



**User's Manual**  
**Utility Series UPS**  
**UP425**

**ADDITIONAL INSTALLATION TIPS CAN BE FOUND AT:**

[www.cyberpowersystems.com/FAQs.htm](http://www.cyberpowersystems.com/FAQs.htm)

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Thank you for purchasing a CyberPower Systems Product. To enjoy all the features and benefits of this Uninterruptible Power System (UPS), please read and follow all installation and operation instructions completely. This UPS is designed to provide guaranteed power protection for connected electronic equipment. The accompanying PowerPanel Plus™ software saves data, closes open applications and automatically shuts down your computer system in an intelligent and orderly manner.

**IMPORTANT SAFETY WARNINGS**

**(SAVE THESE INSTRUCTIONS)**

This manual contains important instructions that should be followed during installation and maintenance of the UPS and batteries. Please read and follow all instructions carefully during installation and operation of the unit. Read this manual thoroughly before attempting to unpack, install, or operate.

**CAUTION!** UPS must be live parts inside can be energized by the battery, even when AC outlet with fuse or circuit breaker protection. **DO NOT** plug unit into an outlet that is not grounded.

**CAUTION! DO NOT USE FOR MEDICAL OR LIFE SUPPORT EQUIPMENT!** CyberPower Systems does not sell products for life support or medical applications. **DO NOT** use in any circumstance that would affect operation or safety of any life support equipment, with any medical applications, or patient care.

**CAUTION!** The battery can energize hazardous live parts inside even when the AC input power is disconnected.

**CAUTION!** To prevent the risk of fire or electric shock, install in a temperature and humidity controlled indoor area, free of conductive contaminants. (Please see specifications for acceptable temperature and humidity range).

**CAUTION!** To reduce the risk of electric shock, do not remove the cover, except to service the battery. No user serviceable parts inside, except for the battery.

**CAUTION!** To avoid electrical shock, turn off the unit and unplug it from the AC power source before servicing the battery or installing a computer component.

**CAUTION!** **DO NOT USE WITH OR NEAR AQUARIUMS!** To reduce the risk of fire, do not use with or near aquariums. Condensation from the aquarium can cause the unit to short out.

## INSTALLING YOUR UPS SYSTEM

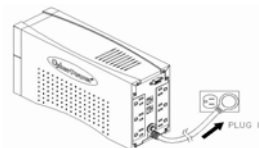
### UNPACKING

Inspect the UPS upon receipt. The box should contain the following:

- (1) UPS Unit; (1) User's Manual for UPS; (1) Warranty Registration Card;
- (1) PowerPanel™ Software Disk; (1) User's Manual for PowerPanel™;
- (1) Serial Interface Cable (DB-9); (1) Serial-to-USB cable; (1) Telephone Cable

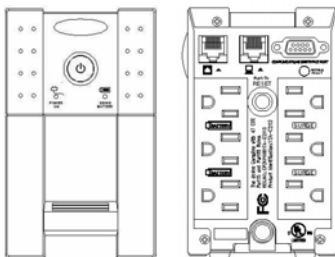
### HARDWARE INSTALLATION GUIDE

1. Connect the equipment to your UPS outlets. Items such as copiers, laser printers, vacuums, space heaters, or other large electrical devices should not be connected to the UPS. Please assure that the total loads of your equipments must be less than the maximum total power load of your UPS.
2. Connect your UPS power cord into a two-pole, three-wire grounding receptacle only. Please avoid using extension cords and adapter plugs. (To maintain optimal battery charge, leave the UPS plugged in at all times.)
3. Press the UPS power button to turn it on. The "Power On" indicator will be illuminated in "Green".
4. Install your optional software and accessories. To use the software, simply connect the enclosed serial interface cable to the serial port on the UPS and an open serial port on the computer.



## BASIC OPERATION

### FRONT PANEL AND REAR PANEL DESCRIPTION



◆ **Power Switch**



Press the power button to turn the UPS ON or OFF

◆ **Power On Indicator**



This LED is illuminated when the utility condition is normal and the UPS outlets are providing “clean power”, free of surges and spikes

◆ **Using Battery Indicator**



This illuminates during utility failure, indicating that the battery is supplying power to the battery-power supplied outlets.

