

APC BK350

APC BK350 Back-UPS 350VA Battery Backup Surge Protector User Manual

Model: BK350

1. INTRODUCTION

This manual provides instructions for the installation, operation, maintenance, and troubleshooting of your APC BK350 Back-UPS 350VA Battery Backup Surge Protector. This device is designed to provide temporary battery power and surge protection for your electronic equipment during power outages and voltage fluctuations.

2. IMPORTANT SAFETY INFORMATION

Read these instructions carefully before installing or operating the unit. This section contains critical safety warnings.

- **Recall Notice:** In cooperation with the U.S. Consumer Product Safety Commission (CPSC), APC voluntarily recalled certain Back-UPS CS models, including units with model numbers BK350, BK500, and BK500BLK, manufactured between November 2000 and December 2002. If your unit's serial number falls within the ranges AB0048-AB0251, BB0104-BB0251, or JB0125-JB0251 (and does not have an 'R' at the end), it is part of this recall.
- **Immediate Action for Recalled Units:** If your unit is part of the recall, immediately stop using it. Turn off all connected equipment, turn off the Back-UPS CS, and unplug it from the electrical outlet. Contact APC for a free replacement unit at (866) APC-RELY (272-7359) or visit www.apc.com/rely.
- Do not open the unit. There are no user-serviceable parts inside.
- Do not dispose of batteries in a fire as they may explode.
- Do not connect non-computer related items, such as medical equipment, life support equipment, microwave ovens, or vacuum cleaners, to the Back-UPS.
- Ensure the unit is connected to a properly grounded outlet.

3. SETUP

3.1 Unpacking

Carefully remove the Back-UPS unit and all accessories from the packaging. Retain the packaging for future use or recycling.

3.2 Battery Connection

The battery is disconnected for safety during shipping. Refer to the diagram below for connecting the internal battery. Ensure the battery connector is fully seated.

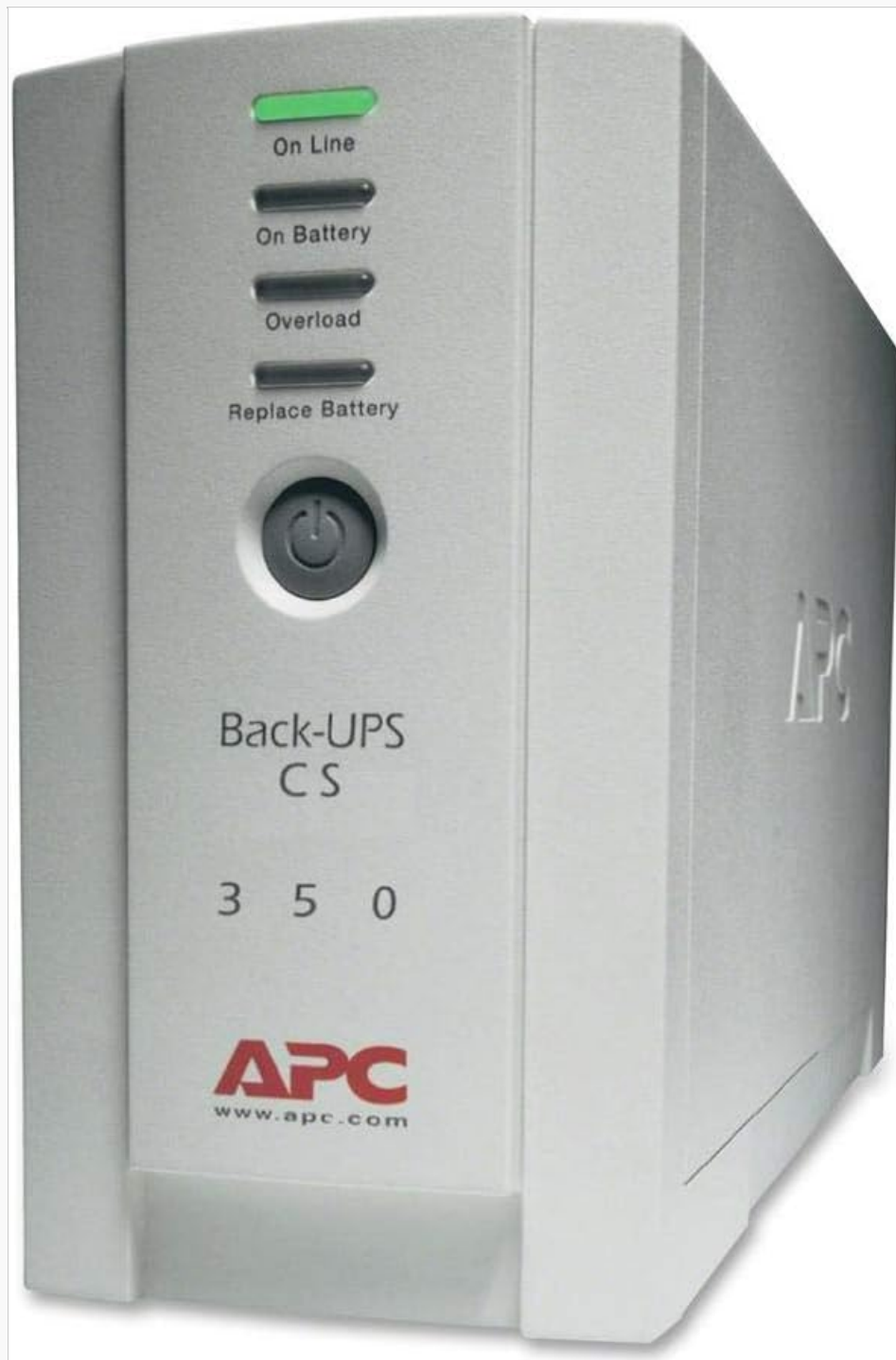


Figure 1: Front view of the APC BK350 Back-UPS unit. This image displays the front panel of the UPS, featuring the 'On Line', 'On Battery', 'Overload', and 'Replace Battery' indicator lights, along with the power button and the 'Back-UPS CS 350' model designation.

