

**PRODUCT SAFETY NOTICE**  
NOTICE OF POTENTIAL UNSAFE CONDITION

**Please deliver to Responsible Person in Your Organization. This Notice is intended to cover and apply to all of the products defined below that may be in use at any facility by or under the control of your organization.**

**SUBJECT: PRB-239058 - PRODUCT SAFETY NOTIFICATION FOR 192V BATTERY CARTRIDGE USED IN SMART-UPS ON-LINE SYSTEMS**

Dear valued partner,

According to our records, your company has purchased Smart-UPS On-Line systems or its Replacement Battery Cartridge (APCRBC140).

As part of our ongoing quality monitoring process, we have recently discovered an occurrence in batteries in specific UPS systems made between May 6<sup>th</sup>, 2019 and May 10<sup>th</sup>, 2020. This may affect the battery performance and, in a very low number of cases, result in localized overheating. Based on our quality records the current failure rate, where the risk for localized overheating was observed, is 37 parts per million.

While the failure rate observed is very low, Schneider Electric is committed to the quality of its products in the market and hence and has decided to proactively notify its clients and to take appropriate steps to remediate.

The results of analysis performed by Schneider Electric show that an internal battery nonconformance may lead to localized overheating of the battery module assembly and adjacent components. In cases where overheating occurs, there may be smoke, soot and thermal damage **so that the potential for PROPERTY DAMAGE and BODILY INJURY exists.**

Immediate necessary corrective actions have already been implemented at our manufacturing plants and stocks.

The purpose of this letter is to inform you about the decision taken by Schneider Electric to proceed with **the replacement of the battery cartridge in the potentially affected products.**

**We kindly request your co-operation:**

- **To check your inventory and return to Schneider-Electric DC MEA FZCO all battery cartridges affected by this product safety notice as described below.**
- **To identify partners / customers who may have purchased the affected products and notify those customers as described below.**

**This Product Safety Notice applies only to those products identified on the enclosed Product Identification table (Exhibit 1). Products not listed are not affected by this notice.**

**RECOMMENDED ACTION for products in your inventory:**

Using Exhibit 1, PRODUCT IDENTIFICATION, determine if you have any products affected by this Product Safety Notice. Affected battery cartridges should be returned immediately using the following procedure:

1. Please contact your local Schneider Electric sales office to obtain a Return Material Authorization (RMA) number. Be prepared to provide the part numbers of the product(s) you have in stock to verify they are products affected by this notification. Reference this Product Safety Notice to your team representative.
2. Return all battery cartridges affected by this Product Safety Notice to:

**Schneider Electric DC MEA FZCO**

All returned battery cartridges must be accompanied with a complete Return Material Authorization Form (can be provided if/ when required).

**RECOMMENDED ACTION for products sold and in operation:**

Identify partners/customers who may have purchased the affected product(s).

- a. You can notify your customers by mailing a copy of the enclosed “Installers and Users” which can be provided to you upon request, and you can share the Product Safety Notice directly to your customer(s). If you mail the notification letter directly to your customer(s), please complete the “CUSTOMER/DISTRIBUTOR PRODUCT INFORMATION FORM” (see Exhibit 2) and mail or fax the completed form to the address shown below.

OR

- b. In the next 30 days- Provide Schneider Electric Gulf Product Management with a list of customers who may have purchased these products by completing the enclosed “CUSTOMER/DISTRIBUTOR PRODUCT INFORMATION FORM” (see Exhibit 2) Upon receipt of the completed list, Schneider Electric will notify your customers directly. You can:
  1. Fax or mail your list to the address below.
  2. Or electronically e-mail the completed list

To:  
Fincy Felix (Sr. Proj. Manager)  
Schneider Electric DC MEA FZCO  
Jebel Ali Free Zone, 263076, Dubai  
United Arab Emirates

Or Fax: +971 4 709 9101 Or [esupport.middleeast@schneider-electric.com](mailto:esupport.middleeast@schneider-electric.com)

Our after sales services will contact you soon in order to carry out the necessary intervention on any potentially affected battery cartridges you may have.

We regret any inconvenience this may cause. Thank you for your understanding and assistance, if you need to discuss this further, please contact your Schneider Electric local contact.

Yours faithfully,

Secure Power Customer Satisfaction & Quality

## EXHIBIT 1

# Customer/Distributor Product Identification Table 192V Battery Cartridge for Smart-UPS On-Line Product Safety Notice

Use the following information to determine if you have any products affected by this Product Safety Notice.

