



by Schneider Electric

# User Manual Smart-UPS™ SUA1000I-IND/SUA1500I-IND

## Important Safety Information

SAVE THESE INSTRUCTIONS - This manual contains important instructions that should be followed during installation and maintenance of the Smart-UPS and batteries.

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



The addition of this symbol either to a “Danger” or “Warning” safety label indicates that an electrical hazard exists 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 a hazardous situation which, if not avoided, will result in death or serious injury.

### **WARNING**

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

### **CAUTION**

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

### **NOTICE**

**NOTICE** is used to address practices not related to physical injury.

# 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.

- Adhere to all national and local electrical codes.
- All wiring must be performed by a qualified electrician.
- Changes and modifications to this unit not expressly approved by APC could void the warranty.
- This UPS is for indoor use only.
- Do not operate this UPS in direct sunlight, in contact with fluids, or where there is excessive dust or high humidity.
- Do not operate the UPS near open windows or doors.
- Be sure the air vents on the UPS are not blocked. Allow adequate space for proper ventilation.  
**Note:** Allow 20 cm clearance on both front and rear sides of the UPS.
- The equipment is heavy. Always practice safe lifting techniques adequate for the weight of the equipment.
- The battery typically lasts for two to three years. Environmental factors impact battery life. Elevated ambient temperatures, poor quality AC power, and frequent short duration discharges will shorten battery life.
- Connect the Smart-UPS power cable directly to a wall outlet. Do not use surge protectors or extension cords.
- Do not switch off the utility power to the UPS. Use the UPS on/off switch in the front panel to switch on/off the power to the connected loads.

## Radio Frequency Warning

This is a Class A product. In a domestic environment this product may cause radio interference, in which case the user may be required to take corrective actions.

## Product Handling Guidelines



<18 kg  
<40 lb



18-32 kg  
40-70 lb



32-55 kg  
70-120 lb



>55 kg  
>120 lb



# Product Description

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

This user manual is available on the APC by Schneider Electric web site, [www.apc.com](http://www.apc.com).

# Package Contents

**Note:** The UPS is shipped with the battery disconnected.

- UPS
  - UPS literature kit containing:
    - Product Documentation
    - Safety Information
    - Warranty Information
- UPS literature kit additional contents:**
- Serial cable
  - USB communication cable
  - Input power cord
  - Output power cord

# Installation

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

## NOTICE

### RISK OF EQUIPMENT DAMAGE

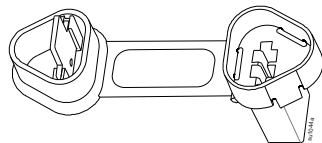
- UPS must be used indoors only.
- The installation location should be sturdy to withstand the weight of the UPS.
- Do not operate UPS where there is a excessive dust or where the temperature or humidity are outside specified limits.

**Failure to follow these instructions can result in equipment damage.**

# Connect Battery

The battery connector is located on the rear panel.

For battery connection, push the tethered jumper plug into the corresponding port.



# Start Up

## Connect equipment and power to the UPS

### CAUTION

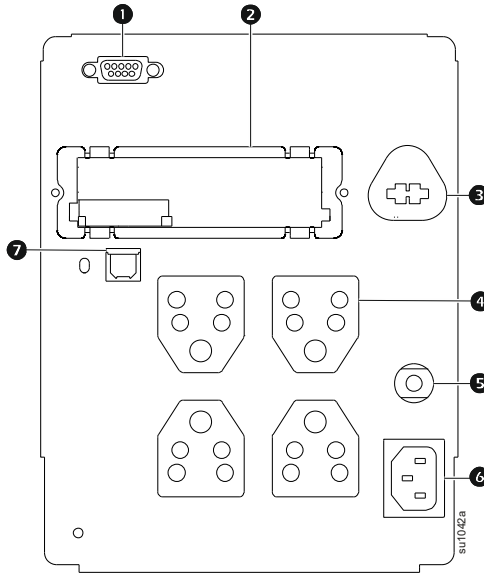
#### HAZARD OF ELECTRIC SHOCK

- All electrical work must be performed by a qualified electrician.
- Turn off all power to this equipment before working on the equipment.
- Practice lockout/tagout procedures.
- Do not wear jewelry when working with electrical equipment.

