



# POWERWARE® 9125

## User's Guide

2500–3000 VA

[www.powerware.com](http://www.powerware.com)

## **Requesting a Declaration of Conformity**

Units that are labeled with a CE mark comply with the following harmonized standards and EU directives:

- Harmonized Standards: EN 50091-1-1 and EN 50091-2; IEC 950 Second Edition, Amendments A1, A2, A3, and A4
- EU Directives: 73/23/EEC, Council Directive on equipment designed for use within certain voltage limits  
93/68/EEC, Amending Directive 73/23/EEC  
89/336/EEC, Council Directive relating to electromagnetic compatibility  
92/31/EEC, Amending Directive 89/336/EEC relating to EMC

The EC Declaration of Conformity is available upon request for products with a CE mark. For copies of the EC Declaration of Conformity, contact:

Powerware Corporation  
Koskelontie 13  
FIN-02920 Espoo  
Finland  
Phone: +358-9-452 661  
Fax: +358-9-452 665 68

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## **Class A EMC Statements**

### **FCC Part 15**

**NOTE** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

### **ICES-003**

This Class A Interference Causing Equipment meets all requirements of the Canadian Interference Causing Equipment Regulations ICES-003.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

### **EN50091-2**

Some configurations are classified under EN50091-2 as “Class-A UPS for Unrestricted Sales Distribution.” For these configurations, the following applies:

**WARNING** This is a Class A-UPS Product. In a domestic environment, this product may cause radio interference, in which case, the user may be required to take additional measures.

## Special Symbols

The following are examples of symbols used on the UPS to alert you to important information:



**RISK OF ELECTRIC SHOCK** - Indicates that a risk of electric shock is present and the associated warning should be observed.



**CAUTION: REFER TO OPERATOR'S MANUAL** - Refer to your operator's manual for additional information, such as important operating and maintenance instructions.



This symbol indicates that you should not discard the UPS or the UPS batteries in the trash. The UPS may contain sealed, lead-acid batteries. Batteries must be recycled.



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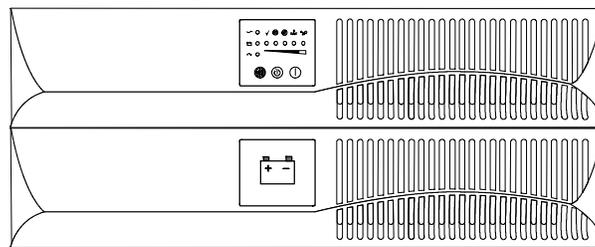
## CHAPTER 1

# POWERWARE 9125 – THE ULTIMATE ONLINE UPS!

The Powerware® 9125 uninterruptible power system (UPS) protects your sensitive electronic equipment from the most common power problems including power failures, power sags, power surges, brownouts, line noise, high voltage spikes, frequency variations, switching transients, and harmonic distortion.

Power outages can occur when you least expect it and power quality can be erratic. These power problems have the potential to corrupt critical data, destroy unsaved work sessions, and damage hardware — causing hours of lost productivity and expensive repairs.

With the Powerware 9125, you can safely eliminate the effects of power disturbances and guard the integrity of your equipment. Figure 1 shows the Powerware 9125 UPS with an optional Extended Battery Module (EBM).



**Figure 1. The Powerware 9125**

Providing outstanding performance and reliability, the Powerware 9125's unique benefits include the following:

- Fourth-Generation Online™ design with pure sine wave output. The UPS filters and regulates incoming AC power and provides consistent power to your equipment without draining the battery.
- 2U rack height conserves valuable rack space.
- Advanced Battery Management Plus (ABM Plus™) doubles battery service life, optimizes recharge time, and provides a warning before the end of useful battery life.

- With the two-in-one form factor, you can use the UPS in a rack-mount configuration or as a standalone cabinet.
- Hours of extended run time with up to four EBMs.
- Advanced power management with the Powerware Software Suite CD for graceful shutdowns and power monitoring.
- Sequential shutdown and load management through separate receptacle groups, called load segments.
- Hot-swappable batteries simplify maintenance by allowing you to replace batteries safely without powering down the critical load.
- Network Transient Protector guards your network communications equipment from surges. Low voltage models can also protect modems, fax machines, or other telecommunications equipment.
- Emergency shutdown control through the Remote Emergency Power-Off (REPO) port.
- Start-on-battery capability allows you to power up the UPS even if utility power is not available.
- Optional X-Slot™ cards provide enhanced communication capabilities for increased power protection and control.
- Flash memory provides easy upgrades or reconfiguration capability without requiring a service call.
- The Powerware 9125 is backed by worldwide agency approvals.



## CHAPTER 2

# SAFETY WARNINGS

Read the following precautions before you install the UPS.

### IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE INSTRUCTIONS. This manual contains important instructions that you should follow during installation and maintenance of the UPS and batteries. Please read all instructions before operating the equipment and save this manual for future reference.

### DANGER



This UPS contains **LETHAL VOLTAGES**. All repairs and service should be performed by **AUTHORIZED SERVICE PERSONNEL ONLY**. There are **NO USER SERVICEABLE PARTS** inside the UPS.

### WARNING



- This UPS contains its own energy source (batteries). The output receptacles may carry live voltage even when the UPS is not connected to an AC supply.
- Do not remove or unplug the input cord when the UPS is turned on. This removes the safety ground from the UPS and the equipment connected to the UPS.
- To reduce the risk of fire or electric shock, install this UPS in a temperature and humidity controlled, indoor environment, free of conductive contaminants. Ambient temperature must not exceed 40°C (104°F). Do not operate near water or excessive humidity (95% max).
- To comply with international standards and wiring regulations, the total equipment connected to the output of this UPS must not have an earth leakage current greater than 1.5 milliamperes.
- For UPS models with hardwired outputs, overcurrent protection for the output AC circuit(s) is to be provided by others.
- For UPS models with hardwired outputs, suitably rated disconnect switches for the output AC circuit(s) are to be provided by others.



### CAUTION

- Batteries can present a risk of electrical shock or burn from high short-circuit current. Observe proper precautions. Servicing should be performed by qualified service personnel knowledgeable of batteries and required precautions. Keep unauthorized personnel away from batteries.
- Proper disposal of batteries is required. Refer to your local codes for disposal requirements.
- Never dispose of batteries in a fire. Batteries may explode when exposed to flame.

## Sikkerhedsanvisninger

### VIGTIGE SIKKERHEDSANVISNINGER GEM DISSE ANVISNINGER DENNE BRUGERVEJLEDNING INDEHOLDER VIGTIGE SIKKERHEDSANVISNINGER



### FARE

Denne UPS indeholder LIVSFARLIG HØJSPÆNDING. Alle reparationer og vedligeholdelse bør kun udføres af en AUTORISERET SERVICE TEKNIKER. Ingen af UPS'ens indvendige dele kan repareres af brugeren.



### ADVARSEL!

- Denne UPS indeholder egen energiforsyning (batterier). Udgangsstikkene kan lede strøm, selv når UPS'en ikke er tilsat en AC-energikilde.
- Netledningen må ikke fjernes og stikket må ikke trækkes ud, mens UPS'en er tændt. Dette fjerner sikkerhedsjorden fra UPS'en og fra det udstyr, der er sat til.
- Installér denne UPS i et temperatur- og fugtighedskontrolleret indendørsmiljø, frit for ledende forureningsstoffer for at formindske risikoen for brand og elektrisk stød. Rumtemperaturen må ikke overstige 40°C. UPS'en bør ikke betjenes nær vand eller høj fugtighed (maksimalt 95%).
- I overensstemmelse med internationale normer og bestemmelser for el-installation må det udstyr, der er forbundet til udgangen af denne UPS, tilsammen ikke overskride en jordafdelingsspænding på mere end 1,5 milliamperere.

- For UPS systemer med hårdledningsudgange, skal overstrømsbeskyttelse for vekslestrømmens udgangskredsløb forsynes af andre.
- For UPS systemer med hårdledningsudgange, skal egnede, nominelle afbryderkontakter for vekslestrømmens udgangskredsløb forsynes af andre.

### ADVARSEL



- Batterier kan udgøre en fare for elektrisk stød eller forbrændinger forårsaget af høj kortslutningsspænding. De korrekte forholdsregler bør overholdes.
- Korrekt bortskaffelse af batterier er påkrævet. Overhold gældende lokale regler for bortskaffelsesprocedurer.
- Skaf dig aldrig af med batterierne ved at brænde dem. Batterierne kan eksplodere ved åben ild.

## Belangrijke Veiligheidsinstructies

### BELANGRIJKE VEILIGHEIDSINSTRUCTIES BEWAAR DEZE INSTRUCTIES DEZE HANDLEIDING BEVAT BELANGRIJKE VEILIGHEIDSINSTRUCTIES

#### GEVAAR



Deze UPS bevat LEVENSGEVAARLIJKE ELEKTRISCHE SPANNING. Alle reparaties en onderhoud dienen UITSLUITEND DOOR ERKEND SERVICEPERSONEEL te worden uitgevoerd. Er bevinden zich GEEN ONDERDELEN in de UPS die DOOR DE GEBRUIKER kunnen worden GEREPAREERD.

#### WAARSCHUWING



- Deze UPS bevat zijn eigen energiebron (batterijen). De uitgangsaansluitingen kunnen onder spanning staan wanneer de UPS niet op een wisselstroom voeding is aangesloten.
- Verwijder de ingang snoer niet of haal de stekker van de ingang snoer er niet uit terwijl de UPS aan staat. Hierdoor zou de UPS en uw aangesloten apparatuur geen aardebeveiliging meer hebben.

- Teneinde de kans op brand of elektrische schok te verminderen dient deze UPS in een gebouw met temperatuur- en vochtigheidsregeling te worden geïnstalleerd, waar geen geleidende verontreinigingen aanwezig zijn. De omgevingstemperatuur mag 40°C niet overschrijden. Niet gebruiken in de buurt van water of bij zeer hoge vochtigheid (max. 95%).
  - Om aan de internationale normen en bedradingsvoorschriften te voldoen mag de gehele apparatuur die op de uitgang van deze UPS is aangesloten, geen aardlekstroom van meer dan 1,5 milliampère hebben.
  - Voor UPS systemen met vast-bedrade uitgangen, moet de overstroombeveiliging voor wisselstroom uitvoercircuit(s) door anderen worden geleverd.
  - Voor UPS systemen met vast-bedrade uitgangen, moeten de juiste hoofdschakelaars voor wisselstroom uitvoercircuit(s) door anderen worden geleverd.
- 

### **OPGELET**



- Batterijen kunnen gevaar voor elektrische schok of brandwonden veroorzaken als gevolg van een hoge kortsluitstroom. Volg de desbetreffende aanwijzingen op.
  - De batterijen moeten op de juiste wijze worden opgeruimd. Raadpleeg hiervoor uw plaatselijke voorschriften.
  - Nooit batterijen in het vuur gooien. De batterijen kunnen ontploffen.
-

## Tarkeita Turvaohjeita

### TÄRKEITÄ TURVAOHJEITA - SUOMI SÄILYTÄ NÄMÄ OHJEET TÄMÄ OPAS SISÄLTÄÄ TÄRKEITÄ TURVAOHJEITA

#### VAARA



Tämä UPS sisältää HENGENVAARALLISIA JÄNNITTEITÄ. Kaikki korjaukset ja huollot on jätettävä VAIN VALTUUTETUN HUOLTOHENKILÖN TOIMEKSI. UPS ei sisällä MITÄÄN KÄYTTÄJÄN HUOLLETTAVIA OSIA.

#### VAROITUS



- Tämä UPS sisältää oman energialähteen (akuston). Ulostuloliittimissä voi olla jännite, kun UPS ei ole liitettynä verkkojännitteeseen.
- Älä poista tai irrota sisääntulojohtoa, kun UPS on kytkettynä. Tämä poistaa turvamaadoituksen UPS-laitteesta ja siihen liitetystä laitteistosta.
- Vähentääksesi tulipalon ja sähköiskun vaaraa asenna tämä UPS sisätiloihin, joissa lämpötila ja kosteus on säädettävissä ja joissa ei ole virtaa johtavia epäpuhtauksia. Ympäristön lämpötila ei saa ylittää 40 °C. Älä käytä lähellä vettä ja vältä kosteita tiloja (95 % maksimi).
- Kansainväliset normit ja johdotusmääräykset vaativat, että kaikkien tämän UPS-laitteen ulostulokytkentöjen yhteinen maavuotovirta ei ylitä 1,5 milliampeeria (mA).
- UPS-järjestelmissä kiintealla asennuksella: kuormana olevien laitteiden ylivirtasuojaus ja erotuskytkimet tulee toteuttaa kuormapiireissa.

#### VARO



- Akusto saattaa aiheuttaa sähköiskun tai syttyä tuleen, jos akusto kytketään oikosulkuun. Noudata asianmukaisia ohjeita.
- Akusto täytyy hävittää säädösten mukaisella tavalla. Noudata paikallisia määräyksiä.
- Älä koskaan heitä akkuja tuleen. Ne voivat räjähtää.

## Consignes de sécurité

### **CONSIGNES DE SÉCURITÉ IMPORTANTES CONSERVER CES INSTRUCTIONS CE MANUEL CONTIENT DES CONSIGNES DE SÉCURITÉ IMPORTANTES**



#### **DANGER!**

Cet onduleur contient des TENSIONS MORTELLES. Toute opération d'entretien et de réparation doit être EXCLUSIVEMENT CONFIEE A UN PERSONNEL QUALIFIE AGRÉ. AUCUNE PIÈCE RÉPARABLE PAR L'UTILISATEUR ne se trouve dans l'onduleur.

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#### **AVERTISSEMENT!**

- Cet onduleur renferme sa propre source d'énergie (batteries). Les prises de sortie peuvent être sous tension même lorsque l'onduleur n'est pas branché sur le secteur.
  - Ne pas retirer le cordon d'alimentation lorsque l'onduleur est sous tension sous peine de supprimer la mise à la terre de l'onduleur et du matériel connecté.
  - Pour réduire les risques d'incendie et de décharge électrique, installer l'onduleur uniquement à l'intérieur, dans un lieu dépourvu de matériaux conducteurs, où la température et l'humidité ambiantes sont contrôlées. La température ambiante ne doit pas dépasser 40 °C. Ne pas utiliser à proximité d'eau ou dans une atmosphère excessivement humide (95 % maximum).
  - Afin d'être conforme aux normes et règlements internationaux de câblage, le courant de fuite à la terre de la totalité du matériel branché sur la sortie de l'onduleur ne doit pas dépasser 1,5 mA.
  - Pour les modèles UPS ayant des sorties câblées, la protection contre une surintensité pour le(s) circuit(s) de sortie de courant alternatif doit être fournie par un autre fournisseur.
  - Pour les modèles UPS ayant des sorties câblées, les interrupteurs de déconnexion convenables pour le(s) circuit(s) de sortie de courant alternatif doivent être fournis par un autre fournisseur.
-

**ATTENTION!**

- Les batteries peuvent présenter un risque de décharge électrique ou de brûlure par des courts-circuits de haute intensité. Prendre les précautions nécessaires.
- Une mise au rebut réglementaire des batteries est obligatoire. Consulter les règlements en vigueur dans votre localité.
- Ne jamais jeter les batteries au feu. L'exposition aux flammes risque de les faire exploser.

**Sicherheitswarnungen****WICHTIGE SICHERHEITSANWEISUNGEN AUFBEWAHREN.  
DIESES HANDBUCH ENTHÄLT WICHTIGE  
SICHERHEITSANWEISUNGEN.****WARNUNG**

Die USV führt lebensgefährliche Spannungen. Alle Reparatur- und Wartungsarbeiten sollten nur von Kundendienstfachleuten durchgeführt werden. Die USV enthält keine vom Benutzer zu wartenden Komponente.

**ACHTUNG**

- Diese USV ist mit einer eigenen Energiequelle (Batterie) ausgestattet. An den Ausgangssteckdosen kann auch dann Spannung anliegen, wenn die USV nicht an einer Wechselspannungsquelle angeschlossen ist.
- Das Eingangskabel nicht entfernen oder abziehen, während die USV eingeschaltet ist, weil hierdurch die Sicherheitserdung von der USV und den daran angeschlossenen Geräten entfernt wird.
- Um die Brand- oder Elektroschockgefahr zu verringern, diese USV nur in Gebäuden mit kontrollierter Temperatur und Luftfeuchtigkeit installieren, in denen keine leitenden Schmutzstoffen vorhanden sind. Die Umgebungstemperatur darf 40°C nicht übersteigen. Die USV nicht in der Nähe von Wasser oder in extrem hoher Luftfeuchtigkeit (max. 95 %) betreiben.
- Um internationale Normen und Verdrahtungsvorschriften zu erfüllen, dürfen die an den Ausgang dieser USV angeschlossenen Geräte zusammen einen Erdschlußstrom von insgesamt 1,5 Milliampere nicht überschreiten.

- Für UPS-Systeme mit festverdrahteten Eingängen muß der Überstromschutz für die Ausgangswechselstromkreise anderweitig bereitgestellt werden.
- Für UPS-Systeme mit festverdrahteten Ausgängen müssen Trennschalter für die Ausgangswechselstromkreise mit passendem Nennwert anderweitig bereitgestellt werden.



### VORSICHT!

- Batterien können aufgrund des hohen Kurzschlußstroms Elektroschocks oder Verbrennungen verursachen. Die entsprechenden Vorsichtsmaßnahmen sind unbedingt zu beachten.
- Die Batterien müssen ordnungsgemäß entsorgt werden. Hierbei sind die örtlichen Bestimmungen zu beachten.
- Batterien niemals verbrennen, da sie explodieren können.

## Προειδοποιήσεις Ασφάλειας

### ΣΗΜΑΝΤΙΚΕΣ ΟΔΗΓΙΕΣ ΑΣΦΑΛΕΙΑΣ ΦΥΛΑΞΤΕ ΑΥΤΕΣ ΤΙΣ ΟΔΗΓΙΕΣ ΤΟ ΠΑΡΟΝ ΕΓΧΕΙΡΙΔΙΟ ΠΕΡΙΕΧΕΙ ΣΗΜΑΝΤΙΚΕΣ ΟΔΗΓΙΕΣ ΑΣΦΑΛΕΙΑΣ



### ΚΙΝΔΥΝΟΣ

Αυτό το UPS περιέχει ΘΑΝΑΤΗΦΟΡΑ ΤΑΣΗ. Όλες οι επισκευές και οι συντηρήσεις πρέπει να γίνονται ΜΟΝΟ ΑΠΟ ΕΞΟΥΣΙΟΔΟΤΗΜΕΝΟ ΓΙΑ ΤΗ ΣΥΝΤΗΡΗΣΗ ΠΡΟΣΩΠΙΚΟ. Το UPS ΔΕΝ ΠΕΡΙΕΧΕΙ ΚΑΝΕΝΑ ΕΞΑΡΤΗΜΑ ΠΟΥ ΝΑ ΜΠΟΡΕΙ ΝΑ ΕΠΙΣΚΕΥΑΣΤΕΙ ΑΠΟ ΤΟ ΧΡΗΣΤΗ.



### ΠΡΟΕΙΔΟΠΟΙΗΣΗΚ

- Το συγκεκριμένο UPS περιέχει τη δική του πηγή ενέργειας (συσσωρευτές). Οι ρευματοδότες εξόδου μπορεί να έχουν ενεργό τάση ακόμη και όταν το UPS δεν είναι συνδεδεμένο σε πηγή εναλλασσόμενου ρεύματος (AC).
- Μην βγάζετε από την πρίζα το καλώδιο τροφοδοσίας όταν το UPS είναι ανοιχτό. Μ' αυτό τον τρόπο αφαιρείτε τη γείωση ασφαλείας από το UPS και από τον εξοπλισμό που είναι συνδεδεμένος με το UPS.

- Για να μειώσετε τον κίνδυνο πυρκαγιάς ή ηλεκτροπληξίας, εγκαταστήστε το συγκεκριμένο UPS σε εσωτερικό χώρο με ελεγχόμενη θερμοκρασία και υγρασία, ο οποίος να μην περιέχει αγωγίμα υλικά. Η θερμοκρασία περιβάλλοντος δεν πρέπει να ξεπερνάει τους 40° C. Μη χρησιμοποιείτε το UPS κοντά σε νερό ή υπερβολική υγρασία (μέγιστη τιμή: 95%).
  - Για να συμφωνεί με τα διεθνή πρότυπα και τους κανονισμούς καλωδίωσης, το ρεύμα διαρροής προς τη γη ολόκληρου του εξοπλισμού, που είναι συνδεδεμένος με την έξοδο του συγκεκριμένου UPS, δεν πρέπει να είναι μεγαλύτερο από 1,5 mA.
- 

### ΠΡΟΣΟΧΗ



- Οι συσσωρευτές μπορεί να προκαλέσουν ηλεκτροπληξία ή έγκαυμα από υψηλό ρεύμα βραχυκυκλώματος. Λαμβάνετε τις κατάλληλες προφυλάξεις.
  - Απαιτείται σωστή διάθεση των συσσωρευτών. Δείτε τους τοπικούς κανονισμούς που αφορούν τις απαιτήσεις διάθεσής τους.
  - Ποτέ μην πετάτε τους συσσωρευτές στη φωτιά, γιατί μπορεί να εκραγούν.
-

## Avvisi di sicurezza

### **IMPORTANTI ISTRUZIONI DI SICUREZZA CONSERVARE QUESTE ISTRUZIONI QUESTO MANUALE CONTIENE IMPORTANTI ISTRUZIONI DI SICUREZZA**



#### **PERICOLO**

la TENSIONE contenuta in questo gruppo statico di continuità è LETALE. Tutte le operazioni di riparazione e di manutenzione devono essere effettuate **ESCLUSIVAMENTE DA PERSONALE TECNICO AUTORIZZATO**. All'interno del gruppo statico di continuità **NON** vi sono **PARTI RIPARABILI DALL'UTENTE**.

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#### **AVVERTENZA**

- Questo gruppo statico di continuità contiene una fonte di energia autonoma (le batterie). Le prese di uscita possono condurre tensione energizzata quando il gruppo statico di continuità non è collegato con una fonte di alimentazione a corrente alternata.
  - Non rimuovere nè scollegare il cavo di ingresso quando il gruppo statico di continuità è acceso poichè in tal modo si disattiverebbe il collegamento a terra di sicurezza del gruppo statico di continuità e dell'apparecchiatura ad esso collegata.
  - Per ridurre il rischio di incendio o di scossa elettrica, installare il gruppo statico di continuità in un ambiente interno a temperatura ed umidità controllata, privo di agenti contaminanti conduttivi. La temperatura ambiente non deve superare i 40°C. Non utilizzare l'unità in prossimità di acqua o in presenza di umidità eccessiva (95% max).
  - Per conformità con gli standard internazionali e con le norme in merito al cablaggio, tutta l'apparecchiatura collegata con l'uscita del gruppo statico di continuità non deve avere una corrente di dispersione di terra superiore a 1,5 milliampere.
  - Nei sistemi UPS provvisti di uscite cablate, i dispositivi di protezione da sovracorrente per il/i circuito/i a corrente alternata in uscita devono essere forniti da terzi.
  - Nei sistemi UPS provvisti di uscite cablate, i sezionatori di corrente nominale adeguata per il/i circuito/i a corrente alternata in uscita devono essere forniti da terzi.
-



### ATTENZIONE

- Le batterie possono presentare rischio di scossa elettrica o di ustioni provocate da alta corrente dovuta a corto circuito. Osservare le apposite istruzioni.
- Le batterie devono essere smaltite in modo corretto. Per i requisiti di smaltimento fare riferimento alle disposizioni locali.
- Non gettare mai le batterie nel fuoco poichè potrebbero esplodere se esposte alle fiamme.

## Viktig Sikkerhetsinformasjon



### FARLIG

Denne UPS'en inneholder LIVSFARLIGE SPENNINGER. All reparasjon og service må kun utføres av AUTORISERT SERVICEPERSONALE. BRUKERE KAN IKKE UTFØRE SERVICE PÅ NOEN AV DELENE i UPS'en.



### FARLIG

- Denne UPS'en har en egen energikilde (batterier). Stikkontaktene kan være strømførende selv om UPS'en ikke er tilsluttet en vekselstrømforsyning.
- Strømforsyningskabelen må ikke fjernes eller trekkes ut når UPS'en er på, slik at ikke sikkerhetsjordingen fjernes fra UPS'en og det utstyret som er forbundet med den.
- For å redusere fare for brann eller elektriske støt, bør denne UPS'en installeres i et innendørs miljø med kontrollert temperatur og luftfuktighet som er fritt for ledende, forurensende stoffer. Romtemperaturen må ikke overskride 40°C. Den må ikke brukes i nærheten av vann eller ved meget høy luftfuktighet (95% maks.).
- Alt utstyr som er forbundet med utgangen av denne UPS'en må ikke ha en sterkere total lekkasjestrøm enn 1,5 milliampere for å være i overensstemmelse med internasjonale standarder og forkablingsbestemmelser.
- For UPS systemer med fastkoplede uttak, må overstrømvern for vekselstrømuttak(ene) stilles til rådighet av andre.
- For UPS systemer med fastkoplede uttak, må passende utkoplingsbrytere for vekselstrømuttak(ene) stilles til rådighet av andre.



### FORSIKTIG

- Batterier kan forårsake elektriske støt eller forbrenning på grunn av høy kortslutningsstrøm. Følg instruksene.
- Batterier må fjernes på korrekt måte. Se lokale forskrifter vedrørende krav om fjerning av batterier.
- Kast aldri batterier i flammer, da de kan eksplodere, hvis de utsettes for åpen ild.

