Schneider Electric

Installation and Operation

Smart-UPS™ SR1
Uninterruptible Power Supply

SR18KXIET
SR110KXIET
220/230/240 Vac
Tower

suo0759b

Smart-UPS^{TM} SR1
Uninterruptible Power Supply

8000/10000 VA

220/230/240 Vac

Tower

English

Introduction

The Schneider Electric Smart-UPS™ SR1 is a high performance, uninterruptible power supply (UPS). The UPS provides protection for electronic equipment from utility power blackouts, brownouts, sags, and surges and small utility fluctuations and large disturbances. The UPS also provides battery backup power for connected equipment until utility power returns to safe levels or the batteries are fully discharged.

This user manual is available on the enclosed Documentation CD and on the Schneider Electric web site, www.schneider-electric.com.

INSTALLATION

Read the safety information sheet before installation.

Unpacking

Inspect the UPS 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:

- UPS (with batteries disconnected)
- Two front bezels

- Literature kit containing:
  - Documentation CD
  - Six output power cords
  - Serial cable
  - Product documentation, safety and warranty information

Removing the Batteries

The unit is heavy. To lighten the unit, remove the batteries. Refer to the unpacking instructions on the carton in which the unit is shipped.

Specifications

TEMPERATURE OPERATING STORAGE	32° to 104° F (0° to 40° C) 5° to 113° F (-15 to 45 ° C) charge UPS battery every six months	This unit is intended for indoor use only. Select a location sturdy enough to handle the weight.
MAXIMUM ELEVATION OPERATING STORAGE	10,000 ft (3,000 m) 50,000 ft (15,000 m)	Do not operate the UPS where there is excessive dust or the temperature and humidity are outside the specified limits.
HUMIDITY	0% to 95% relative humidity, non-condensing	**Ensure the air vents on the front and rear of the UPS are not blocked.**
WEIGHT UPS UPS WITH PACKAGING	244 lbs (111 kg) 284 lbs (129 kg)	

Hardwiring

**Wiring must be performed by a qualified electrician.**

1. Install a utility circuit breaker in accordance with local electrical codes (see tables below) for input wiring.
2. Switch the UPS input circuit breaker (see **A**) and utility circuit breakers OFF.
3. Remove the access panel (see **B**).
4. Remove circular knockouts.
5. Run wires through access panel to terminal blocks. Wire to ground block first. **Adhere to all national and local electrical codes.** (See tables and graphics.)
6. Use appropriate strain-relief on hardwired input and output power cables.

Input Connections	Output Connection (optional)
Single-Phase: Wire to L1, N, and ⏚. Three-Phase: Wire to L1, L2, L3, N, and ⏚.	Wire to L1A, N1, and ⏚.

System	Wiring	Number of Phases	Voltage	Current Full Load (Nominal)	External Input Circuit Breaker (typical)	Wire Size (typical)
SR18KXIET	Input	1	220/230/240 V	40 A	50 A / 2-pole	10mm$^{2\,*}$
	Input	3+ Neutral	380/400/415 V	15 A / phase when online 40 A on L1 in bypass	50 A / 4-pole	10mm$^{2\,*}$
	Output	1	220/230/240 V	40 A	(not required)	10mm$^{2\,*}$
SR110KXIET	Input	1	220/230/240 V	50 A	63 A / 2-pole	16mm$^{2\,*}$
	Input	3+ Neutral	380/400/415 V	18 A / phase when online 50 A on L1 in bypass	63 A / 4-pole	16mm$^{2\,*}$
	Output	1	220/230/240 V	50 A	(not required)	16mm$^{2\,*}$

