

# Order Replacement Battery

Replace with an APC qualified battery. Replacement batteries can be ordered from [www.apc.com](http://www.apc.com) (valid credit card required). The replacement battery part number for this Back-UPS 450 is RBC 114, and for Back-UPS 550 is RBC 110.

## Warranty

The standard warranty is 3 years from the date of purchase. APC's standard procedure is to replace the original unit with a factory reconditioned unit. Customers who must have the original unit back due to assigned asset tags and set depreciation schedules must declare such a need at first contact with APC Technical Support. APC will ship the replacement unit once the defective unit is received by the repair department or cross-ship upon the provision of a valid credit card number. The customer pays for shipping to APC, and APC pays ground freight transportation costs back to the customer.

## Service

Please DO NOT RETURN Back-UPS ES to the place of purchase under any circumstances.

1. Consult the Troubleshooting section to eliminate common problems.
2. Verify the battery is connected (see Connect Battery) and that the Circuit Breaker is not tripped. If you still have problems or questions, please contact APC via the internet or at one of the phone numbers listed below.
3. Before contacting APC, please be sure to record the date purchased, UPS model, and serial number (on bottom of unit).
4. Be prepared to troubleshoot the problem over the telephone with a Technical Support Representative. If this is not successful, the representative will issue a Return Material Authorization Number (RMA#) and a shipping address.
5. Pack the unit in its original packaging. If the original packaging is not available, ask APC Technical Support about obtaining a new set. Pack the unit properly to avoid damage in transit. Never use foam beads for packaging. Damage sustained in transit is not covered under warranty (insuring the package for full value is recommended).
6. Write the RMA# on the outside of the package.
7. Return the unit by insured carrier to the address given to you by APC Technical Support.

## APC Contact Information

Online Technical Support: <http://support.apc.com>

<http://www.apc.com/support>

[esupport@apcc.com](mailto:esupport@apcc.com)

Web Site: [www.apc.com](http://www.apc.com)

USA/Canada: 1.800.800.4272

Mexico: +52.292.0253 / 52.292.0255

Brazil: +0800.12.72.1

Worldwide: +1.401.789.5735