

APC PH12 SurgeArrest Surge Protector



# APC PH12 SurgeArrest Surge Protector User Guide

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**APC PH12 SurgeArrest Surge Protector**



## Safety and General Information

Inspect the package contents upon receipt. Notify the carrier and dealer if there is any damage







### DANGER

#### HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

- The SurgeArrest is intended for indoor use only. The internal components are not sealed from the environment.
- Do not install the SurgeArrest where there is excessive heat or humidity.
- Do not use extension cords with the SurgeArrest.
- Plug the SurgeArrest into a three-wire, grounded receptacle only. Verify the safety of the building wiring prior to connecting the unit to a wall outlet.
- Never install electrical wiring during a lightning storm.
- **PH8NT, PH8NTW, PH12NT, PH12NTW:** If the SurgeArrest is to be used for telephone protection, connect only to standard RJ-11 telephone service.
- **PH8NT, PH8NTW, PH12NT, PH12NTW:** Only one type of connection can be used at any time, Ethernet only or telephone only. Both can not be used simultaneously

Failure to follow these instructions will result in death or serious injury.

## Indicators, Connectors, and Switches

- **ON/OFF switch and circuit breaker:** The ON/OFF switch provides on/off power control to all of the outlets and serves as a circuit breaker. When an output overload condition occurs the ON/OFF switch moves to the OFF position. Disconnect all equipment from the SurgeArrest before moving the switch to the ON position.
-  **Protection Working:** The LED is normally illuminated indicating that the surge protector is on and ready to protect connected equipment. If the LED is not illuminated the surge suppression circuitry has been compromised. Contact Schneider Electric Technical Support (SEIT) using the contact information provided in this guide.
-  **Ground OK:** The LED is normally illuminated indicating that the building wiring is grounded properly. The LED extinguishes to indicate that a wiring fault has been detected. Possible wiring faults include a missing ground, a hot neutral polarity reversal, or an overloaded neutral circuit. Discontinue use and have a qualified electrician correct the building wiring.
- **Network and Telephone Protection Connector(PH8NT / PH8NTW / PH12NT / PH12NTW):** This connector provides protection from surges traveling over Ethernet and telephone lines but only one type can be plugged in at one time. To use the network protection feature, connect an Ethernet cable from the wall or networking device to the surge connector labeled . Connect one end of another Ethernet cable to the surge connector labeled , and the other end to the computer or another network-enabled device. To use the telephone protection feature, connect a telephone cable from the wall or networking device to the surge connector labeled . Connect one end of another cable to the surge connector labeled , and the other end to a telephone, Fax, or modem
- **USB Charging Ports (PH8U2 / PH8U2W / PH12U2 / PH12U2W):** 2 USB Ports provide 2.4 Amps of convenient charging power for your mobile devices, including tablets. Smart Charging recognizes your devices and maximizes charging speed.

## Specifications

	<b>PH8, PH8W, PH12, PH12W</b>	<b>PH8U2, PH8U2W PH12 U2, PH12U2W</b>	<b>PH8NT, PH8NTW, PH12NT, PH12NTW</b>
Nominal Operating Voltage	120 Vac, 50-60 Hz		
Maximum Amperage	15 A		
Joule Rating	2160 Joules		
Cord Length	1.8 meters (6 ft.)		
USB Charging Ports	N/A	2 ports (5V, 2.4A Total)	N/A
Network Protection	—		1000 / 100 /10 Mb/s Ethernet supported
Telephone Protection	—		Yes

## Dimensions

<b>PH8, PH8W</b>	<b>PH8U2, PH8U2W, PH8NT, PH8NTW</b>	<b>PH12, PH12W</b>	<b>PH12U2, PH12U2W, PH12NT, PH12NTW</b>
30 x 77.4 x 246.7 mm (1.2 x 3 x 9.7 in)	30 x 77.4 x 297 mm (1.2 x 3 x 11.7 in)	30 x 77.4 x 306.7 mm (1.2 x 3 x 12.1 in)	30 x 77.4 x 357 mm (1.2 x 3 x 14.1 in)

## Limited Warranty

SEIT warrants its products to be free from defects in materials and workmanship under normal use and service for the lifetime of the original purchaser. The SEIT obligation under this warranty is limited to repairing or replacing, at its sole option, any such defective products. Repair or replacement of a defective Product or part thereof does not extend the original warranty period.

## APC by Schneider Electric IT Customer Support Worldwide

For country-specific customer support, go to the APC by Schneider Electric Web site, [www.apc.com](http://www.apc.com).

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

### **“Equipment Protection Policy”**

‘In the 50 US States, Puerto Rico, Canada, and Bermuda for 120 Volt Products’

If your electronic equipment is damaged by power line transients on an AC power line (120 volts) 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 period specified below, replace the APC product and either (a) pay for the repair of the equipment or (b) reimburse you for the fair market value, as determined by the then current price list of the Orion Blue Book (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, network, 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 (not designed as protection against swells as defined by IEEE 1100-1992). Protection from telephone line transients applies only to APC products that offer telephone 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 that offer such protection, and in such cases, the CATV service must be properly grounded according to the codes outlined in the National Electric Code (NEC) in order to be covered for CATV transients. Protection from network line transients applies only to APC products that offer network line protection.