◆ **Battery Backup and Surge Protection Outlets**



Provides three battery powered and surge protected outlets for connected equipment to insure temporary uninterrupted operation during a power failure and against surges and spikes.

◆ **Surge Protection Outlets**



Provides three surge protected only outlets for connected equipment against surges and spikes

◆ **Wiring Fault Indicator**



This LED indicator will illuminate to warn the user that a wiring problem exists with the AC outlet, such as bad ground, miss ground or reversed wiring. If this is illuminated, the user is advised to disconnect all electrical equipment from the outlet and have an electrician check the outlet to insure proper wiring.

◆ **Circuit Breaker Reset for Overload Protection**



Circuit breakers provide optimal overload protection. When overload occurs, the circuit breaker will switch to battery mode. You will need to reset the circuit breaker so UPS will provide the power from utility.

◆ **Serial Port to PC**



This port allows connection and communication from the DB-9 serial or USB port on the computer to the UPS unit. The UPS communicates its status to the PowerPanel Plus™ software. This interface is also compatible with the UPS service provided by **Windows NT, Windows 2000 and Windows XP.**

◆ **Ethernet (RJ-45) Network Protection Ports**



These ports are the protection for your computer network cable, modem or telephone.






**TROUBLESHOOTING**

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
The UPS does not perform expected runtime.	Batteries are not fully charged.	Recharge the battery by leaving the UPS plugged in.
	Battery is slightly worn out.	Contact CyberPower Systems at <a href="mailto:tech@cyberpowersystems.com">tech@cyberpowersystems.com</a>
The UPS will not turn on.	The on/off switch is designed to prevent damage by rapidly turning it off and on.	Turn the UPS off. Wait 10 seconds and then turn the UPS on.
	The unit is not connected to an AC outlet.	The unit must be connected to a 110/120v 60Hz outlet.
	The battery is worn out.	Contact CyberPower Systems at <a href="mailto:tech@cyberpowersystems.com">tech@cyberpowersystems.com</a>
	Mechanical problem.	Contact CyberPower Systems at <a href="mailto:tech@cyberpowersystems.com">tech@cyberpowersystems.com</a>
Outlets do not provide power to equipment	Circuit breaker is tripped due to overload	Turn the UPS off and unplug at least one piece of equipment. Wait 10 seconds, reset the circuit breaker and then turn the UPS on.
	Batteries are discharged	Allow the unit to recharge for at least 4 hours.
	Unit has been damaged by a surge or spike.	Contact CyberPower Systems at <a href="mailto:tech@cyberpowersystems.com">tech@cyberpowersystems.com</a>
PowerPanel™ is inactive (all icons are gray).	The serial cable is not connected.	Connect the serial cable to the UPS unit and an open serial port on the back of the computer. You must use the cable that came with the unit.
	The serial cable is connected to the wrong port.	Check the back of the computer for an additional serial port. Move the cable to this port.
	The unit is not providing battery power.	Shutdown your computer and turn the UPS off. Wait 10 seconds and turn the UPS back on. This should reset the unit.
	The serial cable is not the cable that was provided with the unit.	You must use the cable that was included with the unit for the software and the unit to be able to communicate.

**TECHNICAL SPECIFICATIONS**

Model	UP425
Capacity (VA)	425VA
Capacity (Watts)	230W
<b>Input</b>	
Input Voltage Range	100Vac – 140Vac
Frequency Range	57 – 63 Hz
<b>Output</b>	
On Battery Output Voltage	Simulated Sine Wave at 120Vac +/- 5%
On Battery Output Frequency	60 Hz +/- 1%
Transfer Time (Typical)	4ms
Overload Protection	On Utility: Circuit Breaker, On Battery: Internal Current Limiting
<b>Surge Protection and Filtering</b>	
Lightning / Surge Protection	Yes
Internet Ready (DSL / Phone / FAX / Modem Protection)	RJ11/RJ45 (One In/One Out)
<b>Physical</b>	
Total # of UPS Receptacles	3
Maximum Dimensions	23.8cm*8.0cm*13.5cm
Weight	5.0kg
<b>Battery</b>	
Sealed Maintenance Free Lead Acid Battery	12V / 4AHx1
User Replaceable	No
Typical Recharge Time	8 Hours
<b>Warning Diagnostics</b>	
Indicators	Power On, Using Battery, Wiring Fault
Audible Alarms	On Battery, Low Battery, Overload
<b>Environmental</b>	
Operating Temperature	+32°F to 95°F ( 0°C to 35°C )
Operating Relative Humidity	0 to 95% NON-CONDENSING
<b>Communication</b>	
PowerPanel™ Software	Windows 95/98/ME/NT/2000/XP
<b>Management</b>	
Self-Test	Yes
Auto-Charge	Yes
Auto-Restart	Yes
USB	Optional