* Recommended wire sizes are typical. Actual wire size must comply with required ampacity and local and national electrical codes.
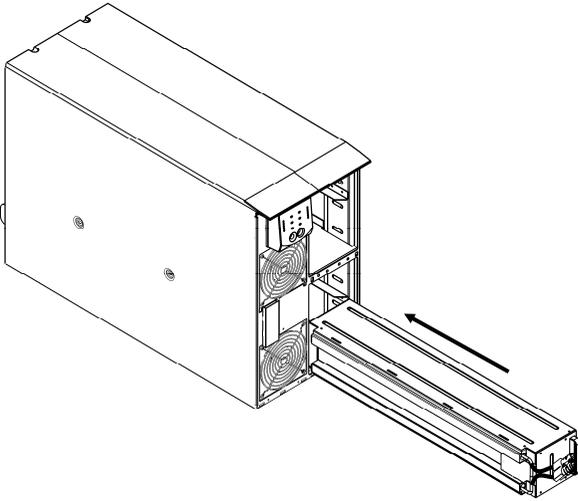
7. For three-phase input, set the Input Phase Selector switch (see **C**) to '3'. For single-phase input, leave switch in default position of '1'.
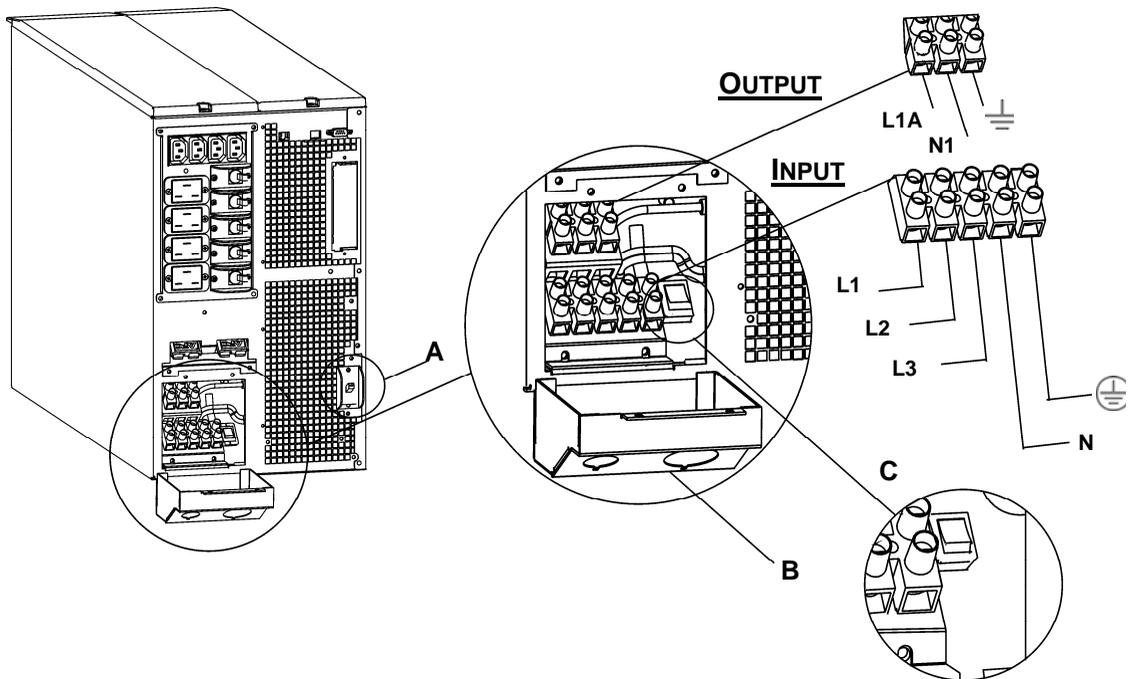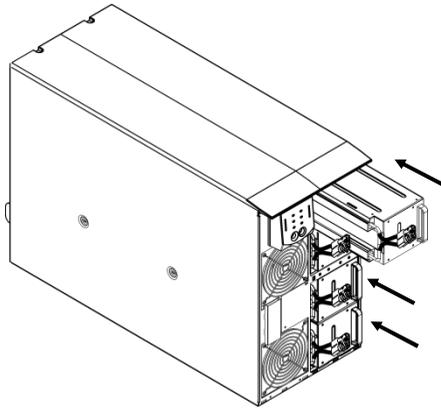

