

# American Power Conversion's "Equipment Protection Policy"

THIS POLICY IS NOT A WARRANTY. REFER TO THE APC LIMITED WARRANTY FOR INFORMATION CONCERNING THE WARRANTY FOR YOUR APC PRODUCT. THE LIMITATIONS AND CONDITIONS CONTAINED IN THIS POLICY DO NOT AFFECT THE TERMS OF THE WARRANTY.

## "Equipment Protection Policy"

### (In the U.S. and Canada Only for 120V Products)

If your electronic equipment is damaged by power line transients on an AC power line (120 volt) while directly and properly connected to a standard APC 120 volt product covered by the Equipment Protection Policy ("connected equipment"), and if all of the remaining conditions specified below are met, APC will, at APC's sole option, during the lifetime of the product while owned by the original purchaser ("you" or "purchaser") only, replace the APC product and either (a) pay for the repair of the connected equipment or (b) reimburse you for the fair market value, as determined by the then current price list of the Boston Computer Exchange (or equivalent), of the connected equipment, in an amount not to exceed the dollar limits stated below, if APC determines that the damage was caused by the failure of the APC product to protect against power line transients, (telephone line or CATV transients, if applicable). Power line transients that APC products have been designed to protect against, as recognized by industry standards, include spikes and surges on AC power lines. Protection from telephone line transients applies only to APC products which offer modem or fax line protection, and in cases in which such protection is available, telephone service equipment must include a properly installed and operating "primary protection" device at the service entrance (such devices are normally added during telephone installation) in order to be covered for telephone line transients. Protection of CATV (Cable Television) connected equipment from transients applies only to APC products which offer such protection, and in such cases, the CATV service must be properly grounded according to the codes set forth in the National Electrical Code (NEC) in order to be covered for CATV transients.

APC reserves the right to determine whether the damage to the connected equipment is due to APC product failure by requesting that damaged equipment be sent to APC for inspection. This policy is in excess of, and applies only to the extent necessary beyond, any coverage for the connected equipment provided by other sources, including, but not limited to, any manufacturer's warranty, and any extended warranty coverage.

### Equipment Protection Policy Dollar Limits

For customers that meet the qualifications and conditions set forth in this policy, APC will provide reimbursement (cost of repair or fair market value) up to the dollar limits stated as follows:

Product	Dollar Limit
Personal SurgeArrest Models	\$2,500
Professional SurgeArrest Models	\$10,000
Network SurgeArrest Models	\$25,000
PowerManager Models	\$25,000

### Eligibility for coverage under the Equipment Protection Policy:

1. You must register the product by returning to APC the warranty card provided with the product within 10 days of purchase. All information must be filled in, and you should retain a copy for your records. The warranty card must clearly identify the types of electronic equipment that will be plugged into the APC product for which protection under this policy is claimed. All connected equipment must be UL or CSA approved.
2. The APC product must be plugged into properly wired and grounded outlets; no extension cords, adapters, other ground wires, or electrical connections may be used, with the sole exception of other standard APC 120 volt products. The installation must comply with all applicable electrical and safety codes set forth pursuant to the National Electrical Code (NEC).
3. Any claim under the Equipment Protection Policy must be made within 10 days of the date of alleged damage to the connected equipment.
4. The Equipment Protection Policy covers only standard APC 120 volt products used in the United States and/or Canada.

### What is not covered under the Equipment Protection Policy:

1. DAMAGE TO ELECTRONIC EQUIPMENT RESULTING FROM TRANSIENTS ON DATA LINES IS NOT COVERED.
2. Restoration of lost data and reinstallation of software are not covered.
3. This policy does not cover damage from a cause other than AC power line transients, except for damage due to telephone line or CATV transients, which is covered only if the APC product offers such protection. In addition, the following are expressly excluded from coverage:
  4. DAMAGE CAUSED BY FAILURE TO PROVIDE A SUITABLE INSTALLATION ENVIRONMENT FOR THE PRODUCT (INCLUDING, BUT NOT LIMITED TO, LACK OF A GOOD GROUND).
  5. Damage caused by the use of the APC product for purposes other than those for which it was designed.
  6. Damage caused by accidents, or disasters such as fire, flood, or

wind.