**DEFINITIONS FOR ILLUMINATED LED INDICATORS**

 Power On	 Using Battery	 Wiring Fault	 Circuit Breaker	 Alarm	Condition
On	Off	Off	Set	Off	Normal
Off	On	On/Off	Set	Two Beeps	Utility Failure- The UPS is providing battery power to the Battery-Power Supplied outlets.
Off	On	On/Off	Set	Rapid Beeps	Utility Failure- The UPS is providing battery power. The rapid beeps indicate the battery will run out of charge within a few minutes.
Off	On	Off	Up	Two beeps or rapid beeps	Overload- Occurs in the Full-time Surge Protection Outlets. Turn the UPS off and unplug at least one piece of equipment from the UPS. Wait 5 seconds, reset the circuit breaker and turn the UPS on.
Off	On/Off	On/Off	Set	Long Beep	Overload- Occurs in the Battery-power Supplied Outlets. Turn the UPS off and unplug at least one piece of equipment from the UPS. Wait 5 seconds, reset the circuit breaker and turn the UPS on.
On/Off	On/Off	On	Set/Up	None	Electrical Wiring Fault- This indicates a wiring a problem such as a bad ground, missed ground or reversed wiring within the AC outlet. User is advised to disconnect all electrical equipment from the outlet and have the outlet checked by an electrician.



## LIMITED WARRANTY AND POWER CONTROL GUARANTEE

In purchasing UP425 in the United States or Canada, the original end user receives a Limited Warranty and CyberPower's Power Control Guarantee from Cyber Power Systems (USA), Inc. (for ease of reading, referred to as "CyberPower"). The Limited Warranty and the Power Control Guarantee are intended to be the original end-user's exclusive rights and remedies. The Limited Warranty and the Power Control Guarantee are separate, all though they are related.

**Limited Warranty.** The original end user (referred to as the "Initial Customer") receives an express limited warranty (referred to as the "Limited Warranty") for the UP425 purchased from CyberPower (referred to as the "Product"). The Limited Warranty is for the Product itself. The terms of the Limited Warranty are explained below.

**Power Control Guarantee.** CyberPower also provides the Initial Customer with protection in the event that the Product is not free from defects in materials and workmanship, and certain equipment connected to the Product is damaged (the "Power Control Guarantee"). The Power Control Guarantee protects the Initial Customer for damage to equipment plugged into the Product. The terms of the Power Control Guarantee are explained below.

The Limited Warranty and the Power Control Guarantee are subject to the terms set forth below. Additionally, State or Provincial law may adjust the terms of the Limited Warranty or the Power Control Guarantee or the State or Province may impose additional obligations, or additional "implied warranties." To the extent necessary to comply with those laws, the terms of the Limited Warranty and the Power Control Guarantee should be read to adjust to those requirements only to the extent necessary to comply with such local law.

If you are an Initial Customer, you are asked to read the following terms and conditions carefully before using the Product. By using the Product you consent to be bound by and become a party to the Limited Warranty and Power Control Guarantee. If you do not agree to the terms and conditions of the Limited Warranty and Power Control Guarantee, you should return the Product for a full refund prior to using it.

### REGISTRATION

CyberPower requests that you complete and return the Warranty Registration Card enclosed with the Product or register the Product at its website ([www.cyberpowersystems.com](http://www.cyberpowersystems.com)) to establish that you are the Initial Customer of the Product, and therefore entitled coverage under the Limited Warranty and the Power Control Guarantee. (Registration is not required for Limited Warranty coverage, but note if you do not complete a registration card you will be required to provide proof of purchase, as described below, to have the benefits of this Limited Warranty.)