3.3 Placement

Place the Back-UPS in a location that allows for adequate airflow around the unit. Avoid placing it near heat sources or in direct sunlight. The unit should be placed on a flat, stable surface.

3.4 Connecting Equipment

The Back-UPS features two types of outlets:

- **Battery Backup Plus Surge Protection Outlets (3 outlets):** Connect your computer, monitor, external hard drives, and other critical equipment that requires uninterrupted power during outages.
- **Surge Protection Only Outlets (3 outlets):** Connect printers, scanners, or other non-critical peripherals that only require surge protection. These outlets do not provide battery power.

Additionally, the unit includes ports for modem/phone/fax line surge protection and a data port for communication with a computer.





Figure 2: Rear view of the APC BK350 Back-UPS unit, showing the various outlets and ports. This image highlights the three battery backup and surge protection outlets, three surge protection only outlets, modem/phone/fax ports, and a data port, along with the circuit breaker button.

3.5 Initial Charging

Plug the Back-UPS power cord into a grounded wall outlet. Allow the unit to charge for at least 8 hours before connecting equipment to ensure maximum runtime. The 'On Line' indicator will illuminate.

3.6 Software Installation

For Windows PCs, install the PowerChute software (included or downloadable from APC's website) to enable automatic shutdown and advanced power management features. For Mac OS, utilize the native 'Energy Saver' settings for power management.

4. OPERATING INSTRUCTIONS

4.1 Turning On/Off

- **To Turn On:** Press the power button once. The 'On Line' indicator will light up.
- **To Turn Off:** Press and hold the power button until the unit beeps and the 'On Line' indicator turns off.

4.2 Indicator Lights and Alarms

- **On Line (Green LED):** The Back-UPS is supplying utility power to connected equipment and charging the battery.
- **On Battery (Yellow LED):** The Back-UPS is supplying battery power to connected equipment. An audible alarm will sound.
- **Overload (Red LED):** The connected equipment exceeds the unit's capacity. Disconnect non-essential equipment immediately.
- **Replace Battery (Red LED):** The battery needs to be replaced.

4.3 Circuit Breaker

If an overload condition causes the Back-UPS to shut down, disconnect some equipment and press the circuit breaker button located on the rear of the unit to reset it.

5. MAINTENANCE

5.1 Battery Replacement

The internal battery is user-replaceable. When the 'Replace Battery' indicator illuminates, order a genuine APC replacement battery (model RBC2). Follow the instructions provided with the replacement battery for safe installation.

5.2 Cleaning

Clean the exterior of the unit with a soft, dry cloth. Do not use liquid or aerosol cleaners.

5.3 Storage

If storing the Back-UPS for an extended period, charge the battery every three months to prevent permanent damage. Store in a cool, dry location.

6. TROUBLESHOOTING

Refer to the table below for common issues and their solutions.

Problem	Possible Cause	Solution
Back-UPS does not turn on.	Battery disconnected or not charged.	Ensure battery is connected. Plug into wall outlet and charge for 8 hours.
Unit makes a loud buzzing noise.	Normal operation or internal component issue.	A slight hum is normal. If the noise is excessively loud or changes pitch frequently, contact APC support.
Battery does not charge to 100%.	Old or faulty battery.	Check the 'Replace Battery' indicator. If lit, replace the battery (RBC2).
Overload LED is lit.	Too much equipment connected.	Disconnect non-essential equipment from battery backup outlets. Press circuit breaker to reset.
Unit overheats or melts casing.	CRITICAL: Potential recall issue.	Immediately stop use. Check serial number against recall notice in Section 2. Contact APC for replacement.

7. SPECIFICATIONS

Feature	Specification
Model Number	BK350
Capacity	350VA / 210W
Input Voltage	120 Volts
Outlets	6 (3 Battery Backup & Surge Protection, 3 Surge Protection Only)
Battery Type	Sealed Lead Acid (RBC2)
Product Dimensions	15 x 15 x 11 inches (38.1 x 38.1 x 27.9 cm)

Feature	Specification
Item Weight	12.5 pounds (5.67 kg)
Power Cord	6' (1.83m) with right-angle 3-prong plug (NEMA 5-15P)
Certifications	Energy-Star Certified

8. WARRANTY AND SUPPORT

8.1 Product Warranty

The APC BK350 Back-UPS comes with a 3-year warranty.

8.2 Connected-Equipment Policy

This unit includes a \$75,000 connected-equipment policy. Refer to the official APC website or warranty documentation for full details and terms.

8.3 Customer Support

For technical assistance, warranty claims, or information regarding the recall, please contact APC customer support:

- **Phone:** (866) APC-RELY (272-7359) - Monday through Friday, 9 a.m. to 5 p.m. ET
- **Website:** www.apc.com/rely