

# User Manual Easy UPS Modbus Card SRVSMB001

# **Important Safety Information**

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



The addition of this symbol to either a "Danger" or "Warning" product safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

### 

DANGER indicates a hazardous situation which, if not avoided, will result in death or serious injury.

### **A WARNING**

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

### **A**CAUTION

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

### NOTICE

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

## **Product Description**

The Modbus card provides UPS systems with the functionality of communication with PCs through MODBUS protocol:

- Implements MODBUS RTU protocol
- Provides MODBUS functions including read Holding Registers and write Registers.
- Provides RS485 interface
- Provides surge protection

### **Supported Devices**

The Modbus Card can be installed in any compatible device that is equipped with Intelligent Card Slot, including:

• Easy UPS On-Line: SRVS series UPS

### **Package Contents**

The packaging is recyclable; save it for reuse or dispose of it properly.



### Disclaimer

Thank you for purchasing Modbus Card. This manual contains instructions that should be followed during the installation, operation and storage of the card. Keep this manual for future reference.

### **Special Precautions**

- If the card must be stored prior to installation; store it in a dry place.
- The storage temperature range is from  $-10^{\circ}$ C to  $+70^{\circ}$ C.

Recycle



The shipping materials are recyclable. Save them for later use, or dispose of them properly.

### **Product Overview**



## **Specifications**

Physical	Dimensions with package	168 mm (6.61in) x 42 mm (1.65in) x 132			
	Width x Height x Depth	mm (5.2in)			
	Dimensions without package	52.4 mm (2.06in) x 26 mm (1.02in) x 80 mm			
	Width x Height x Depth	(3.15in)			
	Weight with package	0.12 kg (0.26 lb)			
	Weight without package	0.03 kg (0.07 lb)			
Temperature	Operating	0 to 40°C (32 to 104°F)			
	Storage	-10 to 70°C (13.4 to 158°F)			
Humidity	Operating	0 to 95% relative humidity, non-condensing			
Supported Protoc	col	Modbus RTU			
Power	Operating	0.5 W (max.)			
Consumption	Standby	0.3 W (max.)			
Supported Power		12 V (10 V – 14 V)			
Communication	Console Communication	RJ45 port			
Interface	UPS	Golden finger			
Firmware Upgrad	ding	RS485			

## **Installation & Operation**

Follow the steps below when installing and using this modbus card:

- 1. Configure Modbus ID (Refer to the next section "Configuration" for details.)
- 2. Configure communication format (Refer to the next section "Configuration" for details.)
- 3. Insert the modbus card into the intelligent card slot.



4. With the UPS turned off, connect the modbus card to a computer using a RJ45 cable. (Refer to the next section "Configuration" for details.)

# Configuration

### **Machine ID Configuration**



The registry settings of each card may be configured through the 8 switches on SW1. Switches 8 to 1 are numbered from left to right as shown on the figure on the left. When user slides the switch position downwards, its setting is 1. When pushed upwards, the setting is 0. In this example, the registry setting of the card is 0x01. See the appendix section for more details.

### **Communication Format Configuration**



### **RS-485 Resistance Configuration**



Function	Bit Setting		Meaning
Baud	#2	#1	
rate	OFF	OFF	2400bps
	OFF	ON	4800bps
	ON	OFF	9600bps
	ON	ON	19200bps(default)
Parity	#4	#3	
check	OFF	OFF	Even parity
	ON	OFF	Odd parity
	OFE ON		No parity check 1 stop bits
	011	011	(Default)
	ON	ON	No parity check 2 stop bits

Function	Bit #	Setting	Meaning
Push up	# C	ON	Enable (Default)
resistance	# 0	OFF	Disable
Push down	# 7	ON	Enable (Default)
resistance	# /	OFF	Disable
Terminate	<i>#</i> 0	ON	Enable (Default)
resistance	# 0	OFF	Disable

### **Interface Configuration**

•	12345678	12345678	•
	RS-485	RS-485	

RS-485 Pin Configuration					
Pin	Function				
4	RS-485 - B				
5	RS-485 - A				
8	GND				

#### Connection

First, use one RS-485 to RS-232 converter or RS-485 to Modbus/TCP converter as media converter between Modbus card and computer. Refer to the illustration below for wiring connection between RJ45 and media converter:



#### Wiring connection between RJ45 and media converter

Then, follow the diagram below when connecting to a personal computer.





Using RS-485 to RS-232 converter

Use RS-485 to Modbus/TCP converter

### **Multiple Wiring**

Multiple connection is also possible by pairing one modbus card to one UPS at a single time. This type of wiring connection allows the monitoring of 31 UPSs (maximum) from a single computer.