### LIMITED WARRANTY

CyberPower warrants to you, the Initial Purchaser, that the Product will be free from defects in material and workmanship for three years from the date of original purchase, subject to the terms of this Limited Warranty.

Any Implied Warranty of Merchantability or for Fitness for a Particular Purpose, if applicable to the Product, is limited in duration to the period of ownership by the Initial Customer. This provision shall NOT create any Implied Warranty or Merchantability or of Fitness for a Particular Purpose that would not otherwise apply to the Product.

**NOTE: Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.**

To be covered you must still be the owner of the Product at the time of the failure that results in the claim made under this Limited Warranty.

#### **Exclusive Remedies Under Limited Warranty.**

Your exclusive remedy and CyberPower's sole obligations are as follows for the Product:

If (a) the CyberPower Product you purchased and still own is defective in material or workmanship under this Limited Warranty or any applicable warranty imposed by law, and (b) all Limited Warranty requirements have been met, CyberPower will repair or replace the Product if it proves to be defective in material or workmanship during the Warranty Period.

#### **Making a Limited Warranty Claim.**

To make a Limited Warranty claim on a Product, you must do the following:

1. Complete and return the CyberPower Warranty Registration Card, or provide reasonable proof of purchase (for example, a sales receipt) that establishes you as the Initial Customer (the original end-user consumer purchaser) of the Product and prove that the Product was purchased within three (3) years of the event for which you want to make a claim for warranty service.
2. Call CyberPower at (952) 403-9500 or (877) 297-6937 (toll free), write to CyberPower at 5555 12th Ave. East, Suite 110, Shakopee, MN 55379, or e-mail CyberPower at [claims@cyberpowersystems.com](mailto:claims@cyberpowersystems.com), within ten (10) days of the event for which you want to make a claim.
3. When you contact CyberPower, identify the Product, the Purchase Date, and request Return Materials Authorization (RMA) information from CyberPower.
4. Pack and ship the Product to CyberPower as instructed in your RMA. Show the RMA code on the shipping label or include it with the Product. **You MUST prepay all shipping costs and you are responsible for packaging and shipment.**

CyberPower will inspect and examine the Product within ten (10) days of receipt. If the Product is not as warranted, CyberPower will repair or replace the Product and return it to you at CyberPower's expense, or, if CyberPower is unable to or decides not to repair or replace the Product (if defective) within a reasonable time, CyberPower will refund to you the full purchase price you paid for the Product (purchase receipt showing price paid is required).

#### **POWER CONTROL GUARANTEE**

If you are the Initial Purchaser and the Product is still covered by the Limited Warranty, the Power Control Guarantee provides protection for damage to equipment connected to the Product ("Connected Equipment"), subject to certain terms and limitations.

The Power Control Guarantee is not "first dollar" coverage. CyberPower's obligation is reduced by any amounts that Initial Customer is entitled to recover from other sources regarding the Connected Equipment, including insurance, other warranty, or extended warranty coverage, whether or not the Initial Customer makes a claim for recovery, including but not limited to a claim under any applicable insurance, other warranty, or extended warranty.

The Limited Warranty does not cover Connected Equipment, but as is explained below, to be covered under the Power Control Guarantee, the Connected Equipment must have been damaged due to a failure of the Product. The Connected Equipment must have been damaged due to a defect in materials or workmanship of the Product

In the event of damage to the Connected Equipment, your exclusive remedy, and CyberPower's sole obligations, are as follows for Connected Equipment. If (a) the Product purchased and owned by you is defective in material or workmanship; (b) the Limited Warranty requirements have been met (except that the three year limitation of the Limited Warranty does not limit the Power Control Guarantee, which is for the lifetime of the Product), and; (c) none of the limitations or exclusions on warranty coverage apply (or than the three year limit), CyberPower will (as CyberPower elects, as permitted by law), repair, replace, or pay the Agreed Damage Amount (defined below) for, the item(s) of your electronic equipment directly and properly connected to the product (the "Connected Equipment") if that Connected Equipment is (x) damaged by AC power line transients, spikes, or surges on properly installed, grounded, and code-compliant 120 volt power lines in the United States and Canada, or by transients, surges or spikes on standard telephone equipment lines, or Base 10/100T Ethernet lines that are properly installed and connected (a "Power Disturbance") and (y) is directly plugged into and properly connected to a CyberPower Product in its original condition which is properly operated when a Power Disturbance passes through the CyberPower Product and (y.1) exhausts the protection capacity of the CyberPower Product or (y.2) damages the CyberPower Product. This provision sets out the only liability of any character of CyberPower for direct, indirect, special, consequential, and/or incidental damages under our Limited Warranty, applies only to Connected Equipment, and all such Liability is limited to the Agreed Damage Amount.