## Regulamentos de Segurança

### INSTRUÇÕES DE SEGURANÇA IMPORTANTES GUARDE ESTAS INSTRUÇÕES ESTE MANUAL CONTÉM INSTRUÇÕES DE SEGURANÇA IMPORTANTES



### CUIDADO

A UPS contém VOLTAGEM MORTAL. Todos os reparos e assistência técnica devem ser executados SOMENTE POR PESSOAL DA ASSISTÊNCIA TÉCNICA AUTORIZADO. Não há nenhuma PEÇA QUE POSSA SER REPARADA PELO USUÁRIO dentro da UPS.



### ADVERTÊNCIA

- Esta UPS contém sua própria fonte de energia (baterias). Os receptáculos de saída podem conter voltagem ativa quando a UPS não se encontra conectada a uma fonte de alimentação de corrente alternada.
- Não remova ou desconecte o cabo de entrada quando a UPS estiver ligada. Isto removerá o aterramento de segurança da UPS e do equipamento conectado.
- Para reduzir o risco de incêndios ou choques elétricos, instale a UPS em ambiente interno com temperatura e umidade controladas e livres de contaminadores condutíveis. A temperatura ambiente não deve exceder 40°C. Não opere próximo a água ou em umidade excessiva (máx: 95%).
- Para estar de acordo com os padrões internacionais e os regulamentos de fiação, o equipamento total conectado à saída desta UPS não deve ter uma corrente de fuga à terra maior que 1,5 miliampères.

- Para sistemas UPS com saídas conectadas, a proteção de sobrecarga para circuitos de saída de corrente alternada deve ser fornecida por outros.
- Para sistemas UPS com saídas conectadas, interruptores de desconexão devidamente qualificados para circuitos de saída de corrente alternada devem ser fornecidos por outros.

### PERIGO



- As baterias podem apresentar o risco de choque elétrico, ou queimaduras provenientes de alta corrente de curto-circuito. Observe as instruções adequadas.
- Siga as instruções apropriadas ao desfazer-se das baterias. Consulte os códigos do local para maiores informações sobre os regulamentos de descarte de produtos.
- Nunca jogue as baterias no fogo, porque há risco de explosão.

## Предупреждения по мерам безопасности

### ВАЖНЫЕ УКАЗАНИЯ ПО МЕРАМ БЕЗОПАСНОСТИ СОХРАНИТЕ ЭТИ УКАЗАНИЯ ДАННОЕ РУКОВОДСТВО СОДЕРЖИТ ВАЖНЫЕ УКАЗАНИЯ ПО МЕРАМ БЕЗОПАСНОСТИ

#### ОПАСНО



В данном ИБП имеются СМЕРТЕЛЬНО ОПАСНЫЕ НАПРЯЖЕНИЯ. Все работы по ремонту и обслуживанию должны выполняться ТОЛЬКО УПОЛНОМОЧЕННЫМ ОБСЛУЖИВАЮЩИМ ПЕРСОНАЛОМ. Внутри ИБП нет узлов, ОБСЛУЖИВАЕМЫХ ПОЛЬЗОВАТЕЛЕМ.

#### ПРЕДУПРЕЖДЕНИЕ



- Данный ИБП содержит собственные источники энергии (аккумуляторы). На выходных розетках может иметься напряжение, даже когда ИБП не подключен к сети переменного тока.
- Не отсоединяйте сетевой шнур и не извлекайте его вилку из розетки при включенном ИБП. При этом защитное заземление отключается от ИБП и от оборудования, подключенного к ИБП.

- Для снижения опасности пожара или поражения электрическим током устанавливайте ИБП в закрытом помещении с контролируемой температурой и влажностью, в котором отсутствуют проводящие загрязняющие вещества. Температура окружающего воздуха не должна превышать 40°C. Не эксплуатируйте устройство около воды или в местах с повышенной влажностью (макс. 95%).
- Для обеспечения соблюдения требований международных стандартов и требований к разводке электрических цепей, суммарная величина тока утечки на землю всего оборудования, подключенного к выходу ИБП, не должна превышать 1,5 миллиампера.

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### ОСТОРОЖНО



- Аккумуляторы могут вызвать опасность поражения электрическим током или ожога от тока короткого замыкания. Соблюдайте соответствующие меры предосторожности.
  - Необходимо соблюдать правила утилизации аккумуляторов. Обратитесь к местным нормативным актам за информацией о требованиях к утилизации.
  - Никогда не бросайте аккумуляторы в огонь. Аккумуляторы могут взорваться под воздействием огня.
-

## Advertencias de Seguridad

### INSTRUCCIONES DE SEGURIDAD IMPORTANTES GUARDE ESTAS INSTRUCCIONES ESTE MANUAL CONTIENE INSTRUCCIONES DE SEGURIDAD IMPORTANTES



**PELIGRO**

Este SIE contiene VOLTAJES MORTALES. Todas las reparaciones y el servicio técnico deben ser efectuados SOLAMENTE POR PERSONAL DE SERVICIO TÉCNICO AUTORIZADO. No hay NINGUNA PARTE QUE EL USUARIO PUEDA REPARAR dentro del SIE.

---



### ADVERTENCIA

- Este SIE contiene su propia fuente de energía (las baterías). Los receptáculos de salida pueden transmitir corriente eléctrica aun cuando el SIE no esté conectado a un suministro de corriente alterna (c.a.).
  - No retire o desenchufe el cable de entrada mientras el SIE se encuentre encendido. Esto suprime la descarga a tierra de seguridad del SIE y de los equipos conectados al SIE.
  - Para reducir el riesgo de incendio o de choque eléctrico, instale este SIE en un lugar cubierto, con temperatura y humedad controladas, libre de contaminantes conductores. La temperatura ambiente no debe exceder los 40°C. No trabaje cerca del agua o con humedad excesiva (95% máximo).
  - Para cumplir con los estándares internacionales y las normas de instalación, la totalidad de los equipos conectados a la salida de este SIE no debe tener una intensidad de pérdida a tierra superior a los 1,5 miliamperios.
  - Para los sistemas UPS con salidas cableadas permanentemente, la protección contra exceso de corriente para el/los circuito(s) de CA de salida será suministrada por terceros.
  - Para los sistemas UPS con salidas cableadas permanentemente, los interruptores de desconexión debidamente clasificados para el/los circuito(s) de CA de salida serán suministrados por terceros.
-



## PRECAUCIÓN

- Las baterías pueden presentar un riesgo de descargas eléctricas o de quemaduras debido a la alta corriente de cortocircuito. Preste atención a las instrucciones correspondientes.
- Es necesario desechar las baterías de un modo adecuado. Consulte las normas locales para conocer los requisitos pertinentes.
- Nunca deseche las baterías en el fuego. Las baterías pueden explotar si se las expone a la llama.

## Säkerhetsföreskrifter

### VIKTIGA SÄKERHETSFÖRESKRIFTER SPARA DESSA FÖRESKRIFTER DENNA BRUKSANVISNING INNEHÅLLER VIKTIGA SÄKERHETSFÖRESKRIFTER



## FARA

Denna UPS-enhet innehåller LIVSFARLIG SPÄNNING. ENDAST AUKTORISERAD SERVICEPERSONAL får utföra reparationer eller service. Det finns inga delar som ANVÄNDAREN KAN UTFÖRA SERVICE PÅ inuti UPS-enheten.



## VARNING

- Denna UPS-enhet har en egen energikälla (batterier). De utgående kontakterna kan vara strömförande när UPS-enheten inte är ansluten till en växelströmkälla.
- Ta aldrig bort nätsladden när UPS-enheten är påslagen. Detta tar bort skyddsjordningen från både UPS-enheten och den anslutna utrustningen.
- Minska risken för brand eller elektriska stötar genom att installera denna UPS-enhet inomhus, där temperatur och luftfuktighet är kontrollerade och där inga ledande föroreningar förekommer. Omgivande temperatur får ej överstiga 40°C. Använd inte utrustningen nära vatten eller vid hög luftfuktighet (max 95 %).
- För att överensstämna med internationell standard och installationsföreskrifter får inte den totala utrustning som anslutits till uttagen på denna UPS-enhet ha läcksström som överstiger 1,5 milliamperere.

- Överströmsskydd för de utgående växelströmskretsarna ska tillhandahållas av andra för UPS-system med fasta utgångar.
  - Bortkopplingswitchar med passande dimensionering för de utgående växelströmskretsarna ska tillhandahållas av andra för UPS-system med fasta utgångar.
- 

### **VIKTIGT**



- Batterierna kan ge elektriska stötar eller brännskador från hög kortslutningsström. Följ tillämpliga anvisningar.
  - Batterierna måste avyttras enligt anvisningarna i lokal lagstiftning.
  - Använda batterier får aldrig brännas upp. De kan explodera.
-





## CHAPTER 3

# INSTALLATION

This section explains:

- Equipment inspection
- UPS setup and installation
- UPS rear panels

### Inspecting the Equipment

If any equipment has been damaged during shipment, keep the shipping cartons and packing materials for the carrier or place of purchase and file a claim for shipping damage. If you discover damage after acceptance, file a claim for concealed damage.

To file a claim for shipping damage or concealed damage: 1) File with the carrier within 15 days of receipt of the equipment; 2) Send a copy of the damage claim within 15 days to your service representative.



---

**NOTE** Check the battery recharge date on the shipping carton label. If the date has expired and the batteries were never recharged, do not use the UPS. Contact your service representative.

---

### UPS Setup

The Powerware 9125 UPS is designed for flexible configurations and can be installed in a rack or as a standalone cabinet.

If you are installing the UPS in a rack, continue to the following section “Rack-Mount Setup;” otherwise, continue to “Tower Setup” on page 23.

## Rack-Mount Setup

The UPS can be installed in 19-inch racks and needs only 2U of valuable rack space.



### CAUTION

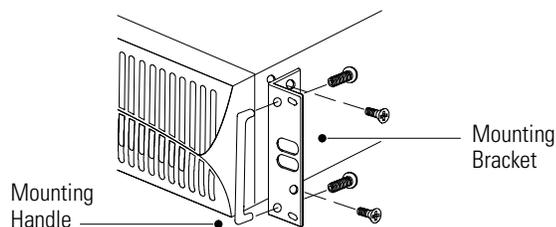
The UPS and Extended Battery Module are heavy (see page 65). A minimum of two people are required to lift the UPS into the rack.



**NOTE** Mounting rails are required for each UPS and EBM cabinet. If rails are not already installed in your rack, contact your local distributor to order a rail kit.

Use the following procedure to install the UPS in a rack:

1. Place the UPS on a flat, stable surface with the front of the UPS facing toward you.
2. Attach the mounting handles to the bracket with the screws provided in the accessory kit (see Figure 2).
3. Align the mounting brackets with the screw holes on the side of the UPS and secure with the supplied screws (see Figure 2).
4. If installing optional EBMs, repeat Steps 1 through 3 for each cabinet.

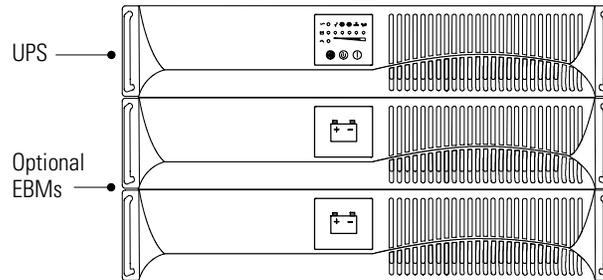


**Figure 2. Installing the Mounting Brackets**



**NOTE** The EBMs must be installed below the UPS as shown in Figure 3.

- Slide the UPS and any optional EBMs into the rack.



**Figure 3. Rack-Mount UPS with EBMs**

- If installing optional EBMs, continue to “EBM Installation” on page 27. Otherwise, continue to “Plug-Receptacle UPS Installation” on page 30 or “Hardwired UPS Installation” on page 32 to complete the installation.

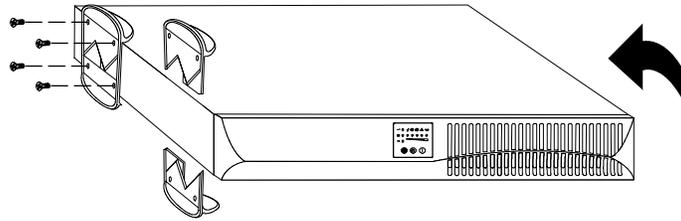
### Tower Setup

The UPS and any optional EBMs must be stabilized with pedestals and/or EBM brackets. The tower setup varies depending on the number of cabinets you are installing:

- For one cabinet**, both sets of pedestals must be installed. Complete Steps 2 through 4.

**For two cabinets**, the pedestals and the EBM brackets must be installed. Skip to Step 5.

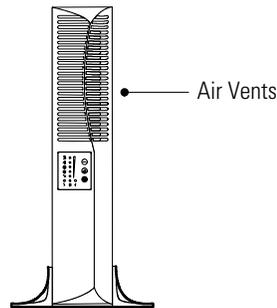
**For three or more cabinets**, skip to Step 8 to install the EBM brackets.
- Place the UPS cabinet horizontally so that the left end of the unit is accessible (see Figure 4).
- Position the pedestals over the end of the UPS cabinet so that the weight of the unit is evenly distributed. Secure the pedestals with the screws provided in the accessory kit.