#### **Software Monitoring**

- 1. Install SchneiderUPS monitoring software in your PC. After software is installed successfully, its software shortcut icon "
- 2. Select " → modbus communication setting. You can set up Modbus related parameters here. Refer to

"SchneiderUPS" software user manual for the detailed settings.



3. After configurations are complete, you may monitor each Modbus device by clicking "View" function on task bar.



# **APPENDIX: Machine ID Configuration Table (SW1)**

√=ON ×=OFF

SW1	Bit 1	Bit 2	Bit 3	Bit 4	Bit 5	Bit 6	Bit 7	Bit 8
1	$\checkmark$	×	×	×	×	×	×	×
2	×	$\checkmark$	×	×	×	×	×	×
3	$\checkmark$	$\checkmark$	×	×	×	×	×	×
4	×	×	√	×	×	×	×	×
5	$\checkmark$	×	$\checkmark$	×	×	×	×	×
6	×	$\checkmark$	$\checkmark$	×	×	×	×	×
7	√	√	$\checkmark$	×	×	×	×	×
8	×	×	×	$\checkmark$	×	×	×	×
9	√	×	×	√	×	×	×	×
10	×	√	×	√	×	×	×	×
11	√	√	×	√	×	×	×	×
12	×	×	$\checkmark$	$\checkmark$	×	×	×	×
13	√	×	√	√	×	×	×	×
14	×	√	$\checkmark$	√	×	×	×	×
15	√	√	√	√	×	×	×	×
16	×	×	×	×	√	×	×	×
17	√	×	×	×	√	×	×	×
18	×	$\checkmark$	×	×	√	×	×	×
19	√	√	×	×	√	×	×	×
20	×	×	√	×	√	×	×	×
21	√	×	√	×	√	×	×	×
22	×	<b>√</b>	, √	×	, √	×	×	×
23	√	√	, √	×	, √	×	×	×
24	×	×	×	√	√	×	×	×
25	√	×	×	√ √	√ √	×	×	×
26	×	√	×	√ √	√ √	×	×	×
27	√	, √	×	√ √	√ √	×	×	×
28	×	×	√	√ √	√	×	×	×
29	√	×	√	√	√	×	×	×
30	×	√	√	√	√	×	×	×
31	√	√	√	√	√	×	×	×
32	×	×	×	×	×	$\checkmark$	×	×
33	√	×	×	×	×	√	×	×
34	×	$\checkmark$	×	×	×	√	×	×
35	√	√	×	×	×	√	×	×
36	×	×	$\checkmark$	×	×	√	×	×
37	√	×	√	×	×	√	×	×
38	×	√	√	×	×	√	×	×
39	√	√	√	×	×	√	×	×
40	×	×	×	√	×	, √	×	×
41	√	×	×	√	×	√	×	×
42	×	√	×	, √	×	, √	×	×
43	√	, √	×	, √	×	, √	×	×
44	×	×	$\checkmark$	√	×	√	×	×
45	√	×	, √	, √	×	, √	×	×
46	×	√	, √	, √	×	, √	×	×
47	√	, √	√	, √	×	, √	×	×
48	×	×	×	×	√	, √	×	×