This APC policy applies to APC ProtectNet products if the power line to the equipment it is protecting is using only APC products, with an applicable Equipment Protection Policy, to protect against power line transients. The coverage of ProtectNet product will then be covered under the APC power protection product Equipment Protection Policy. This policy does not apply to APC ProtectNet products if used individually without APC AC power protection products.

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 amount listed at

[http://www.apcc.com/support/service/equipment\\_protection\\_policy.cfm](http://www.apcc.com/support/service/equipment_protection_policy.cfm). You can also call at 1-800-800-4APC or fax us at 1-401-788-2743 to request this information.

### **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 not include power protection products made by any manufacturer other than APC. 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 50 US states, Canada, and Bermuda.

#### **What is not covered under the Product Policy:**

1. Restoration of lost data and re-installation of software are not covered.
2. This policy does not cover damage from a cause other than AC power line transients, except for damage due to telephone line, network, or CATV transients, which is covered only if the APC product offers such protection. In addition, the following are expressly excluded from coverage:
3. Damage caused by failure to provide a suitable installation environment for the product (including, but not limited to, lack of a good electrical ground).
4. Damage caused by the use of the APC product for purposes other than those for which it was designed.
5. Damage caused by accidents, or disasters such as fire, flood, or wind.
6. Damage caused by abuse, misuse, alteration, modification, or negligence.
7. This policy is null and void if, in APC's view, the APC product has been tampered with or altered in any way.
8. 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, LABOR, 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. Mail the completed claim forms to APC by Schneider Electric, Attention: Claims Department, 132 Fairgrounds Road, PO Box 278, West Kingston, RI 02892
3. Mark the Equipment Protection Policy RMA number on the APC product you are returning.
4. Pack the APC product in its original packaging (or request packing materials from APC if the packaging has

- been discarded). Mark the EPP RMA number clearly on the outside of the box.
5. Ship the product (one-way shipping charges paid by you) to APC by Schneider Electric, 1600 Division Road, Dock 25, West Warwick, RI 02893, 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, network, and CATV transients, if applicable). (A) If APC's evaluation provides no evidence of damage from power line transients (telephone line, network or CATV transients, if applicable), APC will send to the customer (I) a report summarizing the tests performed and (ii) a rejection of the claim notice. (B) If the APC product shows evidence of damage from power line transients (telephone line, network, 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, network, or CATV transients, if applicable), APC will, at 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. Please save the damaged connected equipment or all damaged parts.
  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 repair diagnosis, and damage to the connected equipment to determine if it was caused by AC power line transients (telephone line, network, 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, network, or CATV transients, if applicable), issue payment to you, in its sole discretion, for either cost 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 the 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 writing and 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.

## **FREQUENTLY ASKED QUESTIONS**

What is the brand of the surge protector with the model number PH12?

The surge protector is from the brand APC.

What are the dimensions of the APC PH12 SurgeArrest Surge Protector (LxWxH)?

The dimensions are 11.7 x 3 x 1.2 inches.

How much does the APC PH12 SurgeArrest Surge Protector weigh?

The weight of the surge protector is 1.5 pounds.

How many total power outlets does the APC PH12 Surge Protector have?

It has a total of 12 power outlets.

What is the voltage rating for the APC PH12 Surge Protector?

The voltage rating is 120 Volts.

What special features does the APC PH12 Surge Protector offer?

It features an on and off switch and surge protection.

For what purposes is the APC PH12 Surge Protector recommended for use?

It is recommended for use in offices, restaurants, TVs, apartments, and hotels.

What is the amperage of the APC PH12 Surge Protector?

The amperage is 15 Amps.

What is the maximum surge rating for the APC PH12 Surge Protector?

The maximum surge rating is 2160 Joules.

What is the plug format for the APC PH12 Surge Protector?

The plug format is Type B.

How many ports does the APC PH12 Surge Protector have?

It has a total of 12 ports.

What color is the APC PH12 Surge Protector?

The surge protector is black in color.

What is the shape of the APC PH12 Surge Protector?

The shape is rectangular.



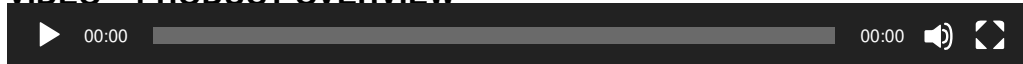
What material is used in the construction of the APC PH12 Surge Protector?

The surge protector is made of plastic.

What is the model number of the APC surge protector with 2160 Joules surge protection and 12 outlets?

The model number is PH12.

## VIDEO – PRODUCT OVERVIEW



[Download the PDF link APC PH12 Surge Arrest Surge Protector User Guide Surge-Protector-User-Guide.mp4](#)

REFERENCE: [APC PH12 SurgeArrest Surge Protector User Guide-Device.Report](#)

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## References

- [User Manual](#)