**Figure 4. Installing Pedestals on a Single Cabinet**

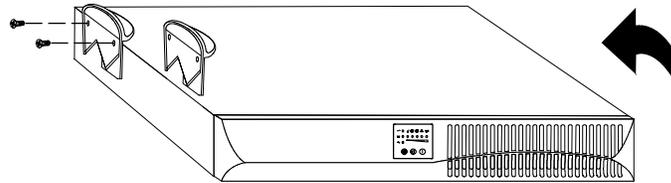
4. Carefully position the cabinet upright with the air vents at the top (see Figure 5).

Continue to “Plug-Receptacle UPS Installation” on page 30 or “Hardwired UPS Installation” on page 32.



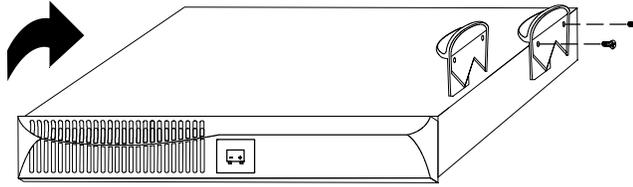
**Figure 5. Pedestals with One Cabinet**

5. Place the UPS cabinet horizontally so that the left end of the unit is accessible (see Figure 6).



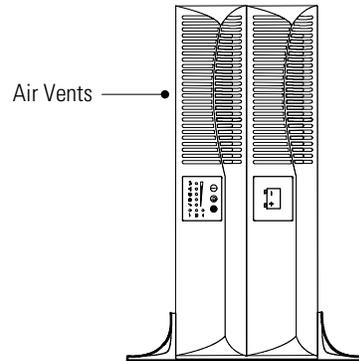
**Figure 6. Installing UPS Pedestals with Two Cabinets**

- Place the EBM cabinet upside down so that the right end of the unit is accessible (see Figure 7).



**Figure 7. Installing EBM Pedestals**

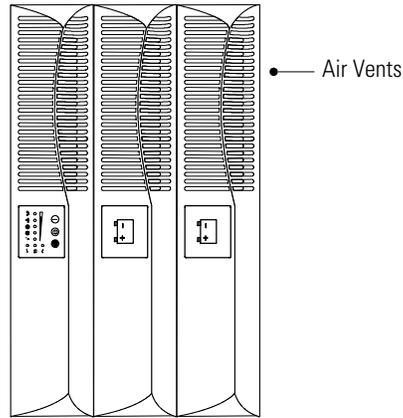
- Position two of the pedestals over the edge of each cabinet so that the weight of the unit is evenly distributed. Secure the pedestals with the screws provided in the accessory kit.
- Carefully position the cabinets upright with the air vents at the top (see Figure 8 or Figure 9).



**Figure 8. Pedestals with Two Cabinets**

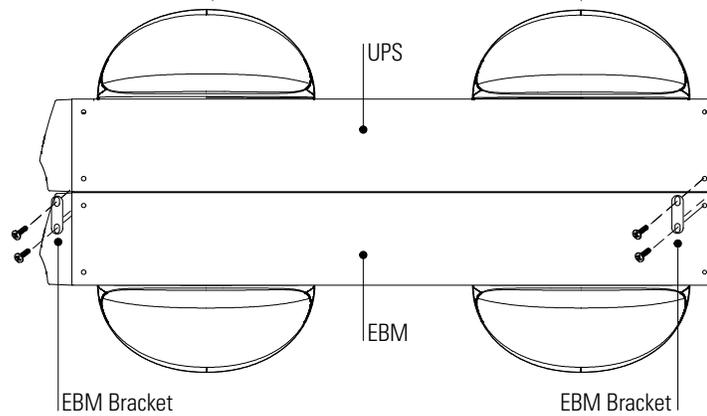


**NOTE** Pedestals are required for one and two cabinet installations. EBM brackets are required for all tower EBM installations.



**Figure 9. Tower Setup with Three Cabinets**

9. Align each EBM bracket with the adjacent corner screw holes and secure with the supplied screws (see Figure 10).



**Figure 10. Installing the EBM Brackets (Top View with Pedestals)**

10. If installing additional EBMs, repeat Step 9 for each cabinet and continue to the following section, “EBM Installation.”

## EBM Installation

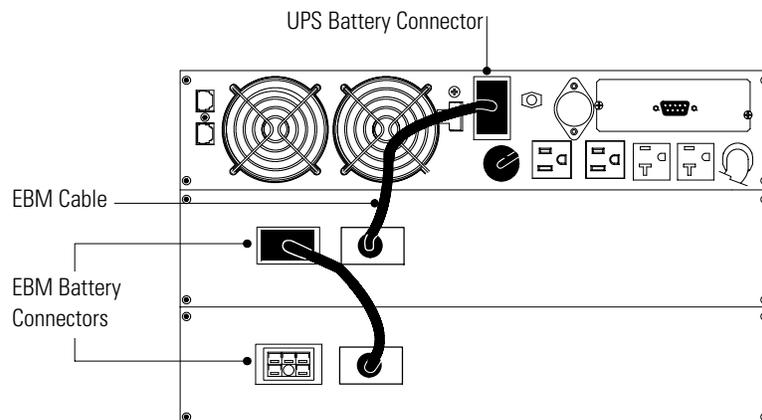


### CAUTION

A small amount of arcing may occur when connecting an EBM to the UPS. This is normal and will not harm personnel. Insert the EBM cable into the UPS battery connector quickly and firmly.

If you are installing the optional Extended Battery Module(s), use the following steps to install the EBM(s):

1. If installing an EBM with a 230V UPS (E or EH model), skip to Step 5; otherwise, continue to Step 2.
2. Plug the EBM cable into the UPS battery connector (see Figure 11).
3. If additional EBMs are to be installed, plug the EBM cable of the second cabinet into the battery connector on the first EBM. Repeat for each additional EBM. Up to four EBMs may be connected to the UPS.
4. Continue to “Plug-Receiptacle UPS Installation” on page 30 or “Hardwired UPS Installation” on page 32.

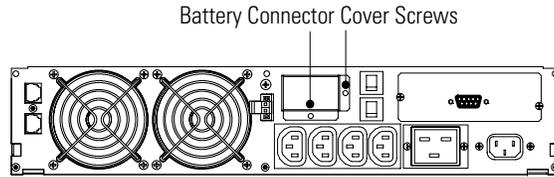


**Figure 11. Typical EBM Installation (120V UPS Model Shown)**

- 230V UPS models have a battery connector cover that must be removed before installing the EBM(s). Remove the cover from the rear panel as shown in Figure 12.

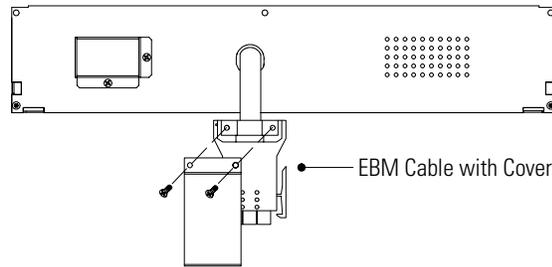


**NOTE** Keep the battery connector cover for future use. If the UPS is stored or used without an EBM, the battery connector cover must be installed as a safety precaution.



**Figure 12. Battery Connector Cover (230V UPSs Only)**

- Remove the cover from the EBM cable as shown in Figure 13.

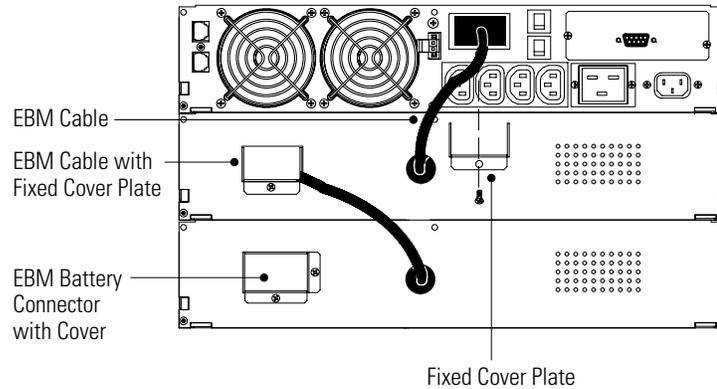


**Figure 13. EBM Cable Cover (230V EBMs Only)**



**NOTE** Keep the EBM cable cover for future use. If the EBM is stored or removed from the UPS, the EBM cable cover must be installed as a safety precaution.

7. Plug the EBM cable into the UPS battery connector (see Figure 14).
8. Attach the fixed cover plate (supplied in the accessory kit) to the EBM cable as shown in Figure 14.



**Figure 14. Typical EBM Installation for 230V Models**

9. If additional EBMs are to be installed, remove the EBM battery connector cover. Remove the cover from the EBM cable of the second cabinet and plug the EBM cable into the battery connector on the first EBM. Attach the fixed cover plate to the EBM cable.  
Repeat for each additional EBM. Up to four EBMs may be connected to the UPS.
10. Continue to the following section, “Plug-Receptacle UPS Installation” or “Hardwired UPS Installation” on page 32.

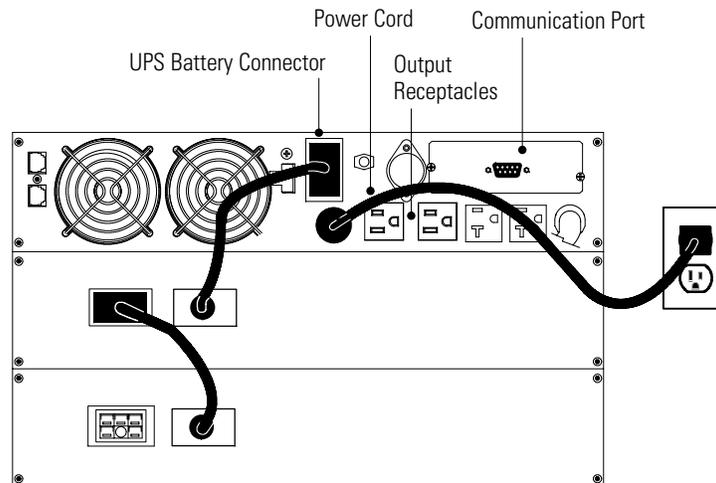
## Plug-Receptacle UPS Installation

The following steps explain how to install the UPS. Figure 15 shows a typical installation only. See “UPS Rear Panels” on page 38 for the rear panel of each model.



**NOTE** Do not make unauthorized changes to the UPS; otherwise, damage may occur to your equipment and void your warranty.

1. If you are installing power management software, connect your computer to the UPS communication port using the supplied communication cable.

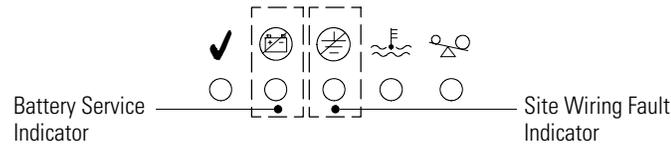


**Figure 15. Typical UPS Installation (120V Model Shown)**

2. Plug the equipment to be protected into the appropriate UPS output receptacles (see page 55 for more information on load segments).  
DO NOT protect laser printers with the UPS because of the exceptionally high power requirements of the heating elements.
3. If an emergency power-off (disconnect) switch is required by local codes, see “Remote Emergency Power-Off” on page 36 to install the REPO switch before powering on the UPS.

4. On 208V/230V models, plug the detachable UPS power cord into the input connector on the UPS rear panel.
5. Plug the UPS power cord into a power outlet. All front panel indicators flash briefly and the UPS conducts a self-test.

When the self-test is complete, the  $\sim$  indicator flashes, indicating the UPS is in Standby mode with the equipment offline. If the  $\text{Ⓢ}$  or  $\text{Ⓣ}$  indicator flashes, see page 69.



**Figure 16. Fault Indicators**

6. Press the On | button (see Figure 27 on page 42). The  $\sim$  indicator stops flashing and the bar graph indicators display the percentage of load being applied to the UPS.

The UPS is now in Normal mode and supplying power to your equipment.



**NOTE** The batteries charge to 90% capacity in approximately 3 hours. However, it is recommended that the batteries charge for 24 hours after installation or long-term storage.

## Hardwired UPS Installation



### WARNING

Only qualified service personnel (such as a licensed electrician) shall perform the electrical installation. Risk of electrical shock.