7. Damage caused by abuse, misuse, alteration, modification, or negligence.
8. This policy is null and void if, in APC's view, the APC product has been tampered with or altered in any way.
9. EXCEPT AS EXPRESSLY PROVIDED IN THIS POLICY, IN NO CASE SHALL APC BE LIABLE UNDER THE TERMS OF THIS POLICY FOR ANY DAMAGES WHATSOEVER, INCLUDING, BUT NOT LIMITED TO, DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR MULTIPLE DAMAGES ARISING OUT OF THE USE OF THE APC PRODUCT OR DAMAGE TO THE CONNECTED EQUIPMENT, REGARDLESS OF THE LEGAL THEORY ON WHICH SUCH CLAIM IS BASED, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. SUCH DAMAGES INCLUDE, BUT ARE NOT LIMITED TO, LOSS OF PROFITS, LOSS OF SAVINGS OR REVENUE, LOSS OF USE OF THE APC PRODUCT OR THE CONNECTED EQUIPMENT OR ANY ASSOCIATED EQUIPMENT, LOSS OF SOFTWARE, COST OF CAPITAL, COST OF ANY SUBSTITUTE EQUIPMENT, FACILITIES OR SERVICES, DOWNTIME, THE CLAIMS OF THIRD PARTIES, INCLUDING CUSTOMERS, AND INJURY TO PROPERTY.

### Submitting an Equipment Protection Policy Claim:

1. If all of the conditions for coverage are satisfied, call the APC customer service department at (800) 800-4APC and obtain an EPP RMA (Equipment Protection Policy Returned Material Authorization) number. APC will forward to you an Equipment Protection Policy claim form, which must be completed and filed within 30 days.
2. Mark the Equipment Protection Policy RMA number on the APC product you are returning.
3. Pack the APC product in its original packaging (or request packing materials from APC if the packaging has been discarded). Enclose the completed Equipment Protection Policy claim form and a copy of your sales receipt for the APC product in box.
4. Mark the EPP RMA number clearly on the outside of box.
5. Ship the product (one way shipping charges paid by you) to:

American Power Conversion  
Dock 1  
132 Fairgrounds Road  
West Kingston, RI 02892  
Attn: EPP RMA# \_\_\_\_\_

6. APC will evaluate the product to determine its level of functionality, and will examine the product for evidence of damage from AC power line transients (telephone line or CATV transients, if applicable). (A) If APC's evaluation provides no evidence of damage from power line transients (telephone line or

CATV transients, if applicable), APC will send to the customer (i) a report summarizing the tests performed and (ii) a rejection of claim notice. (B) If the APC product shows evidence of damage from power line transients (telephone line or CATV transients, if applicable), APC will request that all connected equipment for which an Equipment Protection Policy claim has been submitted, be sent for evaluation to either APC or an authorized service center. If it is determined that the connected equipment has been damaged from AC power line transients (telephone line or CATV transients, if applicable), APC will, in its discretion, either authorize you to have the equipment repaired or reimburse you for the fair market value of the damaged equipment, up to the dollar limits stated above.

7. If you are authorized by APC to have the connected equipment repaired, the repair must be performed at a service center that is authorized by the manufacturer of the connected equipment. APC reserves the right to contact the authorized service center directly to discuss repair costs and damage to the connected equipment to determine if it was caused by AC power line transients (telephone line or CATV transients, if applicable) and the right to request that the service center forward the connected equipment or components of the connected equipment to APC for inspection.

8. APC will, after determining that the damage was caused by the failure of the APC product to protect against AC power line transients (telephone line or CATV transients, if applicable), issue payment to you, in its sole discretion, for either costs of repair or the fair market value of the connected equipment, up to the dollar limits stated above. APC reserves the right to require you to transfer title and deliver the connected equipment to APC if it chooses to reimburse you for the fair market value of the connected equipment.

9. Unless modified in a writing signed by APC and you, the terms of this policy are understood to be the complete and exclusive agreement between the parties, superseding all prior agreements, oral and written, and all other communications between the parties relating to the subject matter of this agreement. No employee of APC or any other party is authorized to make any representations beyond those made in this agreement concerning the Equipment Protection Policy.

# APC

AMERICAN POWER CONVERSION  
132 Fairgrounds Road  
West Kingston, RI 02892  
Tel: (800)800-4APC / (401)789-5735  
Fax: (401)789-3710

# SURGE ARREST

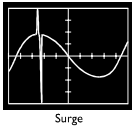
AMERICAN POWER CONVERSION

Thank you for selecting American Power Conversion SurgeArrest! It has been designed to provide the highest degree of protection from utility line spikes, surges and EMI/RFI noise.

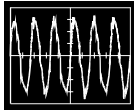
## SAVE THESE INSTRUCTIONS !