1. List of products affected by this Product Safety Notice:

| Affected Models | Description                                                 |
|-----------------|-------------------------------------------------------------|
| APCRBC140       | APC Replacement battery cartridge #140                      |
| DLRT192RMBP     | Dell Smart-UPS SRT 192V 5kVA Tower/RM Battery Pack          |
| DLRT192RMBP2    | Dell Smart-UPS SRT 192V 8kVA Tower/RM Battery Pack          |
| DLRT5KRMXLI     | Dell Smart-UPS SRT 5000VA Tower/RM 230V                     |
| DLRT5KRMXLT     | Dell Smart-UPS SRT 5000VA Tower/RM 208V                     |
| DLRT8KRMXLI     | Dell Smart-UPS SRT 8000VA Tower/RM 230V                     |
| DLRT8KRMXLT     | Dell Smart-UPS SRT 8000VA Tower/RM 208V                     |
| FJRT10KXLI      | Fujitsu Smart-UPS SRT 10kVA 230V                            |
| FJRT192BP       | Fujitsu Smart-UPS SRT 192V 5kVA and 6kVA Battery Pack       |
| FJRT192BP2      | Fujitsu Smart-UPS SRT 192V 8 and 10kVA Battery Pack         |
| FJRT5KXLI       | Fujitsu Smart-UPS SRT 5000VA 230V                           |
| FJRT8KXLI       | Fujitsu Smart-UPS SRT 8000VA 230V                           |
| SMRT5KRMXLW-HW  | Siemens Smart-UPS SRT 5000VA RM 208/230V HW                 |
| SRT10KRMXLI     | APC Smart-UPS SRT 10000VA RM 230V                           |
| SRT10KRMXLIQ    | Std Exch APC Smart-UPS SRT 10000VA RM 230V                  |
| SRT10KRMXLT     | APC Smart-UPS SRT 10000VA RM 208V                           |
| SRT10KRMXLT-IEC | APC Smart-UPS SRT 10000VA RM 208V IEC                       |
| SRT10KRMXLTQ    | Std Exch APC Smart-UPS SRT 10000VA RM 208V                  |
| SRT10KXLI       | APC Smart-UPS SRT 10000VA 230V                              |
| SRT10KXLIQ      | Std Exch APC Smart-UPS SRT 10000VA 230V                     |
| SRT10KXLT       | APC Smart-UPS SRT 10000VA 208V                              |
| SRT10KXLT-IEC   | APC Smart-UPS SRT 10000VA 208V IEC                          |
| SRT10KXLTQ      | Std Exch APC Smart-UPS SRT 10000VA 208V                     |
| SRT10KXLTW      | APC Smart-UPS SRT 10000VA 208V Taiwan                       |
| SRT10RMXLIX806  | APC Smart-UPS SRT 10000VA RM 230V, Custom PDU               |
| SRT192BP        | APC Smart-UPS SRT 192V 5kVA and 6kVA Battery Pack           |
| SRT192BP2       | APC Smart-UPS SRT 192V 8kVA and 10kVA Battery Pack          |
| SRT192RMBP      | APC Smart-UPS SRT 192V 5kVA and 6kVA RM Battery Pack        |
| SRT192RMBP2     | APC Smart-UPS SRT 192V 8 and 10kVA RM Battery Pack          |
| SRT192RMBPM     | APC Smart-UPS SRT 192V 5kVA and 6kVA RM Battery Pack Marine |