**Failure to follow these instructions can result in personal injury and equipment damage.**

1. **Plug in the battery connector.** The battery connector is located on the rear panel. For battery connection, push the tethered jumper plug into the corresponding port. See “Connect Battery” on page 3.
2. Connect equipment to the UPS.  
**Note:** Do not connect a laser printer to the UPS. A laser printer draws significantly more power than other types of equipment and may overload the UPS.
3. Add any optional accessories to the SmartSlot.
4. Using the power cord (supplied), plug the UPS into a two-pole, three-wire, grounded receptacle only. Avoid using extension cords.
5. Turn on all connected equipment. To use the UPS as a master ON/OFF switch, be sure all connected equipment is switched ON. The equipment will not be powered until the UPS is turned on.
6. To power up the UPS press the POWER ON / SELF TEST button on the front panel.  
**Note:** The UPS charges its battery when it is connected to utility power. The battery charges to 90% capacity during the first three hours of normal operation. Do not expect full battery run capability during this initial charge period.
7. For additional computer system security, install PowerChute™. See “PowerChute™ Personal Edition Software” on page 6.

# Rear Panel Features



|          |                        |   |
|----------|------------------------|---|
| <b>1</b> | Serial Port            | The Serial Com port is used to communicate with the UPS. <b>Use only interface kits supplied or approved by APC by Schneider Electric. Any other serial interface cable will be incompatible with the UPS connector.</b>                                |
| <b>2</b> | SmartSlot              | The SmartSlot can be used to connect optional management accessories.   |
| <b>3</b> | Battery Connector      | To connect/disconnect the internal battery without opening the unit.  |
| <b>4</b> | Battery Backup Outlets | These outlets help provide battery backup power to the connected equipment for a limited period of time during power outages and voltage fluctuations. These outlets provide battery power to connected equipment only when the Smart-UPS is turned on. |
| <b>5</b> | Input Circuit Breaker  | Press to reset in case the unit trips due to any overload condition.  |
| <b>6</b> | AC Inlet               | Connect the UPS to utility power supply.  |
| <b>7</b> | USB                    | The USB port is used to connect either a server for native operating system communications, or for software to communicate with the UPS.  |

**Note:** Use only the supplied cable to connect to the Serial Port. A standard serial interface cable is incompatible with the UPS. Serial and USB Ports cannot be used simultaneously.

# Basic Connectors

- Use only interface kits approved by APC.
- The UPS features a ground screw for connecting the ground lead on surge suppression devices such as telephone and network line protectors. When connecting grounding cable, disconnect the unit from the utility power outlet.

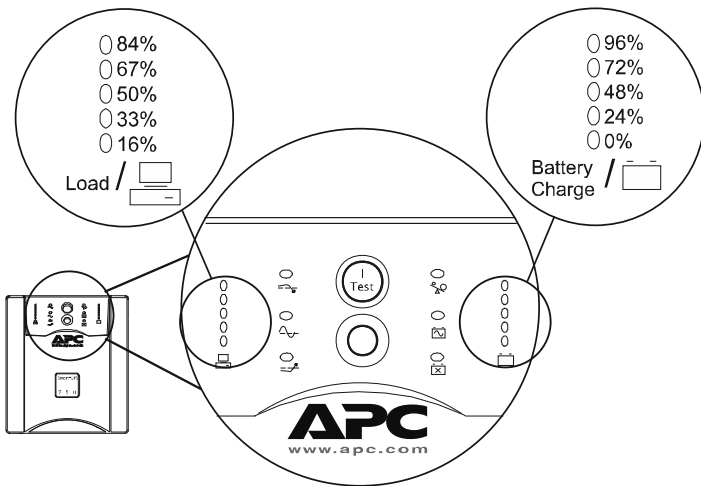
# PowerChute™ Personal Edition Software







To install PCPE, connect the supplied USB cable between the data port on the UPS and to a computer with access to the Web.



On the computer, go to [www.apc.com/tools/download](http://www.apc.com/tools/download). Select Software Upgrades - PowerChute.