8. Switch the circuit breakers ON.
9. Check line voltages.
10. Replace the access panel.

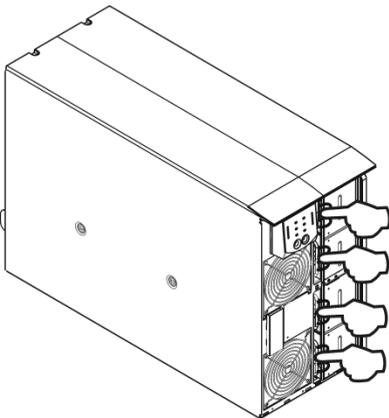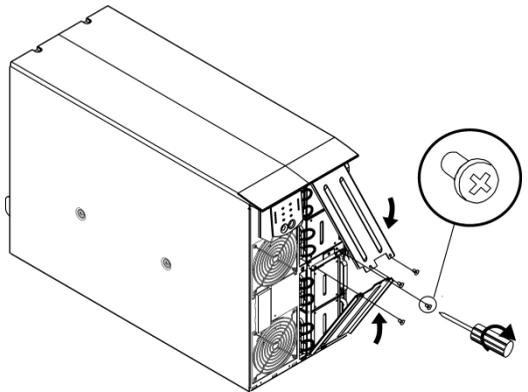## Installing and Connecting the Batteries and Attaching the Front Bezel
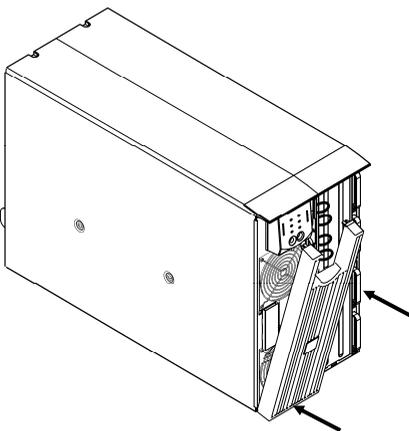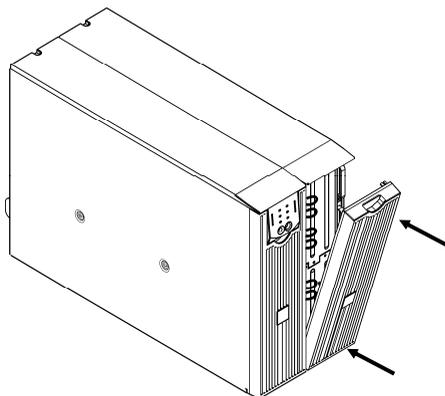
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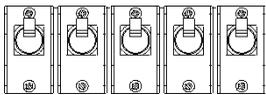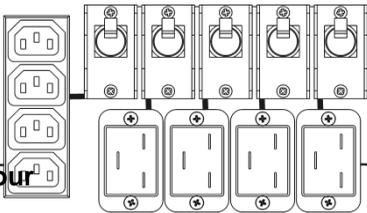### CONNECTING POWER AND EQUIPMENT TO THE UPS

1. Hardwire the UPS (see *Hardwiring*).

2. Connect equipment to the UPS cables.

3. Turn on all connected equipment. To use the UPS as a master *on/off* switch, be sure that all connected equipment is switched ON.

4. Press the (Test) button on the front panel to power up the UPS.
    *   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.

5. Configure the Network Management Card (optional).

OPTIONS

Refer to the Schneider Electric web site, www.schneider-electric.com for available accessories.

❑   External Battery Pack SR1192XBP

❑   Rail Kit SURTRK2

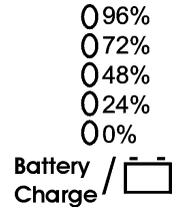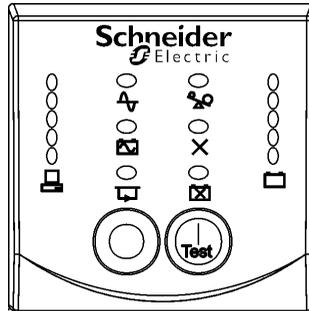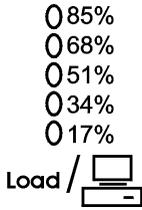❑   Isolation Transformer

❑   Service Bypass Panel

CIRCUIT BREAKERS

Input Circuit Breaker	The UPS is protected from extreme overloads when in ON position. The breaker must be on for the UPS to operate.

Output Circuit Breaker	**IEC 320-C13 10 A total current from four receptacles** **IEC 320-C19 16A for each receptacle**

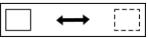| BASIC CONNECTORS	
Serial Port	Power management software and interface kits can be used with the UPS. **Use only interface kits supplied or approved by Schneider Electric.**
EPO Terminal	The optional Emergency Power Off (EPO) feature allows connected loads to be immediately deenergized from a remote location, without switching to battery operation (see *EPO Option*).
TVSS Screw	The UPS features a transient voltage surge suppression (TVSS) 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.
External Battery Pack Connectors	Optional external battery packs provide extended runtime during power outages. These units support up to 10 external battery packs. Refer to the Schneider Electric web site, www.schneider-electric.com for the information on the external battery pack, SR1192XBP.

