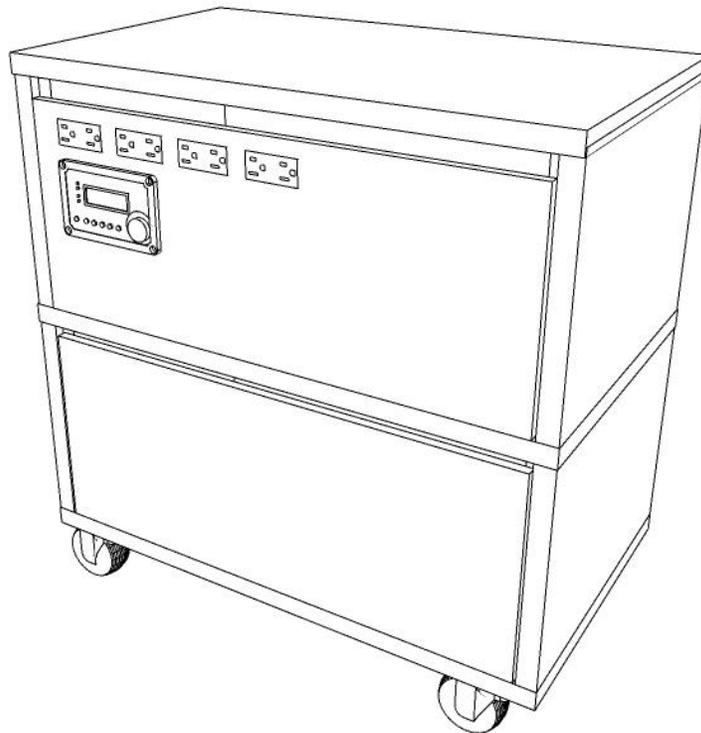


Users Guide & Testing Instructions

Mobile Reassurance Series
MD & MCS

MEDI PRODUCTS

BACK-UP POWER SYSTEMS



Questions? 800-765-3237 or visit www.mediproducts.net

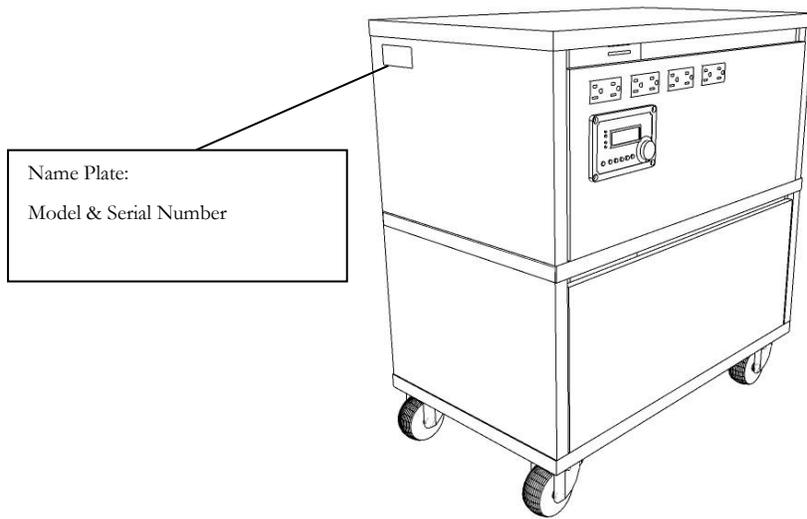
Product Information

(Required information when calling for service)

Date of Purchase:

Serial Number:

Facility Information:



Safety & Disclaimer

Intended Use and Equipment & Wiring Connections:

- This UPS system stores energy. Output battery terminals and possibly output breakers or outlets may be live when the system is turned off or after the input power has been disconnected.
- Please be sure to turn off the electricity in the location where the UPS will be installed prior to working on the unit.
- Please be sure that the power supplied to this unit is the proper phase, voltage and amperage specified.
- All hardwired REASSURANCE units should be installed by licensed, professional personnel in accordance with local and national codes.
- Although the system is supplied with sealed VRLA batteries they are not *leakproof*. We recommend the unit should not be located near explosive medical gas storage or open flame heaters or electric spark-inducing equipment.