# Operation

## Front display panel



| Indicator LED   | Indicator Title                          | Description   |
|---|--|---|
|  | On Line                                  | The <b>online</b> LED illuminates when the UPS is supplying utility power to the connected equipment. If the LED is not lit, the UPS is either not turned ON, or is supplying battery power.  |
|  | AVR Trim                                 | This LED illuminates to indicate the UPS is compensating for a high utility voltage.  |
|  | AVR Boost                                | This LED illuminates to indicate the UPS is compensating for a low utility voltage.   |
|  | On Battery                               | When the <b>on battery power</b> LED is lit the UPS is supplying battery power to the connected equipment. When on battery, the UPS sounds an audible alarm—four beeps every 30 seconds.  |
|  | Overload                                 | The <b>overload</b> LED illuminates and the UPS emits a sustained audible alarm tone when an overload condition occurs.   |
|  | Replace Battery/<br>Battery Disconnected | When the battery self-test does not pass, the UPS emits short beeps for one minute and the <b>replace battery</b> LED illuminates. Refer to “Troubleshooting” on page 13 in this manual.<br><br>The <b>replace battery</b> LED flashes and short beep is emitted every two seconds to indicate the battery is disconnected. |

| Indicator LED   | Feature                 | Function   |
|---|-------------------------|--|
|  | POWER ON /<br>SELF TEST | Press this button to turn on the UPS. (Read on for additional capabilities.) |
|  | POWER OFF               | Press this button to turn off the UPS.                                       |

| Indicator LED   | Feature   | Function  |
|---|-----------|---|
|  | Self test | <p><b>Automatic:</b> The UPS performs a self-test automatically when turned on, and every two weeks thereafter (by default).</p> <p>During the self-test, the UPS briefly operates the connected equipment on battery.</p> <p>If the UPS does not pass the self-test, the <b>replace battery</b> LED illuminates and immediately returns to online operation. The connected equipment is not affected when a self-test does not pass. Recharge the battery for 24 hours and perform another self-test. If it does not pass, the battery must be replaced.</p> <p><b>Manual:</b> Press and hold the POWER ON / SELF TEST button for a few seconds to initiate the self-test.</p> |

## Battery operation

The UPS switches to battery operation automatically if the utility power is not available. While running on battery, an audible alarm beeps four times every 30 seconds.

Press the POWER ON / SELF TEST button to mute this audible alarm. If the utility power does not return, the UPS continues to supply power to the connected equipment until the battery is fully discharged.




If PowerChute is not being used, files must be manually saved and the computer must be turned off before the UPS fully discharges the battery.




Refer to APC by Schneider Electric web site, [www.apc.com](http://www.apc.com) for on battery runtime.

## Determining on battery run time

UPS battery life differs based on usage and environment. It is recommended that the battery/batteries be changed once every three years. See the APC by Schneider Electric web site, [www.apc.com](http://www.apc.com), for on battery run times.

# User Configurable Items

| Function  | Factory Default   | User Selectable Choices   | Description  |
|---|---|---|--|
| Automatic Self-Test   | Every 14 days<br>(336 hours)  | Every 7 days<br>(168 hours),<br>On Startup Only,<br>No Self-Test  | This function sets the interval at which the UPS will execute a self-test. Refer to your software manual for details.  |
| UPS ID  | UPS_IDEN  | Up to eight characters to define the UPS  | Use this field to uniquely identify the UPS, (i.e. server name or location) for network management purposes.   |
| Date of Last Battery Replacement  | Manufacture Date  | Date of Battery Replacement<br>mm/dd/yy   | Reset this date when you replace the battery module.   |
| Minimum Capacity Before Return from Shutdown  | 0 percent   | 15, 30, 45, 50, 60, 75, 90 percent  | The UPS will charge its batteries to the specified percentage before return from a shutdown.   |
| <p>Voltage Sensitivity</p> <p>The UPS detects and reacts to line voltage distortions by transferring to battery operation to help to protect the connected equipment. Where power quality is poor, the UPS may frequently transfer to battery operation. If the connected equipment can operate normally under such conditions, reduce the sensitivity setting to conserve battery capacity and service life.</p> |  high<br> medium<br> low | <p>Brightly lit: UPS is set to high sensitivity (default).</p> <p>Dimly lit: UPS is set to medium sensitivity.</p> <p>Off: Low battery alert interval is about eight minutes.</p> | <p>To change the UPS sensitivity, press the voltage sensitivity button (rear panel). Use a pointed object (such as a pen) to do so.</p> <p>You can change the sensitivity level through PowerChute software.</p> |
| Alarm Control   | Enable  | Mute, Disable   | User can mute an ongoing audible alarm or disable all existing audible alarms permanently.   |