#### **Making a Power Control Guarantee Claim.**

To make a Warranty claim for damage to Connected Equipment under the Power Control Guarantee, you must do the following:

1. Complete and return the CyberPower Warranty card or provide reasonable proof of purchase, for example, a sales receipt that establishes you as the original end-user consumer purchaser of the Product.
2. Call CyberPower at (952) 403-9500 or (877) 297-6937 (toll free), write to CyberPower at 5555 12th Ave East, Suite 110, Shakopee, MN 55379, or e-mail CyberPower at [claims@cyberpowersystems.com](mailto:claims@cyberpowersystems.com) within ten (10) days of the date of the event for which you wish to make a claim for warranty service.
3. When you contact CyberPower, identify the Product, the Purchase Date, and the item(s) of Connected Equipment. Have information on all applicable insurance or other resources of recovery/payment that are available to the Initial Customer and the name of the power utility supplier for the location of the Connected Equipment and Request a Return Materials Authorization (RMA).
4. Pack and ship the product to CyberPower and, if requested, the item(s) of Connected Equipment, a repair cost estimate for the damage to the Connected Equipment, and all claim forms that CyberPower provides to you. Show the RMA number on the shipping label or include it with the product. **Initial Customer shall prepay all shipping costs, must pay the cost of the repair estimate and is responsible for packaging and shipment.**

**CyberPower's Duties.**

CyberPower will inspect and examine the Product and the item(s) of Connected Equipment (or at CyberPower's election, your written statement and repair cost estimate for those item(s)). You must return the product for inspection.

If the damage to Connected Equipment is covered by the Power Control Guarantee, CyberPower will (in addition to Limited Warranty remedies for the CyberPower Product itself) repair (or pay the costs of repair) or replace the Connected Equipment or, at the option of CyberPower, as permitted by law, pay to the Initial Customer the "Agreed Damage Amount" (up to the aggregate limits stated below) for all item(s) of Initial Customer's Connected Equipment. The "Agreed Damage Amount" for all items of Initial Customer's Connected Equipment shall be the lesser of the amount determined under Clause (1) or (2) below, reduced by any amounts described in Clause (3) below:

1. The fair market value of the Connected Equipment as established by the lower of (a) the average price the same or similar items are being sold for on E-bay, (b) the price list of Orion Blue Book on the date of occurrence (or if such price list is no longer published, a published or announced price list reasonably selected by CyberPower), or (c) the lowest price the same or similar items can be purchased for in the United States
2. The aggregate ceiling amount for all Connected Equipment: CyberPower UP425 -\$25,000.00; less
3. The amount(s) of all payment you have or are entitled to receive from insurance, other warranties, extended warranties, or from other sources or persons for the Connected Equipment or damage to such equipment so that CyberPower's maximum liability shall be reduced to reflect all such other payments or sources of recovery

If CyberPower replaces the connected equipment or pays to the Initial Customer the Agreed Damage Amount, the Initial Customer shall transfer all item(s) to CyberPower without warranty by the Initial Customer, but free of lien or other interest.

**CONDITIONS COMMON TO THE LIMITED WARRANTY AND THE POWER CONTROL GUARANTEE**

The Limited Warranty and the Power Control Guarantee are the only and the exclusive express warranty of CyberPower with respect to the Product. This exclusion of other express warranties applies to written and oral express warranties.

**LIMITATION: THE LIMITED WARRANTY AND THE POWER CONTROL GUARANTEE DO NOT COVER**

The Limited Warranty and the Power Control Guarantee are intended to exclusive rights and remedies and replace any other rights, to the extent allowed by law.

