a menu driven interface that enables enhanced configuration of the UPS.

Connect the serial cable to the serial port on the back of the UPS.

When using PowerChute *Network Shutdown* software:

1. Open a terminal program. Example: HyperTerminal
   - From the Desktop, go to **Start** => **Programs** => **Accessories** => **Communication** =>**HyperTerminal.**
2. 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
3. Example for setting the number of external battery packs (SURT192XLBP):
   Once the blank terminal window is open, follow these steps to enter the number of battery packs:
   - Press Enter to initiate terminal mode. Press Enter multiple times, until the prompt **User Name:** is displayed. Follow the prompts. Type slowly, waiting until each character appears on the screen prior to typing the next character.

     Web/SNMP Card defaults:
     - **User Name: apc**
     - **Password: apc**
   - **Press 1 and Enter to select Device Manager.**
     - **Select the model by entering the corresponding number, then press ENTER.**
   - **Press 3 and Enter to select Configuration.**
   - **Press 1 and Enter to select Battery.**
   - **Press 2 and Enter to change the Battery Settings.**
     - **Type in the number of external battery packs (four battery modules per pack), then press Enter. (Number of packs: 1= internal battery module, 2 = 1 SURT192XLBP, 3 = 2 SURT192XLBP, etc.)**
   - **Press 3 and Enter to accept the changes.**
   - **Press ESC multiple times (5) to return to the main menu.**
   - Press 4 and Enter to log out.

2: STORAGE AND MAINTENANCE

Storage

Store the UPS covered and positioned as for proper functioning, in a cool, dry location, with the batteries fully charged.

Store at: 50,000 ft (15,000 m)

-4° to 140° F (-20 to 60 ° C) Charge the batteries every 6 months.

Replacing the Battery Module

This UPS has an easy to replace, hot-swappable battery module. Replacement is a safe procedure, isolated from electrical hazards. You may leave the UPS and connected equipment on during the procedure. See your dealer or contact APC by Schneider Electric at the web site, www.apc.com for information on RBC44 replacement battery modules.

The UPS battery life differs based on usage and environment. Refer to www.apc.com for on battery runtimes.

	Once the battery is disconnected, the connected equipment is not protected from power outages
	Be sure to deliver spent batteries to a recycling facility or ship to the manufacturer in the replacement battery packing material.

3: TRANSPORT, SERVICE, AND WARRANTY

Transport

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.

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 by Schneider Electric Customer Support through the APC by Schneider Electric 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 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 by Schneider Electric web site, **www.apc.com** for country specific instructions.

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

   a. **Note: When shipping within the United States, or to the United States always DISCONNECT ONE UPS BATTERY before shipping in compliance with U.S. Department of Transportation (DOT) and IATA regulations.** The internal batteries may remain in the UPS.

   b. Batteries may remain connected in the XBP during shipment. Not all units utilize XLBPs.

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.

Limited 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 parts 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.

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 or 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. 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 SOLE LIABILITY AND PURCHASER EXCLUSIVE REMEDY FOR ANY BREACH OF SUCH WARRANTIES. SEIT WARRANTIES EXTEND ONLY TO ORIGINAL 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, WHETHER DIRECT OR INDIRECT, LOSS OF EQUIPMENT, LOSS OF USE OF EQUIPMENT, LOSS OF SOFTWARE, LOSS OF DATA, COSTS OF SUBSTITUANTS, CLAIMS BY THIRD PARTIES, OR OTHERWISE.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.apc.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.

APC by Schneider Electric
Worldwide Customer Support

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

- Visit the APC by Schneider Electric web site, www.apc.com to access documents in the APC Knowledge Base and to submit customer support requests.
  - **www.apc.com** (Corporate Headquarters)
    Connect to localized APC by Schneider Electric web site 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 by Schneider Electric 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 by Schneider Electric representative or other distributor from whom you purchased your APC by Schneider Electric product.

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