49	$\checkmark$	×	×	×	$\checkmark$	$\checkmark$	×	×
50	×	$\checkmark$	×	×	$\checkmark$	$\checkmark$	×	×
51	$\checkmark$	$\checkmark$	×	×	$\checkmark$	$\checkmark$	×	×
52	×	×	$\checkmark$	×	$\checkmark$	$\checkmark$	×	×
53	$\checkmark$	×	$\checkmark$	×	$\checkmark$	$\checkmark$	×	×
54	×	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$	×	×
55	$\checkmark$	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$	×	×
56	×	×	×	$\checkmark$	$\checkmark$	$\checkmark$	×	×
57	$\checkmark$	×	×	$\checkmark$	$\checkmark$	$\checkmark$	×	×
58	×	$\checkmark$	×	$\checkmark$	$\checkmark$	$\checkmark$	×	×
59	$\checkmark$	$\checkmark$	×	$\checkmark$	√	$\checkmark$	×	×
60	×	×	√	√	√	√	×	×
61	$\checkmark$	×	√	√	√	√	×	×
62	×	√	∕	√	√	<b>√</b>	×	×
63	<b>√</b>	$\checkmark$	√	$\checkmark$	$\checkmark$	$\checkmark$	×	×
64	×	×	×	×	×	×	∕	×
65		×	×	×	×	×	∕	×
66	×	∕	×	×	×	×	∕	×
67		<b>√</b>	×	×	×	×	∕	×
68	×	×	∕	×	×	×	∕	×
69	V	×	∕	×	×	×	∕	×
70	×	V (	V (	×	×	×	V (	×
71	V	V	V	×	×	×	V (	×
72	×	X	×	V (	×	×	V (	×
73	<b>v</b>		×	<u>v</u>	×	×		×
74	× _/		×		×	×		×
75	V	V 	×		×	×		×
70	×	×			×	×		×
70	V V	×		 _/	×	×		×
70	~	v	v		~	~	v	~
79 80	v v	V	V	 	× √	× ×	v	× ×
81	$\overline{\mathbf{v}}$	×	×	~ ~	v √	~ ~	v √	×
82	×	 √	×	×	 √	×	 √	×
83	 √	 √	×	×	 √	×	 √	×
84	×	×	 √	×	 √	×	 √	×
85	√	×	 √	×	 √	×	 √	×
86	×	√	√	×	√	×	√	×
87	$\checkmark$	√	√	×	√	×	√	×
88	×	×	×	√	√	×	√	×
89	$\checkmark$	×	×	` √	√	×	√	×
90	×	$\checkmark$	×	$\checkmark$	$\checkmark$	×	$\checkmark$	×
91	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$	×	$\checkmark$	×
92	×	×	$\checkmark$	$\checkmark$	$\checkmark$	×	$\checkmark$	×
93	√	×	$\checkmark$	$\checkmark$	$\checkmark$	×	$\checkmark$	×
94	×	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	×	$\checkmark$	×
95		$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	×	$\checkmark$	×
96	×	×	×	×	×	$\checkmark$	$\checkmark$	×
97	$\checkmark$	×	×	×	×	$\checkmark$	$\checkmark$	×
98	×	$\checkmark$	×	×	×	$\checkmark$	$\checkmark$	×
99	$\checkmark$	$\checkmark$	×	×	×	$\checkmark$	$\checkmark$	×
100	×	×	$\checkmark$	×	×	$\checkmark$	$\checkmark$	×
101	$\checkmark$	×	$\checkmark$	×	×	$\checkmark$	$\checkmark$	×
102	×	$\checkmark$	$\checkmark$	×	×	$\checkmark$	$\checkmark$	×

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103	V	V	V	×	×	∕	∕	×
104	×	×	×	∕	×	∕	∕	×
105	<b>√</b>	×	×	∕	×	∕	∕	×
106	×	∕	×	∕	×	∕	∕	×
107	V	V	×	∕	×	∕	∕	×
108	×	×	∕	∕	×	∕	∕	×
109	√	×	<b>√</b>	<b>√</b>	×	<b>√</b>	<b>√</b>	×
110	×	√	√		×	√	√	×
111	√	$\checkmark$	√	$\checkmark$	×	∕	∕	×
112	×	×	×	×	∕	<b>√</b>	∕	×
113	V	×	×	×	<b>√</b>	<b>√</b>	<b>√</b>	×
114	×	∕	×	×	∕	∕	∕	×
115	√	$\checkmark$	×	×	√	√	√	×
116	×	×	$\checkmark$	×	√	√	√	×
117	√	×	$\checkmark$	×	√	√	√	×
118	×	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$	$\checkmark$	×
119	$\checkmark$	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$	$\checkmark$	×
120	×	×	×	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	×
121	$\checkmark$	×	×	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	×
122	×	$\checkmark$	×	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	×
123	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	×
124	×	×	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	×
125	$\checkmark$	×	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	×
126	×	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	×
127	$\checkmark$	×						
128	×	×	×	×	×	×	×	$\checkmark$
129	$\checkmark$	×	×	×	×	×	×	$\checkmark$
130	×	$\checkmark$	×	×	×	×	×	$\checkmark$
131	$\checkmark$	$\checkmark$	×	×	×	×	×	$\checkmark$
132	×	×	$\checkmark$	×	×	×	×	√
133	$\checkmark$	×	$\checkmark$	×	×	×	×	$\checkmark$
134	×	$\checkmark$	$\checkmark$	×	×	×	×	$\checkmark$
135	$\checkmark$	$\checkmark$	$\checkmark$	×	×	×	×	√
136	×	×	×	$\checkmark$	×	×	×	$\checkmark$
137	$\checkmark$	×	×	$\checkmark$	×	×	×	$\checkmark$
138	×	$\checkmark$	×	$\checkmark$	×	×	×	$\checkmark$
139	$\checkmark$	$\checkmark$	×	$\checkmark$	×	×	×	$\checkmark$
140	×	×	$\checkmark$	√	×	×	×	√
141	$\checkmark$	×	$\checkmark$	√	×	×	×	√
142	×	√	$\checkmark$	√	×	×	×	√
143	√	$\checkmark$	$\checkmark$	$\checkmark$	×	×	×	√
144	×	×	×	×	√	×	×	√
145	√	×	×	×	√	×	×	√
146	×		×	×		×	×	√
147	√	$\checkmark$	×	×	<b>√</b>	×	×	<b>√</b>
148	×	×	∕	×	∕	×	×	√
149	V	×	<b>√</b>	×	<b>√</b>	×	×	√
150	×	<u>∕</u>	<b>√</b>	×	<u>∕</u>	×	×	<b>√</b>
151	V	√	√	×	<u>∕</u>	×	×	<b>√</b>
152	×	×	×	∕	∕	×	×	<b>√</b>
153	V	×	×	<b>√</b>	<b>√</b>	×	×	<b>√</b>
154	×	∕	×	∕	∕	×	×	<b>√</b>
155	V	V	×	<b>√</b>	<b>√</b>	×	×	<b>√</b>
156	×	×	$\checkmark$	$\checkmark$	$\checkmark$	×	×	$\checkmark$