1. As to the CyberPower Product, the limited warranty **does not** cover or apply to: misuse, modification, operation or storage outside environmental limits for the Products, in transit, in shipment, or in storage, damage or deterioration, improper operation or maintenance, or use with items or equipment not designed or intended for use with the product.

2. As to Connected Equipment, the Power Control Guarantee covers only damage within the specific terms of the Power Control Guarantee to Connected Equipment (and only up to the applicable aggregate ceiling amount).
3. The Power Control Guarantee does not cover damage to Connected Equipment or apply if the Product has been operated in a failure mode or not in compliance with CyberPower operating instructions and manuals, or if the Connected Equipment has been operated in a failure mode or not in compliance with the instructions and manuals of its manufacturer/vendor.

**The Limited Warranty and the Power Control Guarantee Do Not Apply Unless The Initial Customer:**

1. Has properly connected the Product and the Connected Equipment to properly wired and grounded outlets (including compliance with electrical and safety codes of the most current electrical code (ANS/NFPA 70), without the use of any adapters, extension cords or other connectors.
2. Has provided a suitable and proper environment for use and installation of the Product and Connected Equipment.
3. Has properly installed and operated the CyberPower Product and Connected equipment.
4. Has operated the Product at all times within the limitations on the Product's VA capacity as stated in this User Manual.

**CyberPower Does Not Cover or Undertake Any Liability in Any Event for Any of the Following:**

1. Loss of or damage to data, records, or software or the restoration of data or records, or the reinstallation of software.
2. Damage from causes other than AC Power Line Transients, spikes, or surges on properly installed, grounded and code-compliant 120 volt power lines in the United States and Canada; transients, surges or spikes on standard telephone land lines, PBX telephone equipment lines or Base 10T Ethernet lines, when properly installed and connected. (This exclusion applies, for example, to fluctuations in data transmission or reception, by CATV or Therefore transmission or fluctuations, or by transients in such transmission.
3. Damage from any circumstance described as excluded above with respect to the product.
4. Damages from fire, flood, wind, rain, rising water, leakage or breakage of plumbing, abuse, misuse or alteration of either the product or the Connected Equipment.

**Exclusion of Consequential and Other Damages.**

The sole and exclusive remedies of the Initial Customer are those provided by the Limited Warranty and Power Control Guarantee. CyberPower excludes any liability for personal injury under the Limited Warranty and Power Control Guarantee. CyberPower excludes any liability for direct, indirect, special, incidental or consequential damages, whether for damage to or loss of property [EXCEPT FOR (AND ONLY FOR) the specific limited agreement of CYBERPOWER to provide certain warranty benefits regarding "Connected Equipment" under the "CYBERPOWER Power Control Guarantee"], loss of profits, business interruption, loss of information or data. NOTE: Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

**DO NOT USE FOR MEDICAL OR LIFE SUPPORT EQUIPMENT OR OTHER HIGH RISK ACTIVITIES.**

CyberPower does not sell the Products for use in high-risk activities. The Product is not designed or intended for use in hazardous environments requiring fail-safe performance, including the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, weapons systems, life support or medical applications or for use in any circumstance in which the failure of the Product could lead directly to death, personal injury, or severe physical or property damage, or that would affect operation or safety of any medical or life support device (collectively, "High Risk Activities"). CyberPower expressly disclaims any express or implied warranty of fitness for High Risk Activities.

CyberPower does not authorize use of any of its products use in any High Risk Activities.

**ANY SUCH USE IS IMPROPER AND IS A MISUSE OF CYBERPOWER PRODUCTS.**

The Limited Warranty and the Power Control Guarantee are governed by the laws of the United States and the State of Minnesota, without reference to conflict of law principles. The application of the United Nations Convention of Contracts for the International Sale of Goods is expressly excluded.

Contact Information: CyberPower's address is 5555 12th Ave East, Suite 110, Shakopee, MN 55379 and its phone number is (952) 403-9500 or (877) 297-6937 (toll free). CyberPower is the warrantor under this Limited Warranty. You may also contact CyberPower on the Internet at [www.cyberpowersystems.com](http://www.cyberpowersystems.com).

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