Statement of Liability for Medical Environments

- When used within a surgical environment, do not use in the presence of flammable anesthetic mixtures with air oxygen or nitrous oxide.
- This battery backup power system is not intended to support life or run life supporting equipment but rather to power surgical appliances needed in superficial surgical procedures or medical cold storage appliances. Its use is intended for the supply of emergency power to appliances which may be employed in non-life-threatening medical procedures. It is imperative that it is understood that at no time should a patient remain unattended. At this writing the FDA has no classification for a general-purpose medical emergency power supply. This system is not a medical device.
- All life-support type equipment, life-signs monitors, gas monitors etc. are expected to have their own built-in FDA approved appliance-specific energy sources and be maintained correctly. General room lighting and exit signs are also expected to have multiple independent energy sources.
- If life-supporting equipment is to be powered by any sort of electrical source or device, it is MEDI-PRODUCTS' expectation that several alternative independent power supply sources and devices be available.
- Appliances such as refrigerators and freezers and the contents being stored within them are the responsibility of the owner/operator to see that they are monitored, maintained and tested. Consequential damages and loss of perishable merchandise are not the liability of Medi-Products/Medicalex.
- It is the sole responsibility of the end user or equipment owner to ensure that the battery backup power system has been tested, maintained, and testing records have been kept and filed.

Unit Start Up Procedure:

Follow these steps to start using the system:

1) Power Up:

T - Series:

- Switch the Unit to “Auto Invert” the Yellow LED to the right of the switch should be Illuminated.

M - Series:

- If the Unit has a battery disconnect switch, (large red dial knob on the right side of the power system) make sure it is in the “ON” position.

Note: Not all systems have this switch only systems that are over 3000 watts.

- Press the “INV” button to active the Inverter.

2) Plug an appliance into the unit’s output (outlets) and ensure that the appliance will run off the battery power.

Note: If you are powering a refrigerator or freezer, make sure you test it long enough to see that the appliance’s compressor turns on, you can speed up this process by opening the door of the appliance.

3) Now Apply power to the Power System’s Input side by either plugging the power system into a dedicated outlet or switching on the circuit breaker that feeds the unit’s input power.

4) Make sure the Unit switches over to “Auto Invert” mode.

T-Series: The Green LED light to the right of the switch should illuminate. And, the LED light to the left of the switch will illuminate starting with the Red light and eventually moving up to the Yellow and finally the Green.

Maintenance Procedures

The MEDI+Products REASURANCE contains virtually no moving or lubricated components and therefore requires almost no user maintenance except testing and recordkeeping and periodically replacing the batteries (every 4 years).

The user should be aware that by their nature, battery life is negatively affected by some usage patterns. Of course, batteries are intended to be used, but minimizing deep discharges, and frequent charge / discharge cycles will extend overall life. Their life expectancy will be generally in the range of four to five years. Please refer to the section on Battery Testing for more on this subject

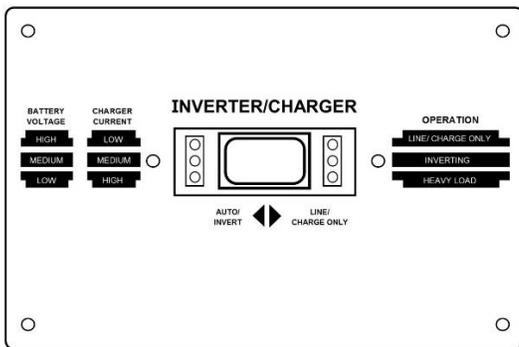
The system has a battery voltage alarm which will sound for below normal battery voltages. Battery voltage indicators should be checked if the alarm sounds. Often a low battery alarm will result from a tripped input supply breaker in the main building electric panel. If this is not the cause, please contact MEDI+Products promptly.

Operation & Maintenance

System Controls – T Series:

On the center of the black panel in the front of the power system is a control switch.

This will toggle the system between Auto Invert, and Line Charge Only.



Line Charge Only:

Move the switch to this position whenever there **is not** equipment operating off the system. This selection put the system in a “charge only” state. The Input utility power will still feed through the system, powering the unit’s output receptacles or breakers, however if the input power were to be unplugged or cut off, the system will completely shut down.

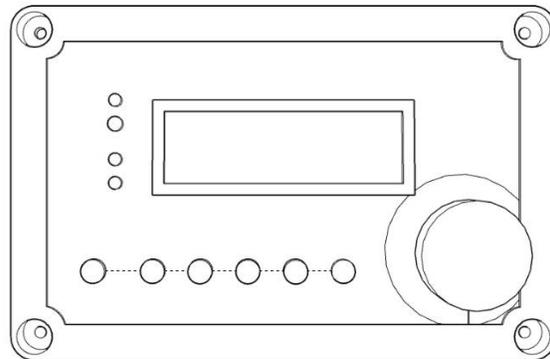
The “Line/Charge Only” LED will flash to remind you that the battery power is in standby.

Auto Invert:

Move the switch to this position whenever there **is** equipment being backed up by the system. This selection puts the system in a “standby” state. The Input utility power will be fed through the system powering the unit’s output receptacles or breakers, but as soon as a power outage occurs, the system will automatically transfer over to the battery.

System Controls – M Series:

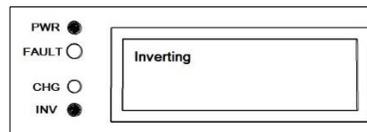
The Control panel in the front of the power system will have a digital display, control knob and several selector switches:



Modes & Messages:



Searching: This mode means that the inverter is on and searching for a load. As soon as a load is powered on, it will supply the necessary output voltage.



Inverting: The inverter is providing AC power to the load and drawing power from the batteries. This would indicate a loss of power on the input side.

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System Controls – T Series, cont'd:

We recommend keeping this function selected for any of the following scenarios:

1. For protecting medical refrigerators and/or freezers from power failures, keep it switched to “Auto-Invert”.
2. For other uses such as supporting an outpatient surgical procedure, it should normally be kept in “Line Charge Only” mode and put in “Auto-Invert” only while performing a surgery.

LED Light Indicators:

Line LED:

This is a green light that is continuously on whenever the supported equipment is receiving utility power and the switch is on Auto Invert. This means that the system will automatically switch over to battery power if input power is lost.

If the system is switched to Charge Only, the light will flash intermittently. In this state the supported equipment will still receive utility power, but the system will not continue to supply power if the utility power were to be disconnected.

Inverting LED:

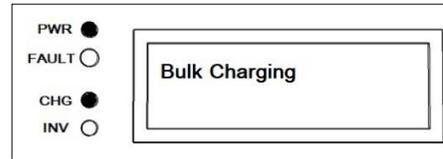
This is a yellow light, which will turn on continuously, if the supported equipment is receiving power from the battery. This light will flash if the system does not detect the minimum load necessary to supply power indicating the system is in “search mode”.

Heavy Load LED:

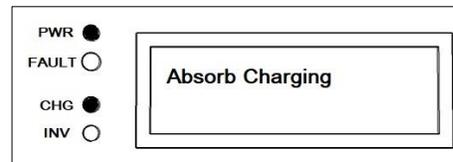
This is a red light will turn on when your Inverter/Charger is receiving utility power, but the load is somewhere between 80% and 110% of the system's capacity. This is to alert you that the inverter will not be able to support the load if the utility input power were to fail.

This light will flash if the system shuts itself down due to a severe overload.

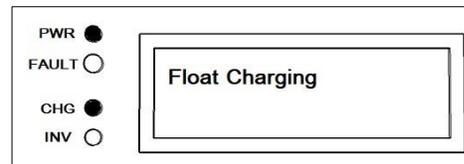
System Controls – M Series, cont'd:



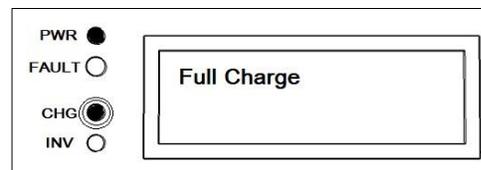
Bulk Charging: This is the highest charge rate, which indicates the batteries are low or have been recently discharged. Once Absorb charging voltage is reached, it will automatically switch from bulk charge to absorb charge.



Absorb Charging: This is a slower charge rate that maintains a steady charge at a lower voltage than bulk charge.



Float Charging: This is a charge mode that maintains the battery voltage by regulating the charger on and off as needed, keeping the batteries full capacity maintained.



Full Charge: After 4 hours “Float Charging”, the charger will turn off and “Full Charge” is displayed. If the battery voltage drops back down, it will automatically initiate another 4 hours of “Float Charging”.

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System Controls – T Series, cont'd:

Battery Level LED Indicators:

There are three LED lights on the left side of the panel which show the approximate charge/and discharge level of the system's batteries.

The following chart indicates these levels:

LED Indicator	Approximate Level
Green	96% - Full
Green & Yellow	81% - 95%
Yellow	61% - 80%
Yellow & Red	41% - 60%
Red	21% - 40%
All Off	1% - 20%
Red Flash	0% (System shutdown)

System Controls – M Series, cont'd:

Troubleshooting & Fault Codes:

PROBLEM	SYMPTOM	CHECK	PROBABLE CAUSE	CORRECTION
Unit is making a high-pitched ringing sound	The High/Low Battery Alarm is going off. Green "power" LED is Illuminated	The Battery Voltage if and note it down:	If the Battery Voltage is too High, this will sound the alarm.	Turn down the unit's charging voltage – Call tech support for help in doing this.
	The High/Low Battery Alarm is going off. Green "power" LED Not Illuminated:	Check the Unit In-Put Breaker or the outlet that it is plugged into.	The battery discharged from a power failure or the unit being plugged into a dead outlet or somehow came unplugged.	Try plugging the unit into a different outlet or restoring power to the outlet that it is plugged into.

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		Check that the unit is charging the batteries.	There could be a problem with the charger.	Refer to the “unit not charging” section below.
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Troubleshooting & Fault Codes:

T – Series Troubleshooting:

PROBLEM	SYMPTOM	CHECK	PROBABLE CAUSE	CORRECTION
Dead Outlets - No Output Power	Appliance is plugged into the side of the power system, but it is not running.	Plug the appliance directly into the wall at another location (not on the power system)	If the appliance still doesn't work, the problem is with the appliance not the power system.	Contact whomever services your appliances.
	No power out of the unit but some of the power system's indicator lights are illuminated:	Switch the unit over to "charge only" mode. If the lights shut off completely, the input power has been lost.	The power system is unplugged or the outlet that it is plugged into (input) is dead.	Check the circuit breaker that powers the outlet that the battery backup system is plugged into and reset the breaker. Re-plug the appliance and make sure it powers up. Monitor it to ensure that it doesn't trip again.
		If the green light on the right side starts to flash after switching to "charge only" mode:	The unit needs reset.	Unplug the appliance wait 5 seconds and switch it back to "auto invert". If the upper right light is a steady green, then try running the appliance again.
			The internal output circuit breaker is tripped.	Call a qualified technician that can remove the unit's cover and reset the internal breaker.

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Dead Outlets - No Output Power (continued)	If all three lights, to the left of the switch, are flashing slowly:	Switch the unit to "charge only". Unplug the unit for 5 seconds then re-plug it back in and see if it resets.	The batteries are excessively discharged.	Check to see when the last time the batteries were replaced. If the batteries are over 48 months, old replace them.
	If all three lights to the left of the switch are flashing slowly. (continued)			Have a qualified technician recharge the batteries with an auxiliary battery charger.
Dead Outlets - No Output Power (continued)	If all three lights to the left of the switch are flashing quickly.	Switch the unit to "charge only". Unplug the unit for 5 seconds, then re-plug it back in and see if it resets.	The batteries are getting overcharged and the DC voltage is too high.	Make sure the batteries are connected together properly.
				Be sure that no other auxiliary chargers are connected to the batteries.
				The Inverter is faulty - have a qualified technician replace the inverter.
The unit is not Inverting:	The unit is not putting out power while attempting to draw off the batteries. The yellow LED to the right of the switch is not lit.	Is the control switch switched to "Auto Invert"?	The inverter will not turn on unless it is switched over to "Auto Invert".	Switch it to "Auto Invert".
		Unit Needs Reset	A voltage spike or demand may have tripped the unit and the unit needs reset.	Switch the unit to "charge only". Unplug the unit for 5 seconds, then re-plug it back in and see if it resets.
		Check the Battery Fuse	If the battery fuse is blown, the load may have been too heavy and overloaded the fuse.	Replace the DC battery fuse and test the unit again. If the second fuse blows lessen the size or number of appliances

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The unit is not Inverting: (continued)	The unit is not putting out power while attempting to draw off the batteries. The yellow LED to the right of the switch is not lit. (continued)			that are being plugged into the system.
		Check the Battery Connections	If the battery cables are not making a good connection or loose, the unit will not be able to fully draw off the batteries.	Tighten all battery connections and test the unit again.
		Check the Batteries	If they are old or weak, they will hold their full voltage while no load is being drawn off them. As soon as a load is applied, the voltage will drop out.	Try recharging the batteries for 12 hours and test the unit again. If the batteries still do not hold their charge, replace them.
		Bad Inverter	Faulty Inverter	If you have tried all of the above and your unit still doesn't work, it could be you have a faulty inverter.
	The unit is not putting out power while attempting to draw off the batteries. Yellow LED to the right of the switch lights up.	Check the Batteries	If they are old or weak, they will hold their full voltage while no load is being drawn off them. As soon as a load is applied, the voltage will drop out.	Try Recharging the Batteries for 12 hours and test the unit again. If the batteries still do not hold their charge replace them.
		Check the internal AC Output Breaker	The breaker on the output side of the inverter was tripped.	Reset push button breaker and test unit again.
		Check the AC Output wiring	One of the wires on the AC output side is disconnected.	Reattach loose wire and test unit again.

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	The Bottom left LED is flashing Red	Overload	The inverter shut down on overload. The battery voltage is too low, or the load size is too large for the unit to handle.	Try recharging the batteries for 12 hours and test the unit again. If the batteries still do not hold their charge, replace them.
Unit is Not Charging	The unit is not putting out power while attempting to draw off the batteries. The Green LED to the right of the switch is not lit:	Check and see if your unit has an Input Push Button Breaker	Input Breaker tripped, not allowing power in to charge the batteries.	Reset the breaker if your unit has one.
		Check the outlet or circuit the power systems input is plugged into, by plugging another device into it.	The circuit breaker for the input power tripped	Reset the breaker on the main panel that feeds the outlet/circuit and retest the power system.
		Battery Voltage is too High	Either the batteries are hooked up incorrectly or there is an auxiliary charger attached to them.	Check that that batteries are connected the way they are intended to be and there are no other chargers supplying power to them
		Bad Inverter	Faulty Inverter	If you have tried all of the above and your unit still doesn't work, it could be you have a faulty inverter.
	The unit is not putting out power while attempting to draw off the batteries. The Green LED to the right of the switch is lighting up.	Check the Battery Fuse	If the battery fuse is blown, the load may have been too heavy and overloaded the fuse.	Replace the DC Battery fuse and test the unit again. If the second fuse blows lessen the size or number of appliances that are being plugged into the system.

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Unit is Not Charging (continued)	Check the Battery Connections	If the battery cables are not making a good connection or loose, the unit will not be able to fully draw off the batteries.	Tighten all battery connections and test the unit again.
	Check the Batteries	If the batteries are old or weak, they will not hold their full voltage while no load is being drawn off them. As soon as a load is applied, the voltage will drop out.	Try Recharging the Batteries for 12 hours and test the unit again. If the batteries still do not hold their charge, replace them.

M – Series Troubleshooting:

PROBLEM	SYMPTOM	CHECK	PROBABLE CAUSE	CORRECTION
Dead Outlets - No Output Power	PWR Light is Illuminated	The Inverter or charger may be turned off	Someone may have accidentally shut the power system off.	Press the Inverter button as well as the charger button - be sure the INV and CHG LED light get illuminated.
	Fault Light is Illuminated	Check the LED Screen and note down what fault code is listed	The Unit tripped and shut down, due to some sort of fault malfunction.	Note the following list of Fault Errors and contact tech service for assistance with the error.
Power System is Not Charging:	Power Light is Illuminated but unit is not Charging	Check to see if the charger is turned on.	Someone may have accidentally shut the charger off.	Press the charger button - be sure the INV and CHG LED light get illuminated.
		Check the Battery Disconnct switch if your unit has one	The battery Switch is in the "off" position not allowing the inverter to charge the batteries.	Turn the Switch to the "on" position and retry charging the batteries.

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Power System is Not Charging: (continued)		Check the Battery Fuse	The battery DC Fuse is blown not allowing the inverter to charge the batteries.	Replace the fuse if it is faulty and retry to charge the batteries.
	Power Light is not illuminated, and the power system is not charging.	Check the outlet or circuit the power system's input is plugged into, by plugging another device into it.	The circuit breaker for the input power tripped.	Reset the breaker on the main panel that feeds the outlet/circuit and retest the power system.
		Check and see if your unit has an Input Push Button Breaker (This may be internal or external)	Input Breaker tripped not allowing power in to charge the batteries.	Reset the breaker if your unit has one.
	Fault Light is Illuminated	Check the LED Screen and note down what fault code is listed	The Unit tripped and shut down, due to some sort of fault malfunction.	Note the Following list of Fault Errors and contact tech service for assistance with the error.
Power System is Not Inverting:	Power Light is illuminated but unit is not Inverting	The Inverter is getting Input Power	As long as the power system is getting input power it will never switch to invert or draw power from its batteries.	Switch off the Input power to test that the unit inverts. Reconnect input power after testing.
	Power Light is not illuminated, and the power system is not charging.	The Inverter may be turned off	Someone may have accidentally shut the Auto Invert mode off.	Press the Inverter button. Be sure the INV light gets illuminated and test the unit output.
		The Load is too small	The unit is searching for a load and will not apply power until something gets plugged into it.	Adjust the unit's surge watts all the way down. Plug in a decent load, see if the unit will power it.

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	Fault Light is illuminated	Check the LED Screen and note down what fault code is listed	The unit tripped and shut down, due to some sort of fault malfunction.	Note the Following list of Fault Errors and contact tech service for assistance with the error.
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M-Series Fault Codes:

AC Back feed:

The unit is wired up incorrectly and external power is getting fed into the unit's output.

AC Overload:

Too much current is being fed through the unit. Reduce the number of items that are being drawn off it and restart the power system.

Breaker Tripped:

The current being fed through the unit was too high and tripped the internal input breaker. Have a qualified technician remove the Power System's cover to reset the breaker.

Dead Batt Charge:

The batteries are dead and need to be changed or charged. Check the battery disconnect switch, (if your unit has one) to be sure it is in the "on" position. Also check the battery fuse. If the fuse is good, check the battery voltage. If the batteries cannot be recharged, replace the batteries.

FET Overload:

The inverter overheated. Allow the unit to cool for some time and try restarting the unit.

HI Battery:

The batteries have gotten overcharged or hooked up incorrectly. Make sure the batteries are hooked up correctly and the DC input voltage is the specified input DC voltage of the inverter.

HI Battery Temp:

The unit is charging the batteries too fast. This causes them to overheat. Allow the unit to cool down and turn down the Inverter's charge rate. Try recharging the batteries.

HI Volts AC:

The input voltage is too high. Check to be sure the appropriate AC Input voltage is getting fed to power system. This also may have been caused due to a power spike in the area, causing the unit to trip. Reset the unit and try it again.

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Low Battery:

This error occurs while the inverter is inverting in discharging the batteries. As the batteries run low, this error may occur and prevent the batteries from getting damaged or over discharged. To clear this error, restore AC input power and recharge the batteries.

Over Current:

Too much current is being drawn through the unit. This error occurs to protect the unit's internal components that may fail if too much current is being passed through it for too long.

Over Temp:

This error is like the over current error. The temperature of some of the unit's internal components are getting too hot. This error will occur to protect the unit's internal components from getting damaged due to too much heat.

Stuck Relay:

If this error does not clear on its own, the transfer relay is stuck, and the inverter will need to be sent in for repair.

Tfmr Overtemp:

The transformer is heating too much, and this error will occur to prevent heat damage to the transformer.

Qualified Technical Support & Procedures:

Adjustments can be made to the inverter module. Please consult with technical service prior to making any adjustments, as unit should arrive with adjustments preset.

A large amount of energy is stored in the batteries which can cause injury to unqualified persons attempting to effect repairs. Also, no one untrained regarding electrical energy should attempt any service task or remove any of the front covers as live circuits will be exposed in all cases.

Eye protection should be worn by any person connecting or disconnecting batteries and battery cables.

Hand & Eye Protection is recommended for any person handling batteries.

Various battery connection patterns are used on several model variations. Battery replacements must follow the original factory configuration.

Testing Procedures

Standards of testing the power system must be implemented and carried along with regular testing.

Medi-Products sets out the following guidelines and instructions that must be understood and implemented for the use and dependence on our battery backup generators.

Weekly, Monthly and Annual load tests must be performed, recorded and documented. The following criteria must be followed in order to complete each test:

Weekly Testing:

The recommended weekly test is a quick and simple test which assures the functionality of the transfer switch, auto-invert and charge mode.

This test is performed by disconnecting the power that feeds the battery backup unit or if your system is a plug and play standalone system, unplug its power cord. Upon disconnecting the feed power, your system should switch over to invert mode and draw its power from the batteries. At this point, you should be sure your equipment is still on and running.

Note: If you need to find out your “runtime” contact tech support with your power system’s model and serial number and the make and model of the refrigerator or freezer you are supporting. If you are supporting operating room equipment the standard runtime is 2 hours.

After you have ensured that your system has switched over is inverting, you will need to restore the feed power (or re-plug the system in). This test should not last more than 2 to 3 minutes.

Monthly Testing:

The monthly test is a load test that needs to be conducted no sooner than 20 days and no longer than 40 days from the prior (monthly) load test. This test is to ensure the generator can last 25% of its intended runtime. Your runtime is predetermined amount of time that your refrigerator will run on the battery backup. This would have been calculated at the time you purchased the unit.

For the week you are performing the monthly test, it is not necessary to also perform the weekly test.

Example: 12 hour run time = Monthly test 3 hours

Another important issue to take note of is that it is possible to over test your power system. Medi-Products battery backup system’s use of AGM batteries, which if they are discharged too frequently or discharged too deeply, it can cause damage to the batteries, shorting their life expectancy and weakening them.

You may want to set a timer to remind you to restore the input power to the system and not over discharge the batteries. Reconnect the input power and recharge the battery bank. This may take several hours.

Record Keeping:

Recording these tests is important for the protection of your vaccines and costly inventory. You can use our test logs that are in our service manuals and can download from our website.

Battery Replacement:

Eye protection should be worn by any person connecting or disconnecting batteries and battery cables.

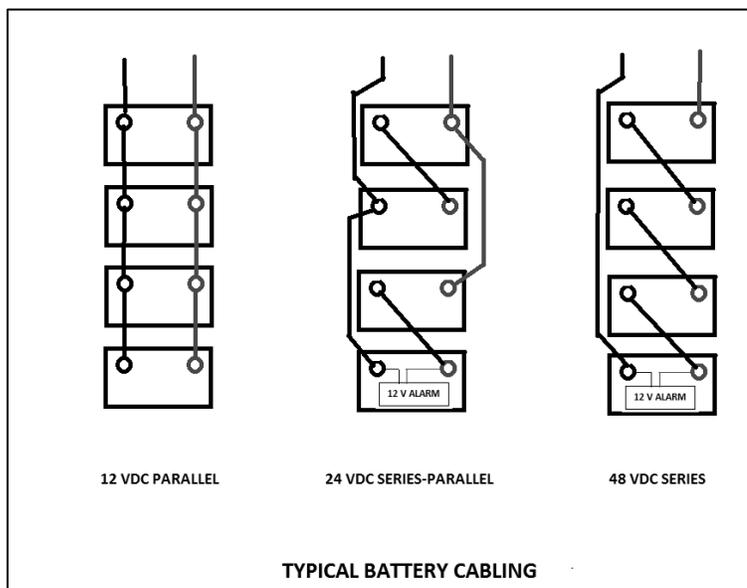
The Batteries are to be replaced every 48 months. To order replacement batteries contact Medi-Products 800-765-3237

It is better to have someone that is comfortable working with electrical appliances and/or batteries replace them. Often your Bio-Medical, building maintenance or someone of that caliber is best suited to the job. Have them follow the following instructions for battery replacement:

- 1) Disconnect the Input Power by unplugging the unit or switching off the input circuit breaker.
- 2) 1200/2000watt systems: switch it to “Line Charge Only” 4000/4400/8800watt system: Turn the Red DC disconnect knob to the “off” position.
- 3) Remove the front battery box covers to access the batteries – Take a photo of the battery connections or special note of how your batteries cables are configured so you can refer back to it when reinstalling.
- 4) Remove the battery cables:
12 Volt Systems: Remove the entire positive cable set before removing any negative connections.
24- or 48-Volt Systems: Start by removing one of the jumper cables between the batteries.

This will help prevent the cables from accidentally shorting out against the cabinet or each other.

- 5) Remove the batteries from the cabinet and slide the new ones into place
- 6) Re-Install the cables. – Refer to the diagram below:
- 7) Reinstall the Battery Box Covers.
- 8) Follow the Start Up and Testing Procedures within this manual



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WARRANTY ACTIVATION FORM

MEDI-PRODUCTS warrants that your REASURANCE™ Emergency Power System is assembled using high quality components and workmanship and is free of defects in material and workmanship.

This warranty shall remain in effect for two (2) years from the date of original consumer purchase of the inverter. Warranty on the batteries is pro-rated over 30 months.

THIS WARRANTY DOES NOT COVER:

- 1) Replacement parts or labor furnished by anyone other than MEDI-PRODUCTS approved service agent. (All approved agents should be licensed electricians or bio-medical technicians or as specifically approved.)
- 2) Defects or damage caused by labor furnished by someone other than MEDI-PRODUCTS or approved service agent.
- 3) Any malfunction or failure of this product while it is in the possession of the owner during the warranty period if the malfunction or failure is not caused by a defect in material and workmanship of MEDI-PRODUCTS or if the malfunction or failure is caused by unreasonable use, including the failure to verify the equipment's utility and usefulness prior to emergency conditions.
- 4) Normal battery depletion.

ALSO:

- 1) This warranty is non-transferable to other owners of the product during the warranty period without the express written consent of MEDI-PRODUCTS.
- 2) MEDI-PRODUCTS reserves the right to repair, replace, or allow credit for any material returned under this warranty. Any damage caused by the customer will be charged or deducted from this allowance.
- 3) All warranty work will be performed at MEDI-PRODUCTS factory or using a valid Warranty Authorization Number (WAN) prior to repair. Products shall be delivered to MEDI-PRODUCTS factory freight prepaid and fully insured.

The inverter manufacturer's owner's manual is provided. The owner should become conversant with it and with this owner's manual. Before operating your REASURANCE™ be sure to read these safety instructions.

TO INITIATE YOUR WARRANTY PLEASE COMPLETE THIS FORM AND RETURN WITHIN 30 DAYS

It is recommended that you keep a copy of this activation form for your own records.

Model Number: _____ Serial Number: _____

Date of installation: _____ Facility Name: _____

Contact Name: _____ Phone Number: _____

Fax Number: _____ Email Address: _____

Address where System is installed: _____