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### CAUTION

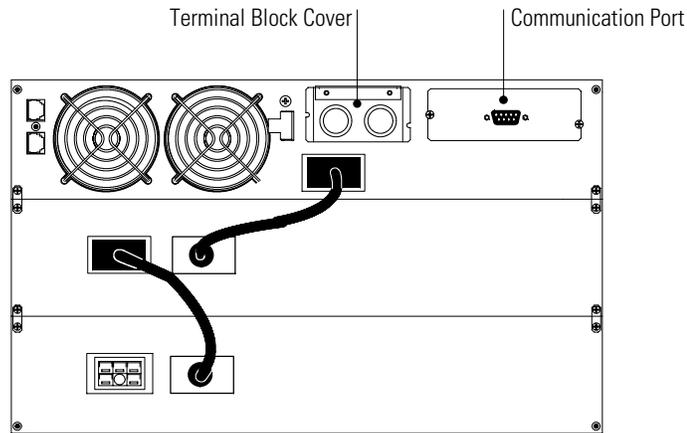
- For UPS models with hardwired outputs, overcurrent protection for the output AC circuit(s) is to be provided by others.
  - For UPS models with hardwired outputs, suitably rated disconnect switches for the output AC circuit(s) are to be provided by others.
- 

The Powerware 9125 requires a dedicated branch circuit that meets the following requirements:

- 16A, 2-pole circuit breaker for EH models/20A, 2-pole circuit breaker for EUH models to provide short circuit and overcurrent protection
- The protection device requires a two-pole disconnection device between the UPS output and the load
- The breaker must be wall-mounted within six feet of the UPS and be readily accessible to the operator
- For Europe, the breaker must be approved by the appropriate safety agency (such as TÜV or VDE) and have a contact air gap of at least 3 mm
- 200–240 Vac
- Single-phase
- 50/60 Hz
- Flexible metal conduit is recommended for ease of service and maintenance

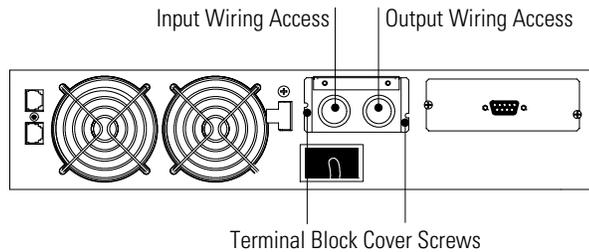
To hardwire the UPS:

1. If you are installing power management software, connect your computer to the UPS communication port using the supplied communication cable.
2. Switch off utility power at the distribution point where the UPS will be connected. Be absolutely sure there is no power.



**Figure 17. Typical Hardwired UPS Installation**

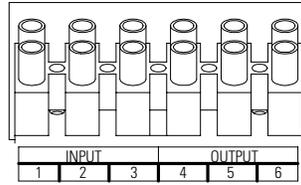
3. Remove the terminal block cover and the wiring knockouts (see Figure 18). Retain the terminal block cover.



**Figure 18. Wiring Access and Terminal Block**

4. Pull the input and output wires through separate conduit, leaving approximately 2 ft (0.5m) of exposed wire. Attach a flexible metal fitting to the end of each conduit.
5. Insert each conduit through a wiring access entry and attach the conduit fitting to the panel. Strip 0.5" (1.5 cm) of insulation from the end of each incoming wire.

6. Connect the input and ground wires to the input terminal block according to Figure 19 and Table 1.
7. Connect the output and ground wires to the output terminal block according to Figure 19 and Table 1.



**Figure 19. Terminal Block**

**Table 1. UPS Wiring Specifications**

Wire Function	Terminal Position	UPS Wire Function		Terminal Wire Size Rating*	Tightening Torque
		EUH Models	EH Models		
Input	1	L2	N	2–16 mm <sup>2</sup> (14–8 AWG)	35 in lb (4.38 Nm)
	2	G	G		
	3	L1	L		
Output	4	L2	N	2–16 mm <sup>2</sup> (14–8 AWG)	35 in lb (4.38 Nm)
	5	G	G		
	6	L1	L		

\*Use 2.0 mm<sup>2</sup> (14 AWG) 75°C copper wire minimum.

8. Replace the terminal block cover.
9. If an emergency power-off (disconnect) switch is required by local codes, see “Remote Emergency Power-Off” on page 36 to install the REPO switch before powering on the UPS.



## Remote Emergency Power-Off

The Powerware 9125 includes a REPO port that allows power to be switched off at the UPS output receptacles from a customer-supplied switch in a remote location.

The REPO feature shuts down the protected equipment immediately and does not follow the orderly shutdown procedure initiated by any power management software.

Any devices that are operating on battery power are also shut down immediately. When the REPO switch is reset, the equipment will not return to battery power until the UPS is manually restarted.

If the Off  button is pressed after the REPO is activated, the UPS remains in Standby mode when restarted until the On | button is pressed.

### WARNING



The REPO circuit is an IEC 60950 safety extra low voltage (SELV) circuit. This circuit must be separated from any hazardous voltage circuits by reinforced insulation.

### CAUTION



To ensure the UPS stops supplying power to the load during any mode of operation, the input power must be disconnected from the UPS when the emergency power-off function is activated.



**NOTE** The REPO function activates when the REPO contacts open.

**NOTE** If the REPO function is not needed, the REPO connector must remain installed in the REPO port on the UPS rear panel.

**NOTE** For Europe, the emergency switch requirements are detailed in Harmonized document HD-384-48 S1, "Electrical Installation of the Buildings, Part 4: Protection for Safety, Chapter 46: Isolation and Switching."

Use the following procedure to install the REPO switch:

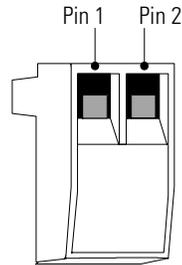
1. Verify that the UPS is off and unplugged (or the main utility breaker is off for hardwired units).
2. Remove the REPO connector from the REPO port on the rear panel of the UPS.

3. Connect isolated, normally-closed, dry contacts (rated to handle 60 Vdc maximum, 30 Vac RMS maximum, and 20 mA maximum) across the REPO device to Pin 1 and Pin 2 (see Figure 21). Use stranded, non-shielded wiring, size 18–22 AWG ( $0.75 \text{ mm}^2$ – $0 \text{ mm}^2$ ).



**NOTE** A separate contact must simultaneously cause UPS input AC power to be removed.

4. Reconnect the REPO connector to the REPO port.

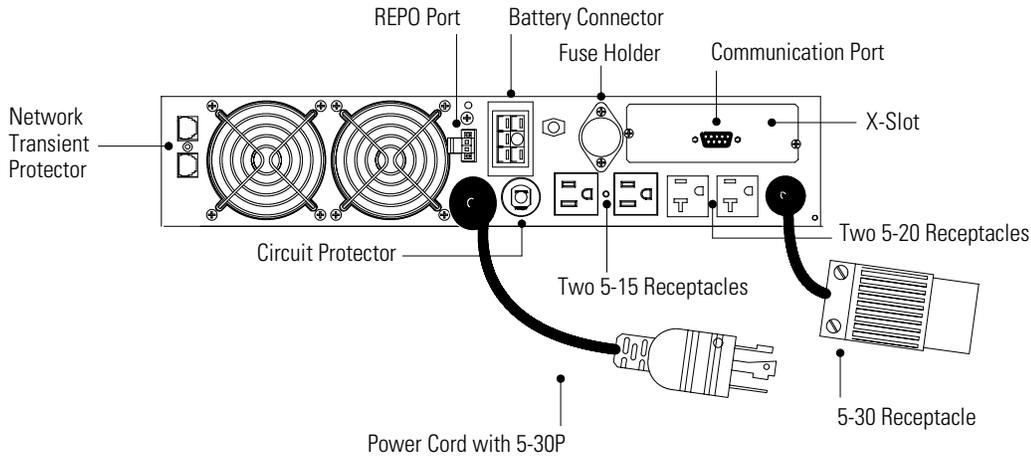


**Figure 21. REPO Connector**

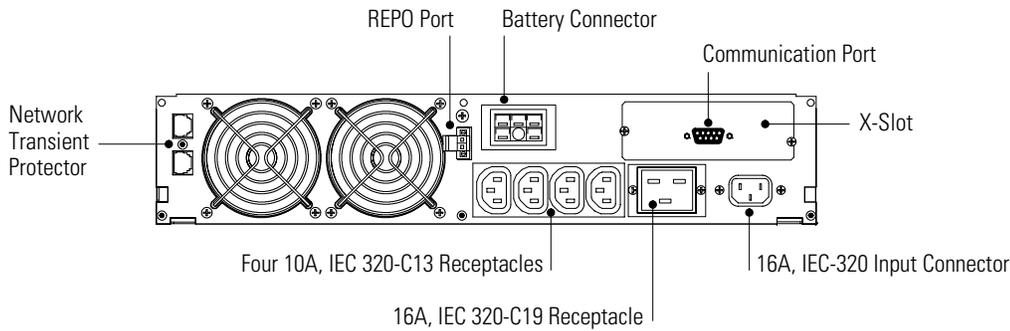
5. Verify that the externally-connected REPO switch is not activated to enable power to the UPS output receptacles.
6. Plug in the UPS (or switch the main utility breaker on for hardwired units) and start the UPS by pressing the On | button.
7. Activate the external REPO switch to test the REPO function.
8. De-activate the external REPO switch and restart the UPS.

## UPS Rear Panels

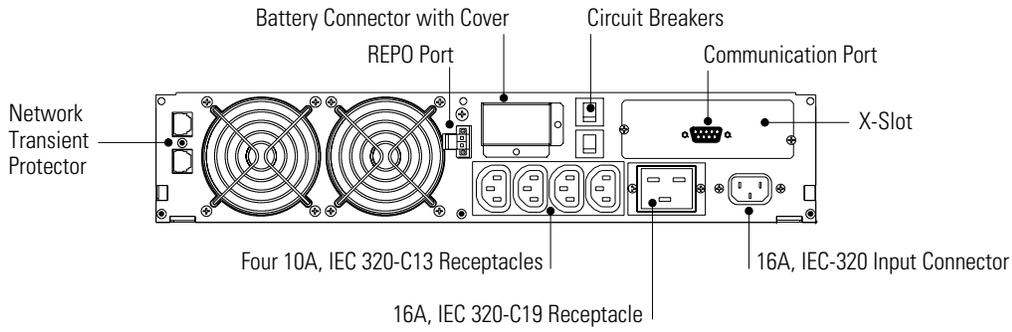
This section shows the rear panels of the Powerware 9125 models.



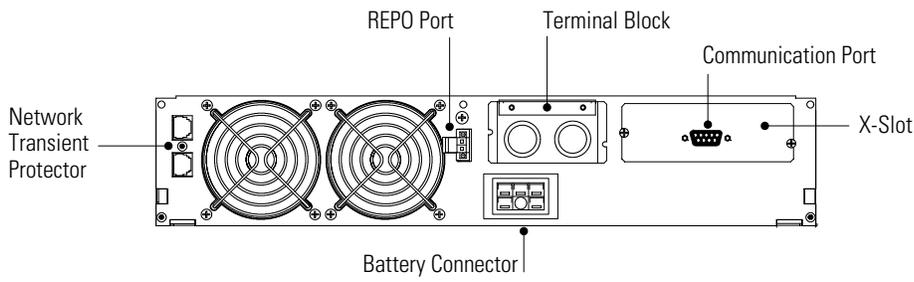
**Figure 22. 2500/3000 VA, 120V Rear Panel**



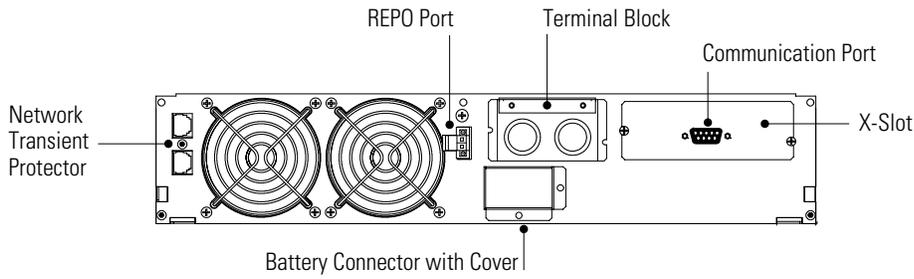
**Figure 23. 2500/3000 VA, 208V Rear Panel**



**Figure 24. 2500/3000 VA, 230V Rear Panel**



**Figure 25. 2500/3000 VA, 208–240V Hardwired Rear Panel**



**Figure 26. 2500/3000 VA, 230V Hardwired Rear Panel**





## CHAPTER 4

# OPERATION

This section describes:

- Turning the UPS on and off
- Starting the UPS on battery
- Initiating the self-test
- Operating modes

### Turning the UPS On

After the UPS is connected to utility power, it conducts a self-test and enters Standby mode. To turn on the UPS, press the On | button on the front panel (shown in Figure 27). The  $\sim$  indicator stops flashing and the bar graph indicators display the percentage of load being applied to the UPS.

#### Starting the UPS on Battery

To turn on the UPS without using utility power, press and hold the On | button for at least four seconds. The UPS supplies power to your equipment and goes into Battery mode. When the UPS starts on battery, it does not conduct a self-test to conserve battery power.