|                 |                                                  |
|-----------------|--------------------------------------------------|
| SRT5KRMXLI      | APC Smart-UPS SRT 5000VA RM 230V                 |
| SRT5KRMXLIM     | APC Smart-UPS SRT 5000VA RM 230V Marine          |
| SRT5KRMXLIQ     | Std Exch APC Smart-UPS SRT 5000VA RM 230V        |
| SRT5KRMXLT      | APC Smart-UPS SRT 5000VA RM 208V                 |
| SRT5KRMXLT-IEC  | APC Smart-UPS SRT 5000VA RM 208V IEC             |
| SRT5KRMXLT-IECQ | Std Exch APC Smart-UPS SRT 5000VA RM 208V IEC    |
| SRT5KRMXLTQ     | Std Exch APC Smart-UPS SRT 5000VA RM 208V        |
| SRT5KRMXLW-HW   | APC Smart-UPS SRT 5000VA RM 208/230V HW          |
| SRT5KRMXLW-HWQ  | Std Exch APC Smart-UPS SRT 5000VA RM 208/230V HW |
| SRT5KXLI        | APC Smart-UPS SRT 5000VA 230V                    |
| SRT5KXLIQ       | Std Exch APC Smart-UPS SRT 5000VA 230V           |
| SRT5KXLT        | APC Smart-UPS SRT 5000VA 208V                    |
| SRT5KXLT-IEC    | APC Smart-UPS SRT 5000VA 208V IEC                |
| SRT5KXLT-IECQ   | Std Exch APC Smart-UPS SRT 5000VA 208V IEC       |
| SRT5KXLTQ       | Std Exch APC Smart-UPS SRT 5000VA 208V           |
| SRT6KRMXLI      | APC Smart-UPS SRT 6000VA RM 230V                 |
| SRT6KRMXLIM     | APC Smart-UPS SRT 6000VA RM 230V Marine          |
| SRT6KRMXLIQ     | Std Exch APC Smart-UPS SRT 6000VA RM 230V        |
| SRT6KRMXLT      | APC Smart-UPS SRT 6000VA RM 208V                 |
| SRT6KRMXLT-IEC  | APC Smart-UPS SRT 6000VA RM 208V IEC             |
| SRT6KRMXLTQ     | Std Exch APC Smart-UPS SRT 6000VA RM 208V        |
| SRT6KXLI        | APC Smart-UPS SRT 6000VA 230V                    |
| SRT6KXLIQ       | Std Exch APC Smart-UPS SRT 6000VA 230V           |
| SRT6KXLT        | APC Smart-UPS SRT 6000VA 208V                    |
| SRT6KXLTQ       | Std Exch APC Smart-UPS SRT 6000VA 208V           |
| SRT8KRMXLI      | APC Smart-UPS SRT 8000VA RM 230V                 |
| SRT8KRMXLIQ     | Std Exch APC Smart-UPS SRT 8000VA RM 230V        |
| SRT8KRMXLT      | APC Smart-UPS SRT 8000VA RM 208V                 |
| SRT8KRMXLT-IEC  | APC Smart-UPS SRT 8000VA RM 208V IEC             |
| SRT8KRMXLTQ     | Std Exch APC Smart-UPS SRT 8000VA RM 208V        |
| SRT8KXLI        | APC Smart-UPS SRT 8000VA 230V                    |
| SRT8KXLIQ       | Std Exch APC Smart-UPS SRT 8000VA 230V           |
| SRT8KXLT        | APC Smart-UPS SRT 8000VA 208V                    |
| SRT8KXLT-IEC    | APC Smart-UPS SRT 8000VA 208V IEC                |
| SRT8KXLTQ       | Std Exch APC Smart-UPS SRT 8000VA 208V           |
| SURT10000XLICH  | APC Smart-UPS RT 10000VA 230V For China          |
| SURT192XLBP     | APC Smart-UPS RT 192V Battery Pack               |
| SURT3000XLICH   | APC Smart-UPS RT 3000VA 230V For China           |

|               |                                        |
|---------------|----------------------------------------|
| SURT5000XLICH | APC Smart-UPS RT 5000VA 230V For China |
| SURT6000XLICH | APC Smart-UPS RT 6000VA 230V For China |
| SURT8000XLICH | APC Smart-UPS RT 8000VA 230V For China |

2. Date code range of affected models. Use this table to determine if the affected model is within the date code range.

| Affected Models starting with:                                                                          | Date Code Range starting with:                       |
|---------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| APCRBC140                                                                                               | 7A1919 through 7A2019                                |
| Starting with:<br>DLRT5K, DLRT8K, FJRT5K, FJRT8K, FJRT10K, SMRT5K, SRT5K, SRT6K, SRT8K, SRT10K, SRT10RM | AS1919 through AS2019<br>or<br>AQ1919 through AQ2019 |
| Starting with: DLRT192, FJRT192, SRT192, SURT192                                                        | 7S1919 through 7S2019                                |
| Starting with:<br>SURT3000, SURT5000, SURT6000, SURT8000, SURT10000                                     | AS1919 through AS2019                                |

The date code is the first six characters of the Serial Number, which is found in the Model and Serial Number label attached to the rear panel of the product.

See following examples below:

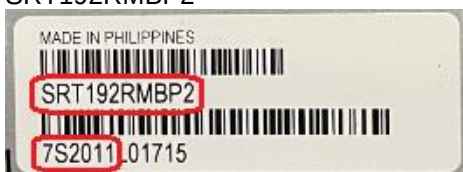
APCRBC140: the Replacement Battery Cartridge model number is on either battery module and starts with 0M-816336 as shown in this example.