OPERATION

85%
68%
51%
34%
17%

Load /

Schneider Electric

96%
72%
48%
24%
0%

Battery Charge /

Indicator	Description
Online ᠕	The UPS is drawing utility power and performing double conversion to supply power to connected equipment (see *Troubleshooting*).
On Battery	The UPS is supplying battery power to the connected equipment.
Bypass	The UPS is in bypass mode, sending utility power directly to connected equipment. Bypass mode operation is the result of an internal UPS fault, an overload condition or a user initiated command either through an accessory or the manual bypass switch. Battery operation is not available while the UPS is in bypass mode (see *Troubleshooting*).
Fault X	The UPS detects an internal fault (see *Troubleshooting*).
Overload	The connected loads are drawing more power than the UPS power rating (see *Troubleshooting*).
Replace Battery ⊠	The battery is disconnected or must be replaced (see *Troubleshooting*).

Feature	Function
Power On (Test)	Press this button to turn on the UPS. (Read on for additional capabilities.)
Power Off	Press this button to turn off the UPS.

Feature	Function
Normal /Bypass □ ⟷ ⊡	Manually switch connected equipment to bypass mode, so that utility power is sent directly to connected equipment. Battery operation is not available while the UPS is in bypass mode. (See *Troubleshooting*.)
Cold Start	This is not a normal condition. Supply immediate battery power to the UPS and connected equipment (see *Troubleshooting*). Press and hold the (Test) button to power up the UPS and connected equipment. The UPS will emit two beeps. During the second beep, release the button.
Self-Test	**Automatic:** The UPS performs a self-test automatically when turned on, and every two weeks thereafter (by default). During the self-test, the UPS briefly operates the connected equipment on battery. **Manual:** Press and hold the (Test) button for a few seconds to initiate the self-test.
Diagnostic Utility Voltage **200V 208V 220V** 236 245 256 217 226 238 199 207 219 180 189 200 161 170 181 **230V 240V** 266 276 248 258 229 239 210 220 192 202	The UPS has a diagnostic feature that displays the utility voltage. Connect the UPS into the normal utility power. **The UPS starts a self-test as part of this procedure. The self-test does not affect the voltage display.** Press and hold the (Test) button to view the utility voltage bar graph display. After a few seconds the five-LED, *Battery Charge* □ display on the right of the front panel shows the utility input voltage. Refer to the figure at left for the voltage reading (values are not listed on the UPS). The display indicates the voltage is between the displayed value on the list and the next higher value.

On Battery Operation

The UPS switches to battery operation automatically if the utility power fails. While running on battery, an alarm beeps four times every 30 seconds.

Press the (Test) button to silence this alarm. If the utility power does not return, the UPS continues to supply power to the connected equipment until the battery is fully discharged.

When two minutes of runtime remain the UPS emits a continuous beep. If optional PowerChute[TM] software or an optional Network Management Card is not being used, files must be manually saved and the computer must be properly shut down before the UPS fully discharges the battery.

The UPS battery life differs based on usage and environment.