### What are surges and noise?

► The picture to the right shows what a typical "medium" amplitude surge or spike looks like on the utility voltage. Surges up to 15 times larger than this are easily suppressed by your SurgeArrest. Surges are commonly caused by nearby lightning activity and motor load switching created in air conditioners, elevators, refrigerators, etc.



► The picture to the left shows what EMI/RFI (Electromagnetic and Radio Frequency Interference) looks like when present on the utility voltage. SurgeArrest "filters" out this noise with components whose electrical resistance is very high at radio frequencies. EMI/RFI noise is commonly created by the same activity which produces surges but can also be caused by nearby radio transmitters.

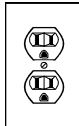


### Important Safety, Grounding and Installation Instructions

Before beginning with your installation, please read and understand the following safety instructions.

► The SurgeArrest suppressor is intended for indoor use only. Although your SurgeArrest surge suppressor is very rugged, its internal components are not sealed from the environment.

► SurgeArrest may be installed in any location away from heat emitting appliances such as a radiator or heat register. Avoid the use of extension cords and adapters. Do not install this product where excessive moisture is present (e.g. bathtub, sink, fish tank or the like).



► Plug your SurgeArrest suppressor into a three wire, grounded outlet only. If your suppressor

indicates a SITE WIRING FAULT, a qualified electrician should be summoned to correct the service wiring.

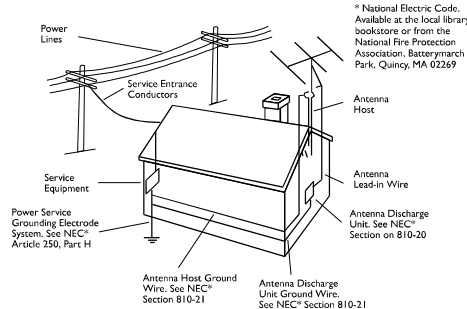
► Never install telephone or CATV wiring during a lightning storm.

► Where applicable, SurgeArrest provides protection from surges present on standard two wire "dial up" telephone service. Other communications networks which happen to use modular jacks may not benefit from this protection.

**CAUTION:** The telephone protection feature of this product could be rendered inoperable if improperly installed - see below.

► For SurgeArrest models with telephone line protection, use the supplied telephone cord and connect the jack marked IN on the suppressor to the phone wall outlet. Connect your fax machine, modem, etc. to the jack marked OUT.

► SurgeArrest models with CATV protection are designed to provide maximum protection when used in conjunction with an antenna grounding system installed according to Section 810 or 820 of the National Electric Code, ANSI/NFPA No. 70-1993. The figure below shows a properly installed. CATV coaxial cable should be properly grounded by the cable TV company per National Electric Code Art. 820-40. If you have any doubt about your antenna or CATV cable system being correctly installed, contact a licensed electrician.



**CAUTION:** This product is intended for use where the antenna or CATV system is properly grounded. To reduce the risk of electric shock, inspect your premises carefully. Do not use this product if proper grounding cannot be verified.

► Use the keyhole outline template on the following panel to mount your SurgeArrest (corded units only) to a wall. Fold this manual in half so the third and fourth panel is revealed. Hold the template over the desired area and insert a push pin through each keyhole cross. Turn a #6 pan head screw (not supplied) into the wall at the holes left by the tacks until only 1/4" (0.5cm)

of screw threads are exposed. Mount the suppressor over the screw heads and slide to engage the keyhole slots.

### Operation

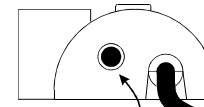
► The Site Wiring Fault light will illuminate when your building's wiring is faulty. This could mean that the ground wiring is missing, the hot and neutral wires are reversed, or the neutral circuit is overloaded. If illuminated, a qualified electrician should be called to correct the service wiring. When SurgeArrest is fully loaded, the Site Wiring Fault indicator may flicker - this is normal and may not be indicative of a fault. Even though equipment appears to operate normally, faulty wiring could become a shock hazard which would prevent your SurgeArrest from providing rated surge and noise suppression.