| Function   | Factory Default  | User Selectable Choices  | Description   |
|--|--|--|---|
| Shutdown Delay   | 90 seconds   | 0, 180, 270, 360, 450, 540, 630 seconds  | Sets the interval between the time when the UPS receives a shutdown command and actual shutdown.  |
| Low Battery Alert<br><br>PowerChute interface software provides automatic, unattended shutdown when approximately two minutes (by default) of battery operated run time remains. |  2 min.<br> 5 min.<br> 8 min. | Brightly lit: Low battery alert interval is about two minutes.<br>Dimly lit: Low battery alert interval is about five minutes.<br>Off: Low battery alert interval is about eight minutes.<br>Possible interval settings:<br>2, 5, 8, 11, 14, 17, 20, 23 minutes. | The low battery alert beeps are continuous when two minutes of run time remain.<br>To change the alert interval default setting, press the voltage sensitivity button (use a pointed object such as a pen to do so), while pressing and holding the button (front panel). |
| Synchronized Turn-on Delay   | 0 seconds  | 60, 120, 180, 240, 300, 360, 420 seconds   | The UPS will wait the specified time after the return of utility power before turn-on (to avoid branch circuit overload).   |
| High Transfer Point  | 253 Vac  | 257, 261, 265 Vac  | To avoid unnecessary battery usage, set the high transfer point higher if the utility voltage is chronically high and the connected equipment is known to work under this condition.  |
| Low Transfer Point   | 208 Vac  | 196, 200, 204 Vac  | Set the low transfer point lower if the utility voltage is chronically low and the connected equipment can tolerate this condition.   |
| Output Voltage   | 230 Vac  | 220, 240 Vac   | Allows the user to select the output voltage.   |

**Note:** Settings are adjusted through PowerChute software or optional SmartSlot accessory cards.

## Storage, Maintenance, and Shipping

### Storage

Store the UPS in a cool, dry location, with the battery fully charged.

At -15 to +30 °C (+5 to +86 °F), charge the UPS battery every six months.  
At +30 to +45 °C (+86 to +113 °F), charge the UPS battery every three months.

### Battery module maintenance

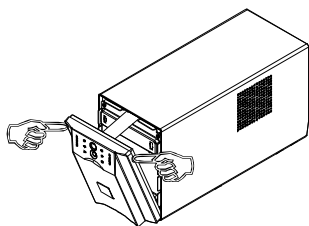
The UPS battery life differs based on usage and environment.  
Consider replacing the battery every five years.

This UPS has an easy to replace, swappable battery. See your dealer or contact APC by Schneider Electric web site, [www.apc.com](http://www.apc.com) for information on replacement batteries.

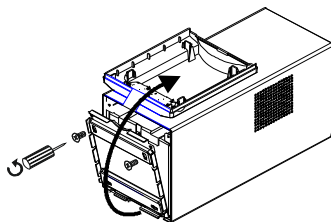
**Note:** Upon battery disconnection, equipment is not protected from power outages.

### Removing the Front Bezel and Battery Module

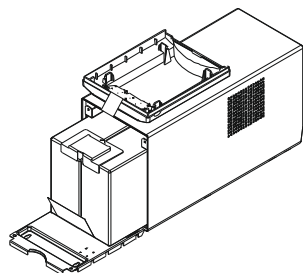
1



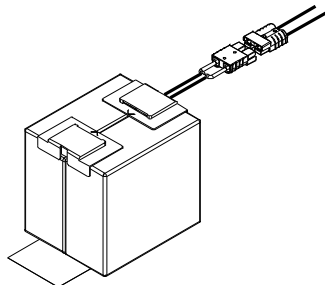
2



3



4



Disconnect the battery connector.

Pull the battery module out of the compartment until the back of the module is flush with the outer edges of the UPS.

# Replacing the Battery Module

## CAUTION

### RISK OF HYDROGEN SULPHIDE GAS AND EXCESSIVE SMOKE

- Replace the battery at least every 5 years.
- Replace the battery immediately when the UPS indicates battery replacement is necessary.
- Replace battery at the end of its service life.
- Replace batteries with the same number and type of batteries as originally installed in the equipment.
- Replace the battery immediately when the UPS indicates a battery overtemperature condition, or when there is evidence of electrolyte leakage. Power off the UPS, unplug it from the AC input, and disconnect the batteries. Do not operate the UPS until the batteries have been replaced.
- \*Replace all battery modules (including the modules in External Battery Packs) which are older than one year, when installing additional battery packs or replacing the battery module(s).