157	$\checkmark$	×	$\checkmark$	$\checkmark$	$\checkmark$	×	×	$\checkmark$
158	×	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	×	×	$\checkmark$
159	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	×	×	$\checkmark$
160	×	×	×	×	×	$\checkmark$	×	$\checkmark$
161	$\checkmark$	×	×	×	×	$\checkmark$	×	$\checkmark$
162	×	$\checkmark$	×	×	×	$\checkmark$	×	$\checkmark$
163	$\checkmark$	$\checkmark$	×	×	×	$\checkmark$	×	$\checkmark$
164	×	×	$\checkmark$	×	×	$\checkmark$	×	$\checkmark$
165	$\checkmark$	×	$\checkmark$	×	×	$\checkmark$	×	$\checkmark$
166	×	$\checkmark$	$\checkmark$	×	×	$\checkmark$	×	$\checkmark$
167	$\checkmark$	$\checkmark$	$\checkmark$	×	×	$\checkmark$	×	$\checkmark$
168	×	×	×	$\checkmark$	×	$\checkmark$	×	√
169	$\checkmark$	×	×	$\checkmark$	×	$\checkmark$	×	$\checkmark$
170	×	√	×	√	×	√	×	√
171	√	√	×	√	×	√	×	√
172	×	×	√	√	×	√	×	√
173	√	×	<b>√</b>	√	×	<b>√</b>	×	√
174	×	√	<b>√</b>	√	×	<b>√</b>	×	√
175	√	√	√	$\checkmark$	×	<b>√</b>	×	<b>√</b>
176	×	×	×	×	∕	∕	×	∕
177	V	×	×	×	√	∕	×	<b>√</b>
178	×	<b>√</b>	×	×	∕	<b>√</b>	×	<b>√</b>
179	<b>√</b>	V	×	×	∕	∕	×	∕
180	×	×	V (	×	∕	V (	×	∕
181	V	×	V (	×	∕	V (	×	<b>√</b>
182	×	V (	V (	×	V (	V (	×	V
183	V	V	V	× _/	<b>v</b>	<b>v</b>	×	V
184	×	×	×	<u>v</u>	<u>v</u>	<b>v</b>	×	• •
185	V	× -/	×				×	
107	× _/	v	×			• •	×	
107	V V	v v	×				×	v
190	~	~	v 2/	v	v	v 2/	~	v
109	v v	- 	v 	v _√	v 	v 	×	v _√
191		v √	v √	 √	 √	 √	×	v √
192	×	×	×	×	×	×	× √	 √
193	√	×	×	×	×	×	 √	, √
194	×	√	×	×	×	×	, √	, √
195	√	√ √	×	×	×	×	, √	, √
196	×	×	√	×	×	×	√	√
197	$\checkmark$	×	V	×	×	×	√	√
198	×	$\checkmark$	√	×	×	×	√	√
199	$\checkmark$	√	√	×	×	×	√	√
200	×	×	×	$\checkmark$	×	×	$\checkmark$	√
201	$\checkmark$	×	×	$\checkmark$	×	×	$\checkmark$	$\checkmark$
202	×	$\checkmark$	×	$\checkmark$	×	×	$\checkmark$	$\checkmark$
203		$\checkmark$	×	$\checkmark$	×	×	$\checkmark$	$\checkmark$
204	×	×	$\checkmark$	$\checkmark$	×	×	$\checkmark$	$\checkmark$
205	$\checkmark$	×	$\checkmark$	$\checkmark$	×	×	$\checkmark$	$\checkmark$
206	×	√	$\checkmark$	$\checkmark$	×	×	$\checkmark$	$\checkmark$
207	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	×	×	$\checkmark$	$\checkmark$
208	×	×	×	×	$\checkmark$	×	$\checkmark$	$\checkmark$
209	$\checkmark$	×	×	×	$\checkmark$	×	$\checkmark$	$\checkmark$
210	×	√	×	×	$\checkmark$	×	$\checkmark$	$\checkmark$