USER CONFIGURABLE ITEMS

NOTE: SETTINGS ARE MADE THROUGH OPTIONAL POWERCHUTE™ SOFTWARE, OPTIONAL NETWORK MANAGEMENT CARD, OPTIONAL SMARTSLOT ACCESSORY CARDS OR TERMINAL MODE.			
FUNCTION	*FACTORY DEFAULT*	*USER SELECTABLE CHOICES*	*DESCRIPTION*
Automatic Self-Test	Every 14 days (336 hours)	Every 7 days (168 hours), Every 14 days (336 hours), On Startup Only, No Self-Test	Set the interval at which the UPS will execute a self-test.
UPS ID	UPS_IDEN	Up to eight characters to define the UPS	Uniquely identify the UPS, (i.e. server name or location) for network management purposes.
Date of Last Battery Replacement	Manufacture Date	mm/dd/yy	Reset this date when you replace the battery modules.
Minimum Capacity Before Return from Shutdown	0 percent	0, 15, 25, 35, 50, 60, 75, 90 percent	Specify the percentage to which batteries will be charged following a low battery shutdown before powering connected equipment.
Alarm Delay After Line Failure	5 second delay	5 second delay, 30 second delay, At Low Battery, Never	Mute ongoing alarms or disable all alarms permanently.
Shutdown Delay	20 seconds	0, 20, 60, 120, 240, 480, 720, 960 seconds	Set the interval between the time when the UPS receives a shutdown command and the actual shutdown.
Duration of Low Battery Warning.	2 minutes PowerChute software provides automatic, unattended shutdown when approximately two minutes of battery runtime remains.	2, 5, 7, 10, 12, 15, 18, 20 minutes.	The low battery warning beeps become continuous when two minutes of runtime remains. Change the warning interval to a higher setting if the operating system requires a longer interval for shutdown.
Synchronized Turn-on Delay	0 seconds	0, 20, 60, 120, 240, 480, 720, 960 seconds	Specify the time the UPS will wait after the return of utility power before turn on to avoid branch circuit overloads.

FUNCTION	FACTORY DEFAULT	USER SELECTABLE CHOICES	DESCRIPTION
High Bypass Point	+10% of output voltage setting	+5%, +10%, +15%, +20%	Maximum voltage that the UPS will pass to connected equipment during internal bypass operation.
Low Bypass Point	-30% of output voltage setting	-15%, -20%, -25%, -30%	Minimum voltage that the UPS will pass to connected equipment during internal bypass operation.
Output Voltage	*XLI models:* 230 Vac	*XLI models:* 220, 230, 240 Vac *Use the voltage setting applicable to your region.	Allows the user to select the UPS output voltage while on-line.
Output Frequency	Automatic (50 ± 3 Hz or 60 ± 3 Hz)	50 ± 3 Hz 50 ± 0.1 Hz 60 ± 3 Hz 60 ± 0.1 Hz	Sets the allowable UPS output frequency. Whenever possible, the output frequency tracks the input frequency.
Number of Battery Packs	1	Number of Connected Batteries (four battery modules per pack)	Defines the number of connected battery packs for proper runtime prediction.

EPO (Emergency Power Off) Option

The output power can be disabled in an emergency by closing a switch connected to the EPO.

Adhere to national and local electrical codes when wiring.

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

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

The EPO circuit is considered a Class 2 circuit, (UL, CSA standards) and an SELV circuit (IEC standard).

EPO
switch
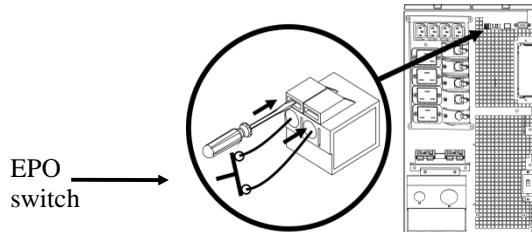
Both Class 2 and SELV circuits must be isolated from all primary circuitry. Do not connect any circuit to the EPO terminal block unless it can be confirmed that the circuit is Class 2 or SELV. If circuit standard cannot be confirmed, use a contact closure switch.

Use one of the following cable types to connect the UPS to the EPO switch:
- CL2: Class 2 cable for general use
- CL2P: Plenum cable for use in ducts, plenums, and other spaces used for environmental air.
- CL2R: Riser cable for use in a vertical run in a floor-to-floor shaft.
- CLEX: Limited use cable for use in dwellings and for use in raceways.
- For installation in Canada: Use only CSA certified, type ELC (extra low voltage control cable).
- For installation in other countries: Use standard low voltage cable in accordance with local regulations.

Terminal Mode to Configure UPS Parameters

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.

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 SR1192XBP:
   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.
     Network Management 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 SR1192XBP, 3 = 2 SR1192XBP, 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.

REPLACE THE BATTERY MODULES

This UPS has easy to replace, hot swappable battery modules. 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 refer to the Schneider Electric web site, www.schneider-electric.com for information on replacement battery modules.

The battery replacement procedure must include replacing all battery modules in the UPS and connected external battery pack (s).

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

Use caution when handling heavy battery modules.

Refer to *Installing and Connecting the Batteries and Attaching the Front Bezel* for battery replacement procedure; reverse instructions for battery removal.

♻ 🚫 Pb Pb	Be sure to send the used battery to a recycling facility.