**Failure to follow these instructions could result in equipment damage and minor or moderate injury.**

\*Contact APC by Schneider Electric Customer Support India to determine the age of the installed battery modules.

Reverse the instructions for removing the front bezel and battery module.

**Note:** To close the battery door, ensure the plungers are in the extended position, push the door shut, and push the plungers into the locked position.



Be sure to deliver the spent battery to a recycling facility or ship it to APC in the replacement battery packing material.

# Shipping

1. Shut down and disconnect any equipment attached to the UPS.
2. Shut down the UPS, and disconnect the UPS from the utility power outlet.
3. Unplug the battery connector, located on the rear panel.  
For further shipping instructions and to obtain appropriate packing materials, contact APC by Schneider Electric web site, [www.apc.com](http://www.apc.com).

# Troubleshooting

Use the chart below to solve minor UPS installation and operation problems. Refer to APC by Schneider Electric web site, [www.apc.com](http://www.apc.com) with complex UPS problems.

| Problem and Possible Cause   | Solution   |
|--|--|
| <b>UPS will not turn on</b>  |  |
| POWER ON / SELF TEST button not pushed.  | Press the POWER ON / SELF TEST button once to power the UPS and the connected equipment.   |
| UPS not connected to utility power supply.   | Check that the power cord from the UPS to the utility power supply is securely connected at both ends.   |
| Battery not connected properly.  | Check that battery connector on the rear panel is fully snapped into position.   |
| Very low or no utility voltage.  | Check the utility power supply to the UPS by plugging in a table lamp. If the light is very dim, have the utility voltage checked.   |
| <b>UPS will not turn off</b>   |  |
| UPS has detected an internal fault.  | Do not attempt to use the UPS. Unplug the UPS and have it serviced immediately.  |
| <b>UPS beeps occasionally</b>  |  |
| Normal UPS operation.  | None. The UPS is protecting the connected equipment.   |
| <b>UPS does not providing expected backup time</b>                                     |  |
| The UPS battery is weak due to a recent outage or is near the end of the service life. | Charge the battery. Batteries require recharging after extended outages. They wear 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 <b>replace battery</b> LED is not yet lit. |

| <b>Problem and Possible Cause</b>   | <b>Solution</b>   |
|---|---|
| <b>All LEDs are lit and the UPS emits a constant beeping</b>                            |   |
| UPS has detected an internal fault.   | Do not attempt to use the UPS. Turn the UPS off and have it serviced immediately.   |
| <b>Front panel LEDs flash sequentially</b>  |   |
| The UPS has been shut down remotely through software or an optional accessory card.     | None. The UPS will restart automatically when utility power returns.  |
| <b>All LEDs are off and the UPS is plugged into a wall outlet</b>                       |   |
| The UPS is shut down or the battery is discharged from an extended outage.              | None. The UPS will return to normal operation when the power is restored and the battery has a sufficient charge.   |
| <b>The input circuit breaker has tripped</b>  |   |
| The plunger on the circuit breaker (located above the input cable connection) pops out. | Reduce the load on the UPS by unplugging equipment and press the plunger in.  |
| <b>The AVR boost or AVR trim LEDs illuminate</b>  |   |
| The system is experiencing voltage out of the acceptable range.                         | Have qualified service personnel check your facility for electrical problems. If the problem continues, contact the utility company for further assistance. |