### Turning the UPS Off

To turn off the UPS:

1. Press and hold the Off  $\text{⏻}$  button for approximately three seconds. The UPS switches to Standby mode and removes power from the UPS output receptacles.
2. Unplug or remove utility power from the UPS; the UPS shuts down in five seconds. All front panel indicators flash briefly prior to shutdown.

If you do not unplug or remove utility power from the UPS, it remains in Standby mode.

Pressing the Off  $\text{⏻}$  button while the UPS is in Battery mode causes the UPS to shut down immediately.

## Initiating the Self-Test

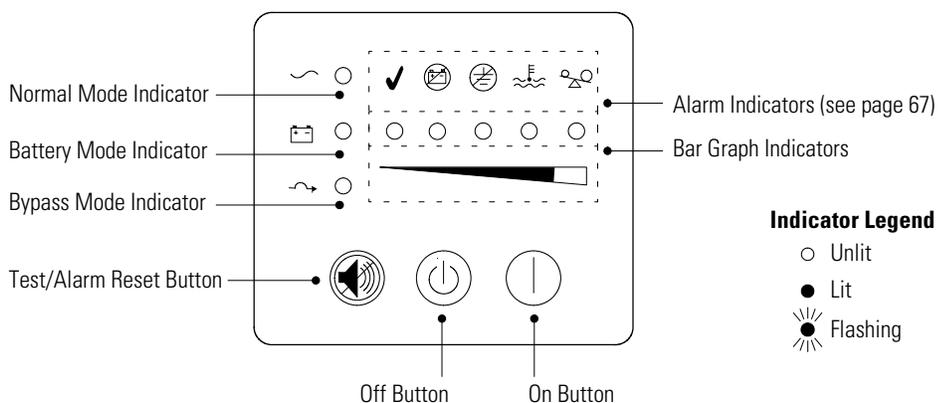


**NOTE** The batteries must be fully charged and the UPS must not be in Battery mode to perform the self-test.

Press and hold the button for three seconds to initiate the self-test. During the five-second test, the bar graph indicators cycle through twice. If the UPS finds a problem, an LED indicates where the problem is. For more information, see “Troubleshooting” on page 67.

## Operating Modes

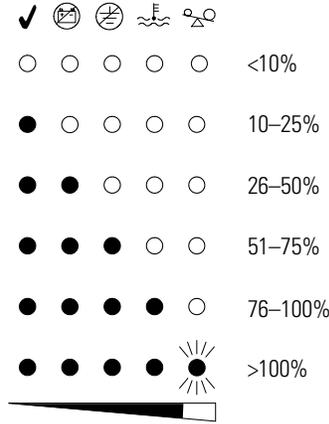
Powerware 9125’s front panel indicates the UPS status through the UPS indicators. Figure 27 shows the UPS front panel indicators and controls.



**Figure 27. UPS Front Panel**

### Normal Mode

During Normal mode, the  $\sim$  indicator illuminates and the front panel displays the percentage of UPS load capacity being used by the protected equipment (see Figure 28). The UPS monitors and charges the batteries as needed and provides power protection to your equipment.



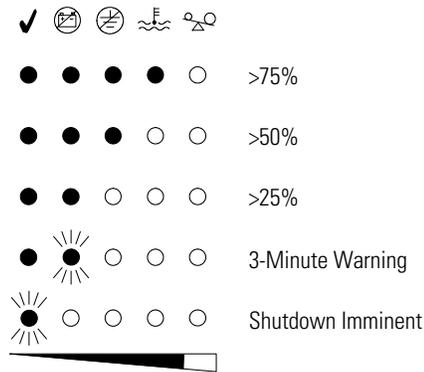
**Figure 28. Load Level Indicators**

The LEDs do not illuminate when the UPS load is less than approximately 10%. Each LED represents 1/4 of a full load rating.

When all of the bar graph indicators are illuminated and the  $\sim$  indicator flashes, power requirements exceed UPS capacity; see page 69 for more information.

## Battery Mode

When the UPS is operating during a power outage, the alarm beeps once per second and the  indicator illuminates. The front panel displays the approximate percentage of battery capacity remaining (see Figure 29). When the utility power returns, the UPS switches to Normal mode operation while the battery recharges.



**Figure 29. Battery Capacity Indicators**

If battery capacity becomes low while in Battery mode, the  indicator flashes and the alarm sounds continuously, indicating approximately three minutes of battery time remaining. When shutdown is imminent, the  indicator flashes.



**NOTE** Depending on the UPS load, the 3-minute warning may occur before the batteries reach 25% capacity; the front panel immediately displays the 3-minute warning. For UPS and Extended Battery Module run times, see Table 10 on page 65.

These warnings are approximate, and the actual time to shutdown may vary significantly. Once these warnings are indicated, immediately complete and save your work to prevent data loss and similar difficulties. When utility power is restored after the UPS shuts down, the UPS automatically restarts.

### **Bypass Mode**

In the event of a UPS overload or internal failure, the UPS transfers your equipment to utility power. Battery mode is not available; however, the utility power continues to be passively filtered by the UPS. The  indicator illuminates. The UPS switches to Bypass mode when:

- The UPS has an overtemperature condition.
- The UPS has an overload condition of 101 to 150% for 30 seconds.
- The UPS detects a fault in the battery or UPS electronics.

### **Standby Mode**

When the UPS is turned off and remains plugged into a power outlet, the UPS is in Standby mode. The  indicator flashes and the bar graph indicators are off, indicating that power is not available from the UPS output receptacles. The battery recharges when necessary.

### **Sleep Mode**

If the UPS is on battery for approximately five minutes and supporting a small electrical load ( $\leq 10\%$ ), the UPS shuts down the load. This feature conserves battery power. To enable this feature, contact your service representative.





## CHAPTER 5

# CONFIGURATION

This section describes how to reconfigure options using the Configuration mode, including: input voltage, site wiring fault, and AC input alarm.

### Configuration Mode

When the UPS is in Configuration mode, the bar graph indicators represent the configuration options. The control buttons (On | button and  button) are used to modify the UPS configuration. Figure 30 shows the LEDs and Table 2 explains the corresponding options.



**NOTE** The UPS can be configured while in Battery mode. If the UPS switches to battery power while in Configuration mode, the UPS remains in Configuration mode and indicates Battery mode on the front panel.

### CAUTION



DO NOT press the Off  button while the UPS is in Configuration mode; pressing the Off  button removes all power to your equipment immediately and the UPS enters Standby mode.

1. Press the On | button and the  button simultaneously for one beep. The UPS switches to Configuration mode.  
The bar graph indicators flash briefly and then display the enabled options.
2. Press the On | button to scroll through the options. Each time you press the button, the UPS beeps. The LED for the selected option indicates the current setting; flashing represents disabled options (see Figure 30 and Table 2).

If you press the On | button and nothing happens, the UPS is still in Operation mode. Repeat Step 1 for one beep ONLY to enter Configuration mode, and then perform Step 2.

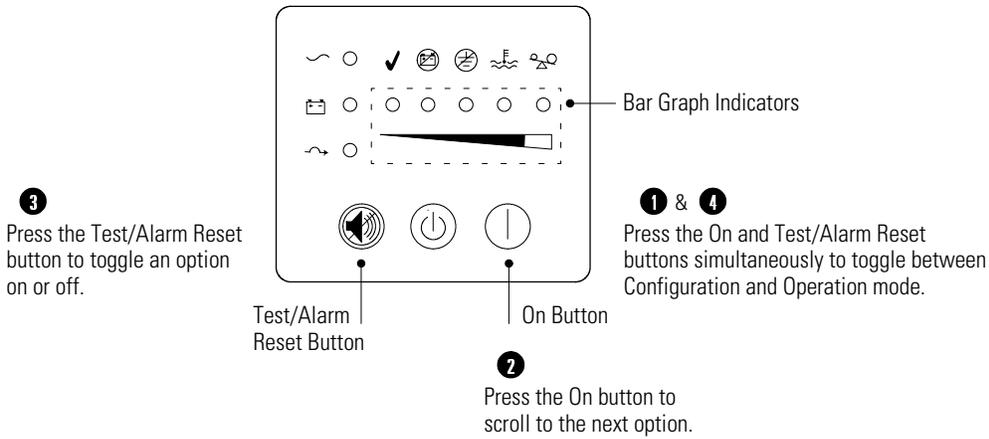
3. Press the  button ONCE to toggle the selected option on or off.

Repeat Steps 2 and 3 for each option. Scrolling past the last LED returns to the first configuration option.



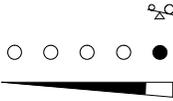
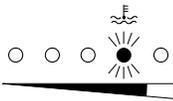
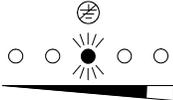
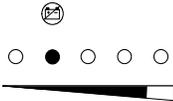
**NOTE** The UPS exits Configuration mode automatically after two minutes.

4. Press the On | button and the  button simultaneously to exit Configuration mode at any time.



**Figure 30. Using the Configuration Mode**

**Table 2. Configuration Mode LEDs and Options**

Bar Graph Indicators	Option	LED Status	Explanation
	120, 208, or 230V Nominal Input Voltage	On (default)	Nominal input voltage is on according to the following models: <ul style="list-style-type: none"> <li>• 120V for U models</li> <li>• 208V for EU and EUH models</li> <li>• 230V for E and EH models</li> </ul> All other nominal input voltages are disabled.
		Flashing	120, 208, or 230V is disabled; one of the other input voltage options is selected.
	110, 220, or 230V Nominal Input Voltage	On	Selecting this option changes the nominal input voltage to one of the following: <ul style="list-style-type: none"> <li>• 110V for U models</li> <li>• 220V for E and EH models</li> <li>• 230V for EU and EUH models</li> </ul>
		Flashing (default)	110, 220, or 230V is disabled; one of the other input voltage options is selected.
	127 or 240V Nominal Input Voltage	On	Selecting this option changes the nominal input voltage to one of the following: <ul style="list-style-type: none"> <li>• 127V for U models</li> <li>• 240V for EU, E, EUH, and EH models</li> </ul>
		Flashing (default)	127 or 240V is disabled; one of the other input voltage options is selected.
	Site Wiring Fault Alarm	On (default)	Alarm sounds when the polarity of the outlet is reversed or the ground connection is missing; have a qualified electrician repair the outlet wiring.
		Flashing*	Alarm DOES NOT sound when the polarity of the outlet is reversed or the ground connection is missing. *For 208V or 230V units, flashing is the default; contact your service representative to activate this alarm.
	AC Input Failure Alarm	On (default)	Alarm sounds when there is an AC input failure.
		Flashing	Alarm DOES NOT sound when there is an AC input failure.

**NOTE** 220V for EU and EUH models and 208V for E and EH models are also available. Contact the help desk at one of the telephone numbers on page 70 for assistance.





## CHAPTER 6

# ADDITIONAL UPS FEATURES

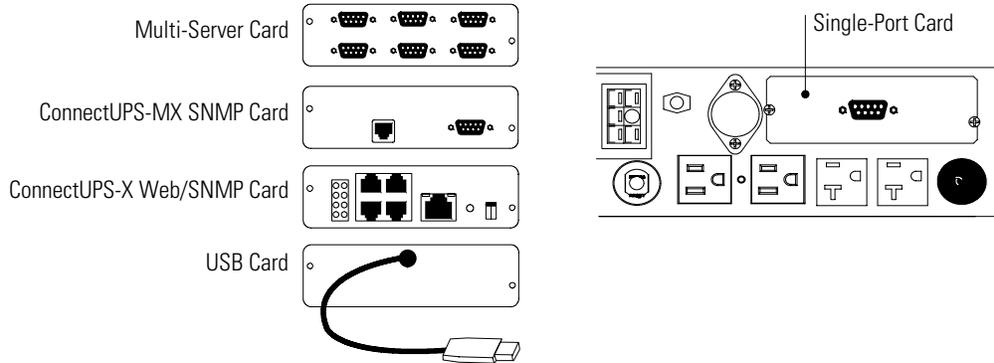
This section describes:

- X-Slot cards
- Network Transient Protector
- Load segments

### X-Slot Cards

X-Slot cards allow the UPS to communicate in a variety of networking environments and with different types of devices. The Powerware 9125 is factory-installed with a Single-Port card and is compatible with any X-Slot card, including:

- Multi-Server Card - has six serial communication ports that can communicate with UPSs, terminals, computers, and modems.
- ConnectUPS™MX SNMP Card - has Ethernet, modem, and SNMP capabilities.
- ConnectUPS-X Web/SNMP Card - has SNMP capabilities as well as monitoring through a Web browser interface.
- USB Card - connects to a USB port on your computer.



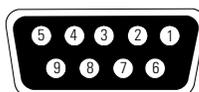
**Figure 31. Optional X-Slot Cards**

## Single-Port Card

To establish communication between the UPS and a computer, connect your computer to the UPS communication port using the supplied communication cable.

When the communication cable is installed, power management software can exchange data with the UPS. The software polls the UPS for detailed information on the status of the power environment. If a power emergency occurs, the software initiates the saving of all data and an orderly shutdown of the equipment.

The cable pins are identified in Figure 32 and the pin functions are described in Table 3.