SRT5KRMXLT



SRT192RMBP2



### 3. Date Code Range of Affected Battery Modules and Identification Label

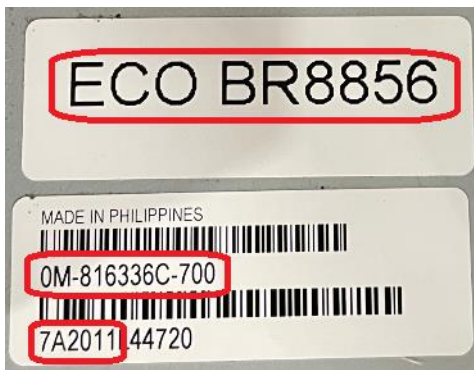
- Affected battery module part numbers start with 0M-1863 or 0M-816336 and are within the following date code range: 7A1919 through 7A2019. See table below for full list of battery module part numbers.

| Affected Battery Module Parts Numbers                                      | Serial Number starting with: |
|----------------------------------------------------------------------------|------------------------------|
| 0M-1863B-003, 0M-1863C-703, 0M-816336A-700, 0M-816336B-700, 0M-816336C-700 | 7A1919 through 7A2019        |

- Inspect the modules for one of the following Identification Labels. Only those battery modules within the date code range AND with the Identification Label in the table below are affected by this Product Safety Notice

| Identification Label |
|----------------------|
| BM13170              |
| BR8376               |
| BR8529               |
| BM13756              |
| BR8856               |
| MU1457               |

See following examples of Model Number, Serial Number and Identification Label on the battery module below:



## EXHIBIT 2

# Customer/Distributor Product Information Form 192V Battery Cartridge for Smart-UPS On-Line Product Safety Notice

**Please complete this form and:**

Mail to:

Fincy Felix (Sr. Proj. Manager)  
Schneider Electric DC MEA FZCO  
Jebal Ali Free Zone, 263076, Dubai  
United Arab Emirates

Fax to:

Or  
+971 4 709 9101

eMail to:

Or  
[esupport.middleeast@schneider-electric.com](mailto:esupport.middleeast@schneider-electric.com)

Your name, company name and address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Acct. Number \_\_\_\_\_

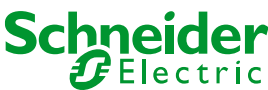
**Please check one box:**

- ☐ We will notify our customers of this product safety notice  
☐ Please notify our customers of this product safety notice  
☐ I am the end user, I will contact Schneider Electric to replace the <<product>>  
☐ Does not affect me; take me off the mailing list

If you choose to have Schneider Electric notify your customers, list them below. (Attach additional sheets as needed.)

|                 |          |                 |          |
|-----------------|----------|-----------------|----------|
| Company Name    |          | Company Name    |          |
| Contact/Phone # |          | Contact/Phone # |          |
| Street          |          | Street          |          |
| City            |          | City            |          |
| State & Zip     |          | State & Zip     |          |
|                 | Cust PO# |                 | Cust PO# |

|                 |          |                 |          |
|-----------------|----------|-----------------|----------|
| Company Name    |          | Company Name    |          |
| Contact/Phone # |          | Contact/Phone # |          |
| Street          |          | Street          |          |
| City            |          | City            |          |
| State & Zip     |          | State & Zip     |          |
|                 | Cust PO# |                 | Cust PO# |



|                 |          |                 |          |
|-----------------|----------|-----------------|----------|
| Company Name    |          | Company Name    |          |
| Contact/Phone # |          | Contact/Phone # |          |
| Street          |          | Street          |          |
| City            |          | City            |          |
| State & Zip     |          | State & Zip     |          |
|                 | Cust PO# |                 | Cust PO# |

|                 |          |                 |          |
|-----------------|----------|-----------------|----------|
| Company Name    |          | Company Name    |          |
| Contact/Phone # |          | Contact/Phone # |          |
| Street          |          | Street          |          |
| City            |          | City            |          |
| State & Zip     |          | State & Zip     |          |
|                 | Cust PO# |                 | Cust PO# |

|                 |          |                 |          |
|-----------------|----------|-----------------|----------|
| Company Name    |          | Company Name    |          |
| Contact/Phone # |          | Contact/Phone # |          |
| Street          |          | Street          |          |
| City            |          | City            |          |
| State & Zip     |          | State & Zip     |          |
|                 | Cust PO# |                 | Cust PO# |

|                 |          |                 |          |
|-----------------|----------|-----------------|----------|
| Company Name    |          | Company Name    |          |
| Contact/Phone # |          | Contact/Phone # |          |
| Street          |          | Street          |          |
| City            |          | City            |          |
| State & Zip     |          | State & Zip     |          |
|                 | Cust PO# |                 | Cust PO# |