211	$\checkmark$	$\checkmark$	×	×	$\checkmark$	×	$\checkmark$	$\checkmark$
212	×	×	$\checkmark$	×	$\checkmark$	×	$\checkmark$	$\checkmark$
213	$\checkmark$	×	$\checkmark$	×	$\checkmark$	×	$\checkmark$	$\checkmark$
214	×	$\checkmark$	$\checkmark$	×	$\checkmark$	×	$\checkmark$	$\checkmark$
215	$\checkmark$	$\checkmark$	$\checkmark$	×	$\checkmark$	×	$\checkmark$	$\checkmark$
216	×	×	×	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$
217	$\checkmark$	×	×	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$
218	×	$\checkmark$	×	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$
219	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$
220	×	×	√	√	$\checkmark$	×	$\checkmark$	$\checkmark$
221	$\checkmark$	×	√	√	$\checkmark$	×	$\checkmark$	$\checkmark$
222	×	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$
223	$\checkmark$	√	√	√	$\checkmark$	×	$\checkmark$	$\checkmark$
224	×	×	×	×	×	$\checkmark$	$\checkmark$	$\checkmark$
225	$\checkmark$	×	×	×	×	$\checkmark$	$\checkmark$	$\checkmark$
226	×	$\checkmark$	×	×	×	$\checkmark$	$\checkmark$	$\checkmark$
227	$\checkmark$	$\checkmark$	×	×	×	$\checkmark$	$\checkmark$	$\checkmark$
228	×	×	√	×	×	√	$\checkmark$	$\checkmark$
229	$\checkmark$	×	$\checkmark$	×	×	$\checkmark$	$\checkmark$	$\checkmark$
230	×	$\checkmark$	$\checkmark$	×	×	$\checkmark$	$\checkmark$	$\checkmark$
231	$\checkmark$	√	$\checkmark$	×	×	$\checkmark$	$\checkmark$	$\checkmark$
232	×	×	×	$\checkmark$	×	$\checkmark$	$\checkmark$	√
233	$\checkmark$	×	×	$\checkmark$	×	$\checkmark$	$\checkmark$	$\checkmark$
234	×	√	×	$\checkmark$	×	$\checkmark$	$\checkmark$	√
235	$\checkmark$	$\checkmark$	×	$\checkmark$	×	$\checkmark$	$\checkmark$	$\checkmark$
236	×	×	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$	$\checkmark$
237	$\checkmark$	×	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$	√
238	×	$\checkmark$	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$	$\checkmark$
239	$\checkmark$	√	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$	$\checkmark$
240	×	×	×	×	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
241	$\checkmark$	×	×	×	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
242	×	√	×	×	√	$\checkmark$	√	√
243	$\checkmark$	$\checkmark$	×	×	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
244	×	×	√	×	$\checkmark$	√	√	√
245	√	×	√	×	√	√	√	
246	×	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$	$\checkmark$	√
247	$\checkmark$	$\checkmark$	$\checkmark$	×	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$

## Schneider Electric Worldwide Customer Support

Customer support for this or any other Schneider Electric product is available at no charge in any of the following ways:

- Visit the Schneider Electric website to access documents in the Schneider Electric Knowledge Base and to submit customer support requests.
  - www.apc.com (Corporate Headquarters)

Connect to localized Schneider Electric websites for specific countries, each of which provides customer support information.

– www.apc.com/support/

Global support searching Schneider Electric Knowledge Base and using e-support.

Contact the Schneider Electric Customer Support Center by telephone or e-mail.
Local, country specific centers: go to www.apc.com/support/contact

for contact information.

For information on how to obtain local customer support, contact the Schneider Electric representative or other distributor from whom you purchased your Schneider Electric product.