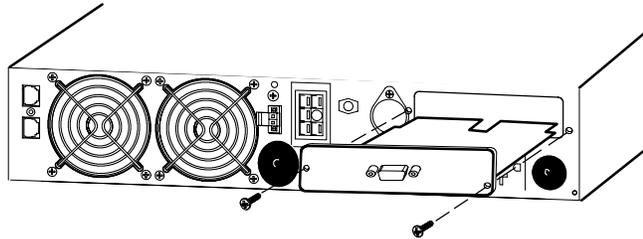
**Figure 32. Communication Port**

**Table 3. Communication Port Pin Assignment**

Pin Number	Signal Name	Function	Direction from the UPS
1	Low Batt	Low Battery relay contact	Out
2	RxD	Transmit to external device	Out
3	TxD	Receive from external device	In
4	DTR	PnP (Plug and Play) from external device (tied to Pin 6)	In
5	GND	Signal common (tied to chassis)	—
6	DSR	To external device (tied to Pin 4)	Out
7	RTS	PnP from external device (default) or On Bypass relay contact (jumper-selectable)	In / Out
8	AC Fail	AC Fail relay contact	Out
9	Power Source	+V (8 to 24 volts DC power)	Out

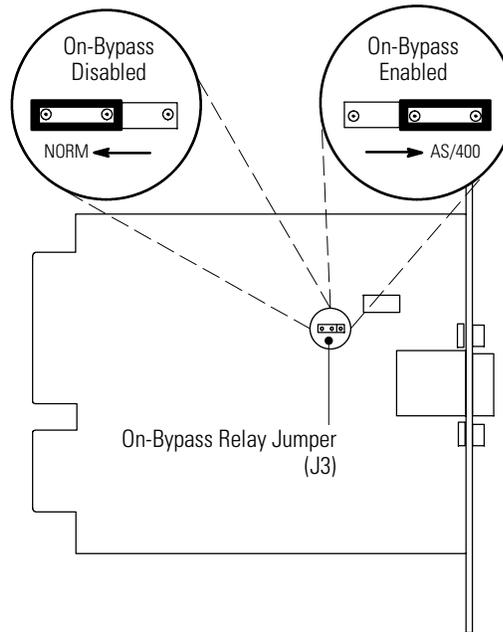
**The On-Bypass Relay Contact.** You can enable the On-Bypass relay using the jumper on the single-port card. The jumper default is disabled. To enable the On-Bypass relay:

1. Remove the single-port card on the UPS rear panel. Retain the screws (see Figure 33).



**Figure 33. Removing the Single-Port Card**

2. Move the J3 jumper to the AS/400 position to enable the On-Bypass relay as shown in Figure 34.



**Figure 34. On-Bypass Relay Jumper**

3. To prevent electrostatic discharge (ESD), place one hand on a metal surface such as the UPS rear panel.  
Align the single-port card with the slot guides and slide the card into the slot until it is firmly seated.
4. Secure the single-port card with the screws removed in Step 1.

## Network Transient Protector

The Network Transient Protector, shown in Figure 35, is located on the rear panel and has jacks labeled IN and OUT. This feature accommodates a single RJ-45 (10BaseT) network connector.

Low voltage models can also accommodate an RJ-11 telephone connector that provides protection for modems, fax machines, or other telecommunications equipment. As with most modem equipment, it is not advisable to use this jack in digital PBX (Private Branch Exchange) environments.




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**NOTE** DO NOT connect any telephone or fax/modem equipment to the 230V models; only network protection is available for 230V models.

---

1. Connect the input connector of the equipment you are protecting to the jack labeled IN.
2. Connect the network or telephone cable (low voltage units only) to the jack labeled OUT.



**Figure 35. Network Transient Protector**

## Load Segments

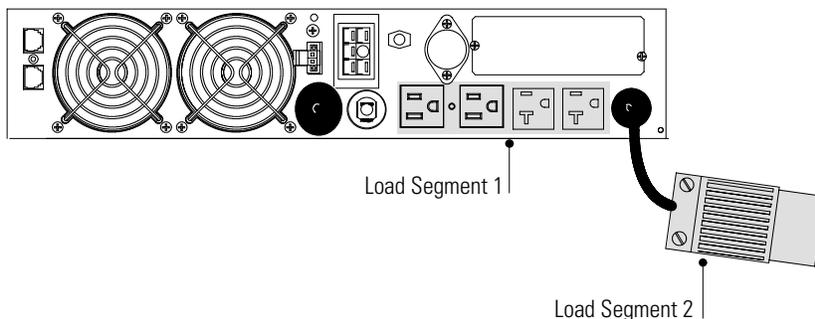
Load segments are sets of receptacles that can be controlled by power management software, providing an orderly shutdown and startup of your equipment. For example, during a power outage, you can keep key pieces of equipment running while you turn off other equipment. This feature allows you to save battery power. See your power management software manual for details.



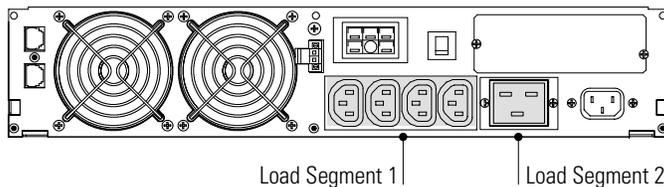
**NOTE** If the power management software is not used, the individual load segments cannot be controlled.

For hardwired UPSs, there is only one load segment. The terminal block serves as Load Segment 1.

Each plug-receptacle UPS has two load segments as shown in Figure 36 and Figure 37.



**Figure 36. UPS Load Segments for 120V Models**



**Figure 37. UPS Load Segments for 208V/230V Models**





## CHAPTER 7

# UPS MAINTENANCE

This section explains how to:

- Care for the UPS and batteries
- Replace the batteries
- Test new batteries
- Recycle used batteries

### UPS and Battery Care

For the best preventive maintenance, keep the area around the UPS clean and dust-free. If the atmosphere is very dusty, clean the outside of the system with a vacuum cleaner.

For full battery life, keep the UPS at an ambient temperature of 25°C (77°F).

#### Storing the UPS and Batteries

If you store the UPS for a long period, recharge the battery every 12 months by plugging the UPS into a power outlet. The batteries charge to 90% capacity in approximately 3 hours. However, it is recommended that the batteries charge for 24 hours after long-term storage.

Check the battery recharge date on the shipping carton label. If the date has expired and the batteries were never recharged, do not use the UPS. Contact your service representative.

### When to Replace Batteries

When the  indicator illuminates, the batteries may need replacing. Conduct a self-test by pressing and holding the  button for three seconds. After the five-second test is complete, the  indicator should turn off (it may take a few seconds to turn off). If the  indicator stays on, contact your service representative to order new batteries.

## Replacing Batteries



**NOTE** DO NOT DISCONNECT the batteries while the UPS is in Battery mode.

With the hot-swappable battery feature, UPS batteries can be replaced easily without turning the UPS off or disconnecting the load.

If you prefer to remove input power to change the battery, press and hold the Off  button for approximately three seconds, then unplug or remove utility power from the UPS.

Consider all warnings, cautions, and notes before replacing batteries.

### WARNING



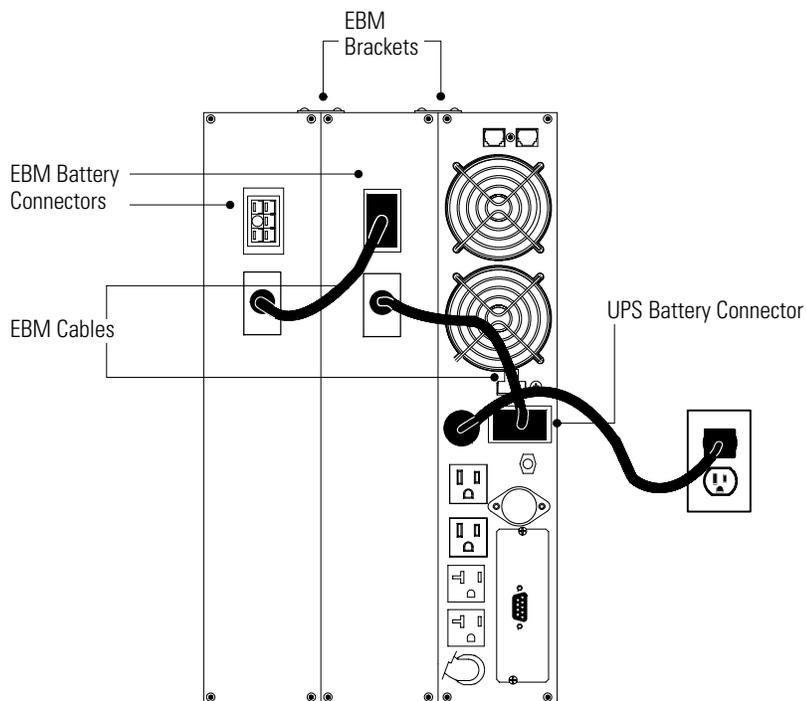
- Batteries can present a risk of electrical shock or burn from high short-circuit current. The following precautions should be observed: 1) Remove watches, rings, or other metal objects; 2) Use tools with insulated handles; 3) Do not lay tools or metal parts on top of batteries.
- ELECTRIC ENERGY HAZARD. Do not attempt to alter any battery wiring or connectors. Attempting to alter wiring can cause injury.

### How to Replace Extended Battery Modules

Use the following procedure to replace EBMs:

1. Unplug the EBM cable from the UPS.  
For 230V models, remove the fixed cover plate, and then unplug the EBM cable from the UPS.
2. If the UPS is in a vertical configuration, remove the EBM brackets from the top.
3. If the EBM has pedestals installed, remove the pedestals and retain.
4. If the EBM is in a rack, install the mounting handles and brackets on the new EBM.
5. Replace the EBM. See “Recycling the Used Battery” on page 62 for proper disposal.
6. Reinstall the pedestals if removed in Step 3.
7. Reinstall the EBM brackets if removed in Step 2.

8. Plug the new EBM into the UPS as shown in Figure 38.  
For 230V models, remove the cover from the EBM cable and plug the new EBM into the UPS.
9. For additional EBMs, plug the EBM cable into the battery connector on the adjacent EBM.  
For 230V models, remove the EBM battery connector cover. Remove the cover from the EBM cable of the second cabinet and plug the EBM cable into the battery connector on the first EBM. Attach the fixed cover plate to the EBM cable.



**Figure 38. EBM Connections (120V Model Shown)**

## How to Replace Internal Batteries

### CAUTION



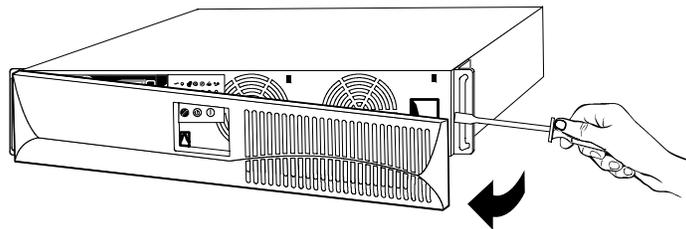
Pull the battery out onto a flat, stable surface. The battery is unsupported when you pull it out of the UPS.

Use the following procedure to replace internal batteries:

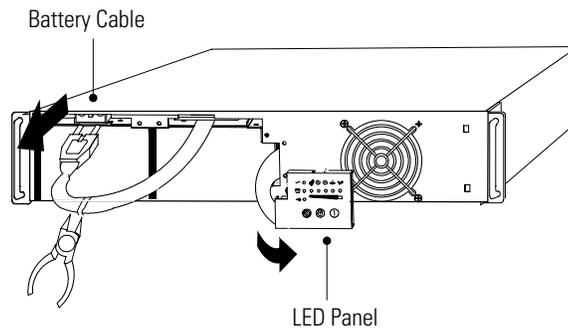
1. Using a flat-head screwdriver, open the right side of the front panel and pull the front panel forward to access the battery.



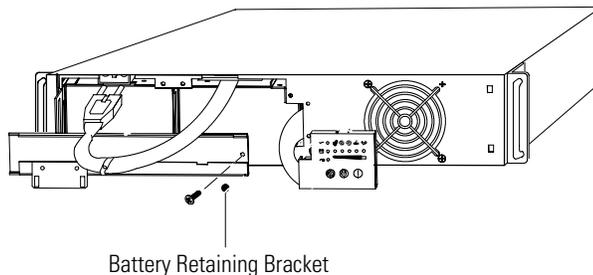
**NOTE** DO NOT attempt to open the left side.



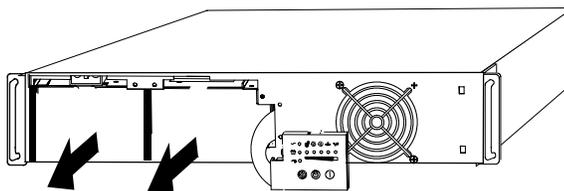
2. Push down and unsnap the LED panel.
3. Disconnect the battery cable from the UPS and cut the battery cable wire tie.