TROUBLESHOOTING

Use the table below to solve minor installation and operation problems. Refer to the APC by Schneider Electric web site, www.apc.com for assistance with complex UPS problems.

PROBLEM AND POSSIBLE CAUSE	SOLUTION
UPS WILL NOT TURN ON	
Batteries are not connected properly.	Check that the battery connectors are fully engaged.
(Test) button not pushed.	Press the (Test) button once to power the UPS and the connected equipment.
UPS not connected to utility power supply.	Check that the connection from the UPS to the utility power supply is securely connected.
Very low or no utility voltage.	Check the utility power supply to ensure proper voltage at the receptacle.
UPS WILL NOT TURN OFF	
(○) button not pushed.	Press the (○) button once to turn the UPS off.
Internal UPS fault.	Do not attempt to use the UPS. Unplug the UPS and have it serviced immediately.
UPS BEEPS OCCASIONALLY	
Normal UPS operation when running on battery.	None. The UPS is protecting the connected equipment.
UPS DOES NOT PROVIDE EXPECTED BACKUP TIME	
The UPS battery module(s) are weak due to a recent outage or are near the end of service life.	Charge the battery module(s). Modules require recharging after extended outages and wear faster when put into service often or when operated at elevated temperatures. If the battery module(s) are near the end of service life, consider replacing, even if the *Replace Battery* LED is not illuminated.
FRONT PANEL LEDS FLASH SEQUENTIALLY	
The UPS has been shut down remotely through software or an optional accessory card.	None. The UPS will restart automatically when utility power returns.
ALL LEDS ARE OFF AND THE UPS IS CONNECTED TO UTILITY POWER	
The UPS is shut down and 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.
BYPASS AND OVERLOAD LEDS ILLUMINATE, UPS EMITS A SUSTAINED ALARM TONE	
The UPS is overloaded.	The connected equipment exceeds the specified "maximum load" as defined in *Characteristics* on the Schneider Electric web site, www.schneider-electric.com.
	The alarm remains on until the overload is removed. Disconnect nonessential equipment from the UPS to eliminate the overload condition.

PROBLEM AND POSSIBLE CAUSE	SOLUTION
BYPASS LED ILLUMINATES	
The bypass switch has been turned on manually or through an accessory.	If bypass is the chosen mode of operation, ignore the illuminated LED.
	If bypass is not the chosen mode of operation move the bypass switch on the back of the UPS, to the *normal* position.
FAULT AND OVERLOAD LEDS ILLUMINATE; UPS EMITS A SUSTAINED ALARM TONE	
The UPS has ceased sending power to connected equipment.	The connected equipment exceeds the specified "maximum load" as defined in *Characteristics* on the Schneider Electric web site, www.schneider-electric.com.
	Disconnect nonessential equipment from the UPS to eliminate the overload condition.
	Press the OFF button, then the ON button to restore power to connected equipment.
FAULT LED ILLUMINATES	
Internal UPS fault.	Do not attempt to use the UPS. Turn the UPS off and have it serviced immediately.
REPLACE BATTERY LED ILLUMINATES	
Replace Battery LED flashes and a short beep is emitted every two seconds to indicate the battery is disconnected.	Check that the battery connectors are fully engaged.
Weak battery.	Allow the battery to recharge for 24 hours. Then, perform a self-test. If the problem persists after recharging, replace the battery.
Failure of a battery self-test.	The UPS emits short beeps for one minute and the *Replace Battery* LED illuminates. The UPS repeats the alarm every five hours. Perform the self-test procedure after the battery has charged for 24 hours to confirm the *Replace Battery* condition. The alarm stops and the LED clears if the battery passes the self-test.
UPS OPERATES ON BATTERY ALTHOUGH LINE VOLTAGE EXISTS	
Very high, low, or distorted line voltage. Inexpensive fuel powered generators can distort the voltage.	Move the UPS to a different line circuit. Test the input voltage with the utility voltage display.
DIAGNOSTIC UTILITY VOLTAGE	
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 connected to a properly functioning utility power source, the line voltage is extremely low.
ONLINE LED	
There is no LED illumination.	The UPS is running on battery, or it is not turned on.
The LED is blinking.	The UPS is running an internal self-test.

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 XBPs.

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.

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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.
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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 by Schneider Electric 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 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 Schneider Electric product.