| Problem and Possible Cause   | Solution   |
|--|--|
| <b>The overload LED is illuminated and the UPS emits a sustained audible alarm tone</b>                          |  |
| The UPS is overloaded.   | <p>The connected equipment exceeds the specified “maximum load” as defined in Specifications at the APC by Schneider Electric web site, <a href="http://www.apc.com">www.apc.com</a>.</p> <p>The audible alarm remains on until the overload is removed. Disconnect nonessential equipment from the UPS to eliminate the overload.</p> <p>The UPS continues to supply power as long as it is online and the circuit breaker does not trip; the UPS will not provide power from batteries in the event of a utility voltage interruption.</p> <p>If a continuous overload occurs while the UPS is on battery, the unit turns off output in order to help to protect the UPS from possible damage.</p> |
| <b>The replace battery/battery disconnected LED is illuminated</b>   |  |
| Replace Battery LED flashes and short beep is emitted every two seconds to indicate the battery is disconnected. | Check that the battery connectors are fully engaged.   |
| Weak battery.  | Allow the battery to recharge for 24 hours. Then, perform a self-test. If the problem persists after recharging, replace the battery.  |
| Battery self-test has not passed.  | The UPS emits short beeps for one minute and the <b>replace battery</b> LED illuminates. The UPS repeats the audible alarm every five hours. Perform the self-test procedure after the battery has charged for 24 hours to confirm the replace battery condition. The audible alarm stops and the LED clears if the battery passes the self-test.  |
| <b>UPS operates on battery although utility voltage exists</b>   |  |
| UPS input circuit breaker tripped.   | Reduce the load on the UPS by unplugging equipment and resetting the circuit breaker (on the back of UPS) by pressing the plunger in.  |
| Very high, low, or distorted line voltage. Inexpensive fuel powered generators can distort the voltage.          | Move the UPS to a different outlet on a different circuit. Test the input voltage with the utility voltage display. If acceptable to the connected equipment, reduce the UPS sensitivity.  |

| Problem and Possible Cause  | Solution   |
|---|--|
| <b>Battery charge and load LED bar graphs flash simultaneously</b>  |  |
| The UPS has shutdown. The internal temperature of the UPS has exceeded the allowable threshold for operation. | Check that the room temperature is within the specified limits for operation.<br>Check that the UPS is properly installed, allowing for adequate ventilation (see “Safety and General Information” on page 2 for more details).<br>Allow the UPS to cool down. Restart the UPS. If the problem continues, contact APC by Schneider Electric web site, <a href="http://www.apc.com">www.apc.com</a> . |
| <b>Diagnostic utility voltage</b>   |  |
| All five LEDs are illuminated.  | The line voltage is extremely high and should be checked by an electrician.  |
| There is no LED illumination.   | If the UPS is plugged into a properly functioning utility power outlet, the line voltage is extremely low.   |
| <b>Online LED</b>   |  |
| There is no illumination.   | The UPS is running on battery, or it must be turned on.  |

## 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.
  - 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 by Schneider Electric Customer Support and a technician will attempt to solve the problem over the phone. If this is not possible, the technician will issue a Service Request Number.
  - c. If the unit is under warranty, the repairs are free.

An Authorized Service Representative will visit your location and try to resolve the issue.

## Limited Factory Warranty

Schneider Electric IT Business India Private Ltd. (SEITBIPL), 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 SEITBIPL obligation under this warranty is limited to repairing or replacing, at its own sole option, any such defective products or parts thereof. Repair or replacement of a defective product or part thereof does not extend the original warranty period.

This warranty applies only to the original purchaser who must have properly registered the product within 10 days of purchase. Products may be registered online at [warranty.apc.com](http://warranty.apc.com) or by mailing in the completed warranty registration card that is included with the documentation.

SEITBIPL 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, testing, operation or use of the product contrary to SEITBIPL's recommendations or specifications. Further, SEITBIPL 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, 6) theft. In no event shall SEITBIPL have any liability under this warranty for any product where the serial number has been altered, defaced, or removed, 7) normal wear resulting from frequent use.

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**SEITBIPL EXPRESS WARRANTIES WILL NOT BE ENLARGED, DIMINISHED, OR AFFECTED BY AND NO OBLIGATION OR LIABILITY WILL ARISE OUT OF, SEITBIPL'S RENDERING OF TECHNICAL OR OTHER ADVICE OR SERVICE IN CONNECTION WITH THE PRODUCTS.**

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To obtain service under warranty you must call customer support. Customers with warranty claims issues may access the SEITBIPL worldwide customer support network through the SEITBIPL Web site: [support.apc.com](http://support.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. Refer to the product user manual for more information on how to contact customer support.



# APC by Schneider Electric Customer Support India

|                  |  |
|------------------|--|
| <b>Internet</b>  | <a href="http://www.apc.com/support">http://www.apc.com/support</a>                    |
| <b>Toll Free</b> | 18001030011/18004194272  |
| <b>E-mail</b>    | <a href="mailto:indiainfo@schneider-electric.com">indiainfo@schneider-electric.com</a> |