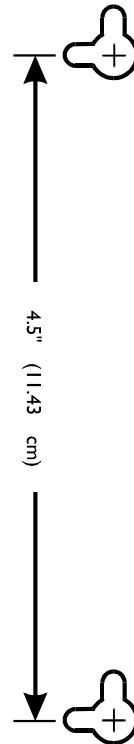
► The Protection Working light is normally illuminated. The light is extinguished when SurgeArrest has disconnected itself from the utility due to a sustained ultra high energy surge such as a direct lightning strike. In this way, such catastrophic events will not have the opportunity to reach your equipment. If it is found that this light is extinguished, first check the circuit breaker or I/O power switch (on corded suppressors only) to make sure that the suppressor is receiving power.

► The I/O power switch (on corded units only) controls power to all receptacles and can be used as a master system switch. If you plan to put the SurgeArrest on the floor, be careful to locate it such that the switch won't accidentally be kicked to the off position.

► The SurgeArrest circuit breaker (on corded suppressors only) is tripped when the button is extended. This means that the suppressor is overloaded and at least one piece of equipment needs to be unplugged. The circuit breaker is



rated to trip at the same overload as most home and office utility service branch protectors (15 Amps). Push circuit breaker button to reset



SPECIFICATIONS	PERSONAL Series
Nominal Line Voltage	120 Vac, 50/60 Hz
Max. Line Current	15 Amps, continuous
Let-through Voltage <small>As a percent of applied N<sub>PE</sub> 6kV ANSI/IEEE C62-41 (SRT) Category A Ring Wave test</small>	<5%
UL 1449 TVSS Rating L-N UL 1449 TVSS Rating L-G UL 1449 TVSS Rating N-G	330V 330V 330V
Surge Energy Capacity <small>Total performance rated with (1) 10x100µs pulse</small>	840 Joules
Peak Surge Current <small>Performance rated with (1) 8x20µs pulse</small>	6.5 kAmps NM 13 kAmps CM
EMI/RFI Noise Rejection <small>EMI rejection over 100 kHz to 10 MHz. Tested using 50 ohm L2N, swept frequency analyzer</small>	>20-60 dB
SPECIFICATIONS	PROFESSIONAL Series
Nominal Line Voltage	120 Vac, 50/60 Hz
Max. Line Current	15 Amps, continuous
Let-through Voltage <small>As a percent of applied N<sub>PE</sub> 6kV ANSI/IEEE C62-41 (SRT) Category A Ring Wave test</small>	<1.4%
UL 1449 TVSS Rating L-N UL 1449 TVSS Rating L-G UL 1449 TVSS Rating N-G	330V 330V 330V
Surge Energy Capacity <small>Total performance rated with (1) 10x100µs pulse</small>	320 Joules
Peak Surge Current <small>Performance rated with (1) 8x20µs pulse</small>	13 kAmps NM 13 kAmps CM
EMI/RFI Noise Rejection <small>EMI rejection over 100 kHz to 10 MHz. Tested using 50 ohm L2N, swept frequency analyzer</small>	>20-60 dB
SPECIFICATIONS	PERFORMANCE, NETWORK Series
Nominal Line Voltage	120 Vac, 50/60 Hz
Max. Line Current	15 Amps, continuous
Let-through Voltage <small>As a percent of applied N<sub>PE</sub> 6kV ANSI/IEEE C62-41 (SRT) Category A Ring Wave test</small>	<0.6% Net7 <0.3% Net7T <0.7% Net3, Net3T
UL 1449 TVSS Rating L-N UL 1449 TVSS Rating L-G UL 1449 TVSS Rating N-G	330V 330V 330V
Surge Energy Capacity <small>Total performance rated with (1) 10x100µs pulse</small>	480 Joules
Peak Surge Current <small>Performance rated with (1) 8x20µs pulse</small>	13 kAmps NM 26 kAmps CM
EMI/RFI Noise Rejection <small>EMI rejection over 100 kHz to 10 MHz. Tested using 50 ohm L2N, swept frequency analyzer</small>	>30 - 70 dB Net7 >60 - 90 dB Net7T >40 - 70 dB Net3, Net3T

NM: normal mode (L-N), CM: common mode (L+N-G). All specifications provided according to NEMA standards LS-1-1992

### LIMITED PRODUCT WARRANTY

American Power Conversion offers a limited Lifetime Warranty on SurgeArrest surge suppressors.

APC warrants its products to be free from defects in materials and workmanship under normal use and service for the lifetime of the original purchaser. Its obligation under this warranty is limited to repairing or replacing, at its sole option, any such defective products. To obtain service under warranty you must obtain a Returned Material Authorization (RMA) number from APC or an APC Service Center with transportation charges prepaid and must be accompanied by a brief description of the problem and proof of date and place of purchase. This warranty applies only to the original purchaser.