4. Unscrew and set aside the battery retaining bracket.



5. Pull the batteries out onto a flat, stable surface. See “Recycling the Used Battery” on page 62 for proper disposal.



6. Slide the new batteries into the UPS.
7. Reinstall the battery retaining bracket removed in Step 4.
8. Reconnect the battery cable.
9. Snap the LED panel into place.
10. Replace the front panel.

## Testing New Batteries

Press and hold the  button for three seconds to initiate a self-test. After the five-second test is complete, the  indicator should turn off (it may take a few seconds to turn off). If the  indicator stays on, check the battery connections. Call your service representative if the problem persists.

## Recycling the Used Battery

Contact your local recycling or hazardous waste center for information on proper disposal of the used battery.



### WARNING

- Do not dispose of the battery or batteries in a fire. Batteries may explode. Proper disposal of batteries is required. Refer to your local codes for disposal requirements.
- Do not open or mutilate the battery or batteries. Released electrolyte is harmful to the skin and eyes. It may be toxic.



### CAUTION

Do not discard the UPS or the UPS batteries in the trash. This product contains sealed, lead-acid batteries and must be disposed of properly. For more information, contact your local recycling or hazardous waste center.



## CHAPTER 8

# SPECIFICATIONS

This section provides the following specifications for the Powerware 9125 models:

- Electrical input and output
- Environmental and safety
- Weights and dimensions
- Battery

**Table 4. Model Specifications**

Model Number	Power Levels (rated at nominal inputs)	Nominal Voltage	Input Voltage Range
PW9125-2500U	2500 VA, 1750W	120V default; 110, 120, 127V selectable	80–144V
PW9125-3000U	3000 VA, 2100W		
PW9125-2500EU	2500 VA, 1750W	208V default; 220, 230, 240V selectable	160–288V
PW9125-3000EU	3000 VA, 2100W		
PW9125-2500E	2500 VA, 1750W	230V default; 208, 220, 240V selectable	160–288V
PW9125-3000E	3000 VA, 2100W		
PW9125-2500EUH	2500 VA, 1750W	208V default; 220, 230, 240V selectable	160–288V
PW9125-3000EUH	3000 VA, 2100W		
PW9125-2500EH	2500 VA, 1750W	230V default; 208, 220, 240V selectable	160–288V
PW9125-3000EH	3000 VA, 2100W		

**Table 5. Power Connections**

Model	Input Connection	Output Connections	
		Load Segment 1	Load Segment 2
PW9125-2500U PW9125-3000U	6-ft, 5-30P attached power cord	(2) 5-15R and (2) 5-20R	(1) 5-30R output cord
PW9125-2500EU PW9125-3000EU PW9125-2500E PW9125-3000E	16A, IEC 320-C20 input connector Country-specific, detachable power cord	(4) 10A, IEC 320-C13	(1) 16A, IEC 320-C19
PW9125-2500EUH PW9125-3000EUH PW9125-2500EH PW9125-3000EH	Terminal block	Terminal block	N/A

**Table 6. Environmental and Safety**

	120V/208V Models (U, EU, EUH)	230V Models (E and EH)
Operating Temperature	0°C to 40°C (32°F to 104°F) Optimal battery performance: 25°C (77°F)	
Storage Temperature	0°C to 25°C (32°F to 77°F)	
Transit Temperature	-25°C to 55°C (-13°F to 131°F)	
Relative Humidity	5–95% noncondensing	
Operating Altitude	Up to 3,000 meters above sea level	
Transit Altitude	Up to 10,000 meters above sea level	
Audible Noise	Less than 45 dBA Normal mode, typical load Less than 50 dBA Battery mode	
Surge Suppression	IEEE C62.41 Category B (formerly IEEE 587)	IEC 61000-4-5
Safety Conformance	UL 1778, UL 497A; CSA C22.2, No. 107.1, 107.2; NOM-019-SCFI	IEC 60950; EN 50091-1-1; NOM-019-SCFI
Agency Markings	UL, cUL, NOM-NYCE	CE, TUV-GS
EMC (Class A)	FCC Part 15, ICES-003	EN 50091-2, IEC 62040-2

**Table 7. Technical Specifications**

Nominal Frequency	45–65 Hz, 50/60 Hz auto-sensing
Noise Filtering	MOVs and line filter for normal and common mode noise
Regulation (Normal mode)	Nominal output voltage $\pm 3\%$
Regulation (Battery mode)	Nominal output voltage $\pm 3\%$
Voltage Waveform	Normal mode: Sine wave; <5% THD with full PFC and nonlinear load

**Table 8. Weights and Dimensions**

	UPS	Extended Battery Module
Dimensions (WxDxH)	17.0" x 23.9" x 3.5" (2U) (43.2 x 60.7 x 8.9 cm)	17.0" x 23.9" x 3.5" (2U) (43.2 x 60.7 x 8.9 cm)
Weight	81.5 lb (37 kg)	93 lb (42.5 kg)

**Table 9. Battery**

Configuration	(6) 12V, 9 Ah internal batteries
EBM Configuration	PW9125 72 EBM: (12) 12V, 9 Ah (2 strings of 6 batteries in parallel)
Type	Sealed, maintenance-free, valve-regulated, lead-acid
Charging	Internal battery: approximately 3 hours to 90% usable capacity at nominal line voltage after full load discharge External battery: no more than 20x discharge time to 90% usable capacity at nominal line voltage after full load discharge
Monitoring	Advanced monitoring for earlier failure detection and warning; auto detection of additional EBMs
Safety Conformance	PW9125 72 EBM: UL 1778, UL 497A; CSA C22.2, No. 107.1, 107.2; IEC 60950; EN 50091-1-1
Agency Markings	PW9125 72 EBM: UL, cUL, NOM-NYCE, CE, TUV-GS

**Table 10. Battery Run Times (in Minutes at Full/Half Load)**

Model	Internal UPS Batteries	1 EBM	2 EBMs	3 EBMs	4 EBMs
2500 VA/1750W	7/16	28/57	48/90	68/150	88/200
3000 VA/2100W	5/13	25/55	38/72	54/120	70/160

**NOTE** Battery times are approximate and vary depending on the load configuration and battery charge.





## CHAPTER 9

# TROUBLESHOOTING

This section explains:

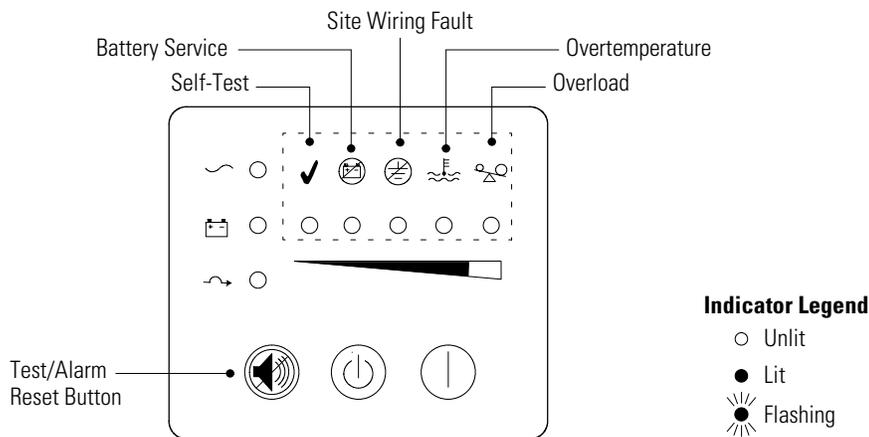
- UPS alarms and conditions
- How to silence an alarm
- Service and support

### Audible Alarms and UPS Conditions

The UPS has an audible alarm feature to alert you of potential power problems. Use Table 11 to determine and resolve the UPS alarms and conditions.



**NOTE** Some alarms, such as the Overtemperature and Overload alarms, have to be cleared by shutting down and restarting the UPS (see page 69 for more information).



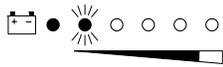
**Figure 39. Alarm Indicators**

### Silencing an Audible Alarm

To silence the alarm for an existing fault, press the button. If UPS status changes, the alarm beeps, overriding the previous alarm silencing.

**Table 11. Troubleshooting Guide**

Alarm or Condition	Possible Cause	Action
The  indicator is not on; the UPS does not start.	The power cord is not connected correctly.	Check the power cord connections.
	The wall outlet is faulty.	Have a qualified electrician test and repair the outlet.
	The main utility breaker is off.	Verify that the main utility breaker is on.
The  indicator is flashing; power is not available at the UPS output receptacles.	The UPS is in Standby mode.	Press the On   button to supply power to the connected equipment.
The UPS operates normally, but some or all of the protected equipment is not on.	The equipment is not connected to the UPS correctly.	Verify that the equipment is plugged into the UPS receptacles. For hardwired models, contact a qualified electrician to check connections to the power source.
	The output receptacle circuit breaker (if applicable) is open.	Check the load. Disconnect faulty load equipment. Wait several minutes before resetting the UPS circuit breaker.
	One of the load segments has been turned off through the power management software.	Reactivate the segment with the software.
The UPS does not provide the expected backup time.	The batteries need charging or service.	Plug the UPS into a power outlet (apply utility power on hardwired models) for 24 hours to charge the battery. After charging the battery, press and hold the  button for 3 seconds; then check the  indicator. If the  indicator is still on, see “UPS Maintenance” on page 57 to replace the battery.
	The UPS is in Sleep mode.	If the UPS is on battery and supporting a small electrical load ( $\leq 10\%$ ), the UPS shuts down the load. This feature conserves battery power. To disable this feature, contact your service representative.
 ● Battery Intermittent audible alarm	UPS on battery (see “Battery Mode” on page 44 for more information).	The UPS is powering the equipment with battery power. Check the bar graph indicators for available battery capacity and prepare your equipment for shutdown.
 ● ●  ○ ○ ○  Warning - Low Battery	3-minute battery warning.	Three minutes or less of battery power remains (depending on load configuration and battery charge). Prepare for a shutdown. Save your work and turn off your equipment.

Alarm or Condition	Possible Cause	Action
 Shutdown - Low Battery	Shutdown imminent.	Prepare equipment for shutdown.
 Bypass	UPS is in Bypass mode.	The equipment is transferred to utility power; however, the utility power continues to be passively filtered by the UPS. Check for one of the following alarms: Overtemperature, Overload, UPS Failure, or Battery Service.
 Bypass	Bypass is not available. Input voltage is not within $\pm 12\%$ of nominal or input frequency is not within $\pm 3\%$ of nominal.	The UPS is receiving utility power that may be unstable or in brownout conditions. The UPS continues to supply power to your equipment. If conditions worsen, the UPS may switch to battery power.
 Battery Service	The battery may be fully discharged.  The battery is not connected correctly.	Plug the UPS into a power outlet (apply utility power on hardwired models) for 24 hours to charge the battery. After charging the battery, press and hold the  button for 3 seconds; then check the  indicator. If the  indicator is still on, see "UPS Maintenance" on page 57 to replace the battery.  Check the battery connections. Call your service representative if the problem persists.
 Site Wiring Fault (120V models only)	Ground wire connection does not exist or the line and neutral wires are reversed in the wall outlet.	Have a qualified electrician correct the wiring. To disable this alarm, see "Configuration Mode" on page 47.
 Overtemperature	UPS internal temperature is too high. The UPS switches to Bypass, allowing the UPS to cool.	Turn off the UPS. Unplug or remove utility power from the UPS. Clear vents and remove any heat sources. Ensure the airflow around the UPS is not restricted. Wait at least 5 minutes and restart the UPS. If the condition persists, contact your service representative.
 Overload Continuous audible alarm	Power requirements exceed UPS capacity (101–150% for 30 seconds) or the load is defective.	Turn off the UPS. Unplug or remove utility power from the UPS. Remove some of the equipment from the UPS. Wait at least 5 seconds until all LEDs are off and restart the UPS. If the overload condition persists (101–110% for 2 minutes or 111–150% for 30 seconds), the UPS automatically shuts down.

## Service and Support

If you have any questions or problems with the UPS, call your **Local Distributor** or the **Help Desk** at one of the following telephone numbers and ask for a UPS technical representative.

In the United States: **1-800-356-5737** or **1-608-565-2100**

Europe, Middle East, Africa: **+44-17 53 608 700**

Asia: **+852-2830-3030**

Australia: **+61-3-9706-5022**

Please have the following information ready when you call the Help Desk:

- Model number
- Serial number
- Version number (if available)
- Date of failure or problem
- Symptoms of failure or problem
- Customer return address and contact information

If repair is required, you will be given a Returned Material Authorization (RMA) Number. This number must appear on the outside of the package and on the Bill Of Lading (if applicable). Use the original packaging or request packaging from the Help Desk or distributor. Units damaged in shipment as a result of improper packaging are not covered under warranty. A replacement or repair unit will be shipped, freight prepaid for all warrantied units.



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**NOTE** For critical applications, immediate replacement may be available. Call the **Help Desk** for the dealer or distributor nearest you.

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