

DATE: 30 May 2023

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

REFERENCE : PRB-239058

 PRODUCT SAFETY NOTICE NOTICE OF POTENTIAL UNSAFE CONDITION
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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.

As part of our ongoing quality monitoring process, we have recently discovered a battery issue from a limited batch that occurred in UPS systems made between April 5th, 2019 and September 28th, 2020. This quality issue may affect the battery performance and, in a very low number of cases, result in localized overheating.

The results of analysis performed by Schneider Electric show that the battery issues are caused by an internal battery nonconformance, which can 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.**

The purpose of this letter is to inform you about this issue and 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 or Smart-UPS On-Line systems in operation, and return to Schneider-Electric <<Country>> all battery cartridges affected by this product safety notice as described below.

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

RECOMMENDED ACTION for products in your inventory or in operation:

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

1. 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 product(s) affected by this Product Safety Notice to:

Schneider Electric South Africa
09 Old Pretoria Rd
Halfway House
Midrand, 1685

3. All returned product(s) must be accompanied with a complete Return Material Authorization Form.

Due to the nature of the hazard, it is critical that all battery modules affected by this Product Safety Notice be identified and replaced.

Questions regarding this Product Safety Notification should be directed to your local Schneider Electric sale office representative.

We apologize for any inconvenience caused by this intervention as Schneider Electric considers product safety and reliability at our customers its priority.

Yours faithfully,

Secure Power Customer Satisfaction & Quality

Enclosure: EXHIBIT 1: "Product Identification Table"

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
SRT10KRMXLT	APC Smart-UPS SRT 10000VA RM 208V
SRT10KRMXLT-IEC	APC Smart-UPS SRT 10000VA RM 208V IEC
SRT10KXLI	APC Smart-UPS SRT 10000VA 230V
SRT10KXLT	APC Smart-UPS SRT 10000VA 208V
SRT10KXLT-IEC	APC Smart-UPS SRT 10000VA 208V IEC
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
SRT5KRMXLT	APC Smart-UPS SRT 5000VA RM 208V

SRT5KRMXLT-IEC	APC Smart-UPS SRT 5000VA RM 208V IEC
SRT5KRMXLW-HW	APC Smart-UPS SRT 5000VA RM 208/230V HW
SRT5KRMXLW-TW	APC Smart-UPS SRT 5000VA RM 208/230V HW Taiwan
SRT5KXLI	APC Smart-UPS SRT 5000VA 230V
SRT5KXLT	APC Smart-UPS SRT 5000VA 208V
SRT5KXLT-IEC	APC Smart-UPS SRT 5000VA 208V IEC
SRT6KRMXLI	APC Smart-UPS SRT 6000VA RM 230V
SRT6KRMXLIM	APC Smart-UPS SRT 6000VA RM 230V Marine
SRT6KRMXLT	APC Smart-UPS SRT 6000VA RM 208V
SRT6KRMXLT-IEC	APC Smart-UPS SRT 6000VA RM 208V IEC
SRT6KXLI	APC Smart-UPS SRT 6000VA 230V
SRT6KXLT	APC Smart-UPS SRT 6000VA 208V
SRT6KXLT-IEC	APC Smart-UPS SRT 6000VA 208V IEC
SRT6KXLTW	APC Smart-UPS SRT 6000VA 208V Taiwan
SRT8KRMXLI	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
SRT8KXLI	APC Smart-UPS SRT 8000VA 230V
SRT8KXLT	APC Smart-UPS SRT 8000VA 208V
SRT8KXLT-IEC	APC Smart-UPS SRT 8000VA 208V IEC
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 7A2039
Starting with: DLRT5K, DLRT8K, FJRT5K, FJRT8K, FJRT10K, SMRT5K, SRT5K, SRT6K, SRT8K, SRT10K	AS1919 through AS2039
Starting with: DLRT192, FJRT192, SRT192, SURT192	7S1919 through 7S2039
Starting with: SURT3000, SURT6000, SURT8000, SURT10000	AS1919 through AS2039

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:

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 7A2039.
- Inspect the module for one of the following Identification Labels. Only those battery modules within the date code range AND with the Identification Label are affected by this Product Safety Notice

Identification Label
BM13170
BR8376
BR8529
BM13756
BR8856
MU1457
MU1467

- Example of Model Number, Serial Number and Identification Label on the battery module:

