



P91c-1000 UPS

1000VA Model

User & Installation Manual

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Important Safety Warning

Save this manual properly and read carefully the following instructions before installing the unit. Please strictly comply with all warnings and operating instructions in this manual strictly. Do not operate this unit before reading through all safety information and operating instructions carefully.

Transportation

Please transport the UPS system only in the original package to protect against shock and impact.

Preparation

- Condensation may occur if the UPS system is moved directly from cold to warm environments. The UPS system must be absolutely dry before being installed. Please allow at least two hours for the UPS system to acclimate to the environment.
- Do not install the UPS system near water or in moist environments.
- Do not install the UPS system where it would be exposed to direct sunlight or near a heater.
- Do not block ventilation holes in the UPS housing.

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Installation & Setup

- Do not connect appliances or devices which would overload the UPS system (e.g. laser printers) to the UPS output receptacles.
- Place cords in such a way that no one can step on or trip over them.
- Do not connect domestic appliances such as hair dryers to UPS output receptacles.
- The UPS can be operated by any individuals with no previous experience.
- Connect the UPS system only to a grounded shockproof outlet which must be easily accessible and close to the UPS system.
- When installing the equipment, it should ensure that the sum of the leakage current of the UPS and the connected devices does not exceed 3.5mA.

Operation

- Do not disconnect the mains power cord on the UPS system or the building wiring outlet (shockproof socket outlet) during operations since this would cancel the protective earthing of the UPS system and of all connected loads.
- The UPS system features its own internal current source (batteries). The UPS output receptacles or output may be electrically live even if the UPS system is not connected to the building wiring outlet.
- Prevent fluids or other foreign objects from getting inside the UPS system.

Maintenance, service and faults

- The UPS system operates with hazardous voltages. Repairs may be carried out only by qualified maintenance personnel.
- Caution -risk of electric shock. Even after the unit is disconnected from the mains (building wiring outlet), components inside the UPS system are still connected to the battery and electrically live and dangerous.
- Before carrying out any kind of service or maintenance, disconnect the batteries and verify that no current is present and no hazardous voltage exists in the terminals of high capability capacitor such as BUS-capacitors.
- Only people that are adequately familiar with batteries and with the required precautionary measures may replace batteries and supervise operations. Unauthorized personnel must be kept well away from the batteries.
- Caution -risk of electric shock. The battery circuit is not isolated from the input voltage.
- Hazardous voltages may occur between the battery terminals and the ground. Before touching, please verify that no voltage is present!
- Batteries may cause electric shock and have a high short-circuit current. Please take the precautionary measures specified below and any other measures necessary when working with batteries:
 - a) Remove wristwatches, rings and other metal objects
 - b) Use only tools with insulated grips and handles.
 - c) Wear rubber gloves and boots.
 - d) Do not lay tools or metal parts on top of batteries.
 - e) Disconnect charging source and load prior to installing or maintaining the battery.
- When changing batteries, install the same number and same type of batteries.
- Do not attempt to dispose of batteries by burning them. This could cause battery explosion.
- Do not open or destroy batteries. Escaping electrolyte can cause injury to the skin and eyes. It may be toxic.
- Please replace the fuse only with the same type and amperage in order to avoid fire hazards.
- Do not dismantle the UPS system.
- NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.
- WARNING: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Setup the UPS

Step 1: UPS input connection

Plug the UPS into a two-pole, three-wire, grounded receptacle only. Avoid using extension cords. The power cord is attached to the UPS. The input plug is a NEMA 5-15P.

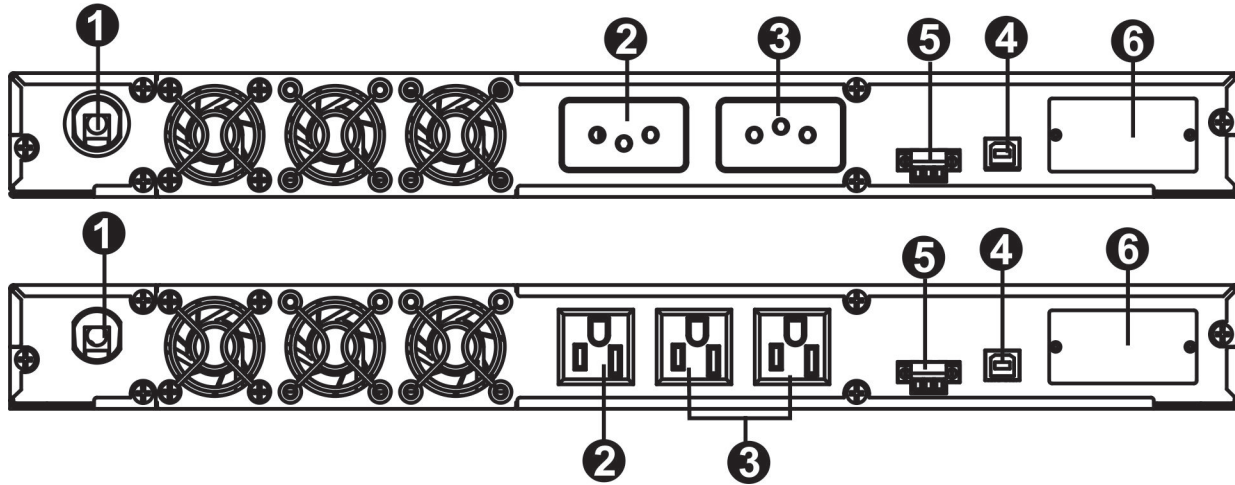
Step 2: UPS output connection

There are two kinds of output receptacles: programmable outlets and general outlet. Please connect non-critical devices to the programmable outlets and critical devices to the general outlets. During power failure, you may extend the backup time to critical devices by setting shorter backup time for non-critical devices.

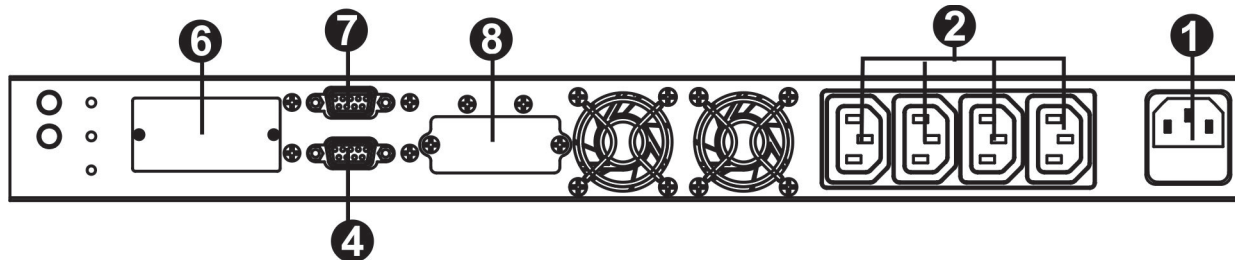
Installation and setup

NOTE: Before installation, please inspect the unit. Be sure that nothing inside the package is damaged. Please keep the original package in a safe place for future use.

Rear panel view



1KL



- 1 AC input power cord
- 2 Output receptacle: connect to mission-critical loads.
- 3 Programmable outlets: connect to non-critical loads
- 4 USB serial communication port
- 5 ROO/RPO function connector
- 6 Intelligent slot

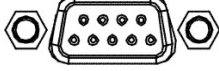
Step 3: Communication connection

Communication port:

USB port



RS-232 port

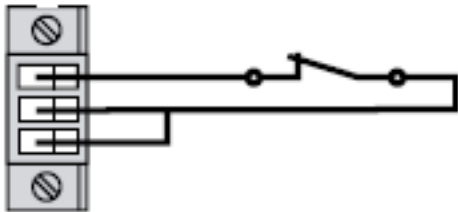


To allow for unattended UPS shutdown/start-up and status monitoring, connect the communication cable one end to the USB port and the other to the communication port of your PC. With the monitoring software installed, you can schedule UPS shutdown/start-up and monitor UPS status through PC.

The UPS is equipped with intelligent slot perfect for Relay and Modbus card. When installing with SNMP card in the UPS, it will provide advanced communication and monitoring options.

Step 4: Disable/Enable ROO/RPO function

ROO

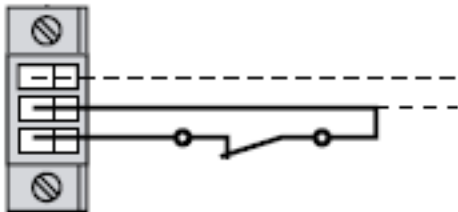


Contact open: UPS shuts down.

Contact closed: UPS start-up (UPS is connected to AC power and AC power is available).

Note: The local ON/OFF control by pressing On/Off button overrides the remote-control function.

RPO



Contact open: UPS shuts down and Fault LED (3) will be ON.

To return to normal operation, de-activate external remote contact (Fault LED (3) will be OFF) and restart.

Step 5: Turn on/off the UPS

Press the ON/OFF button on the front panel for two seconds to power on the UPS.

Step 6: Install software

For optimal computer system protection, install UPS monitoring software to fully configure UPS shut-down. You may insert provided CD into CD-ROM to install the monitoring software. If not, please follow steps below to download and install monitoring software from the internet:

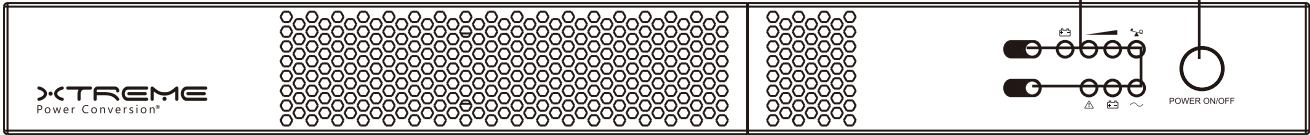
1. Go to the website <http://www.power-software-download.com>
2. Click ViewPower software icon and then choose your required OS to download the software.
3. Follow the on-screen instructions to install the software.
4. When your computer restarts, the monitoring software will appear as an orange plug icon located in the system tray, near the clock.

Operations

Button operation

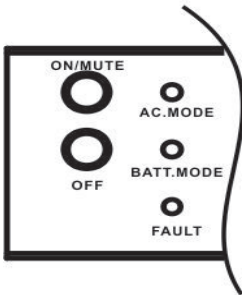
1K View:

LED indicators On/Off button



Button	Function
ON/OFF Button	<ul style="list-style-type: none"> Turn on the UPS: Press and hold button for at least 2 seconds to turn on the UPS. Turn off the UPS: Press and hold this button at least 2 seconds to turn off the UPS. UPS will be in standby mode when utility power is normal or transfer to bypass mode if bypass mode is enabled via software.

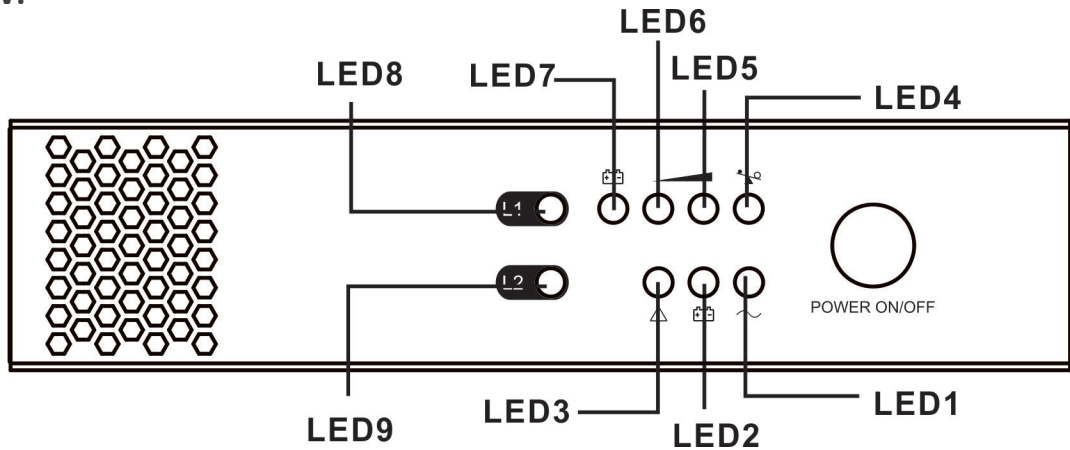
1KL View:



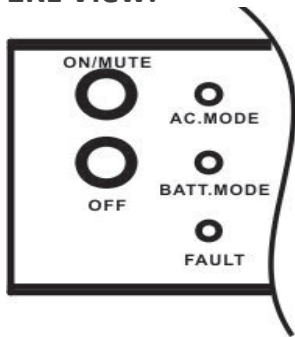
Button	Function
On/Mute Button	<ul style="list-style-type: none"> Turn on the UPS: Press and hold ON/Mute button for at least 2 seconds to turn on the UPS. Mute the alarm: When the UPS is on battery mode, press and hold this button for at least 5 seconds to disable or enable the alarm system. But it's not applied to the situations when warnings or errors occur.
Off/Enter Button	<ul style="list-style-type: none"> Turn off the UPS: Press and hold this button at least 2 seconds to turn off the UPS in battery mode. UPS will be in standby mode under power normal or transfer to Bypass mode if the Bypass enable setting by pressing this button.

3-2. LED Indicators

1K View:



UPS Status	LED	Color	On/Flashing
Line Mode	LED1	Green	On
	LED4 to LED7 indicate load level during line mode. LED4: > 75% load level LED5: 50% ~ 75% load level LED6: 25% ~ 50% load level LED7: 0% ~25% load level	Green	On
Battery Mode	LED2	Yellow	Flashing
	LED4 to LED7 indicate battery capacity during battery mode. LED4: battery voltage > 26V LED5: battery voltage > 24.5V LED6: battery voltage > 23V LED7: battery voltage > 21V	Green	On
Low battery	LED7	Green	On
	LED3	Red	On
Battery replacement	LED3	Red	Flashing
Fault	LED3	Red	On
On/off status of output receptacles	LED 8: indicating on/off status of general output receptacles (2) LED 9: indicating on/off status of programmable outlet (3)	Green	On

1KL View:**Three indicators to display UPS status:**

UPS Status	Indicators
AC Mode	Green LED lighting.
Battery Mode	Yellow LED flashing.
Fault	Red LED lighting.
Off-mode charging.	Green LED flashing.

Audible Alarm

Battery Mode	Sounding every 4 seconds
Low Battery	Sounding every second
Overload	Sounding twice every second
Fault	Continuously sounding
Bypass Mode	Sounding every 10 seconds

Troubleshooting

If the UPS system does not operate correctly, please solve the problem by using the table below.

Symptom	Possible cause	Remedy
No indication and alarm even though the mains is normal.	The AC input power is not connected.	Ensure if input power cord is firmly connected to the mains.
	The AC input is connected to the UPS output.	Plug AC input power cord to AC input correctly.
The mains is normal but red LED is flashing. The alarm is sounding every second.	The internal battery connection is wrong.	Please re-connect battery wires with correct polarity.
The alarm is sounding twice every second and red LED is flashing.	UPS is overloaded	Remove excess loads from UPS output.
	After repetitive overloads, the UPS is locked in the Bypass mode. Connected devices are fed directly by the mains.	Remove excess loads from UPS output first. Then, shut down the UPS and restart it.
The mains is normal. But the unit is on battery mode.	Battery is not fully charged.	Please charge battery at least 5 hours. If battery is still in low battery level, please contact local dealer.
	Battery defect.	Replace the battery with the same type of battery.
Red LED is on and alarm is sounding continuously.	UPS fault.	Please contact local dealer directly.

Storage and Maintenance

Operation

The UPS system contains no user-serviceable parts. If the battery service life (3~5 years at 25°C ambient temperature) has been exceeded, the batteries must be replaced. In this case, please contact your dealer.



Be sure to deliver the spent battery to a recycling facility or ship it to your dealer in the replacement battery packing material.

Storage

Before storing, charge the UPS 5 hours. Store the UPS covered and upright in a cool, dry location. During storage, recharge the battery in accordance with the following table:

Model	Storage Temperature	Recharge Frequency	Charging Duration
P91c-1000	-25°C -50°C	Every 3 months	1-2 hours
	50°C -55°C	Every 2 months	1-2 hours

Specifications

MODEL NUMBER		P91c-1000 available Q3 2017
CAPACITY	Power rating	1000VA (800W)
INPUT	Voltage/frequency	50–150VAC* / 50/60Hz auto sensing
OUTPUT	Voltage	120VAC
	Waveform	Pure sine wave, < 2% at full load
	Frequency	50/60Hz ± 0.5Hz
	Efficiency	Up to 98% ECO mode, 90% online mode
	Overload capacity	≤ 130% for 2 min; ≤ 200% for 10 sec; >200% for 1 sec
BATTERY	Battery type	Sealed, maintenance-free lead acid
	Battery quantity & size	(4) 6V 290W
	Typical recharge	< 6 hours to 90%
PHYSICAL	Dimensions (W x D x H)	17.2 x 18.8 x 1.7 in
	Weight	28 lbs
	Line cord	5 ft, 5–15P
	Receptacles	(3) NEMA 5–15R
ENVIRONMENT	Operating temperature	32–104°F (0–40°C)
	Altitude	11,500 ft above sea level
APPROVALS		UL, cUL, RoHS
WARRANTY		3 years electronics, 3 years battery warranty (USA and Canada)
COMMUNICATIONS INTERFACE		USB, EPO, intelligent slot for optional cards (Web/SNMP, Relay/dry contact, Modbus)
INCLUDED IN BOX		ViewPower software CD, horizontal brackets, tower pedestals, user manual
AVAILABLE OPTIONS		5 year extended warranty, bypass distribution (XBDM), power distribution (XPDU), 4-post rail kit, 2-post shelf kit, wall mount bracket

Obtaining Service

If the UPS requires Service:

1. Use the TROUBLESHOOTING section in this manual to eliminate obvious causes.
2. Verify there are no circuit breakers tripped.
3. Call your dealer for assistance. If you cannot reach your dealer, or if they cannot resolve the problem, call Xtreme Power Conversion Corp Technical Support at 800.582.4524. Technical support inquiries can also be made at support@xpcc.com. Please have the following information available BEFORE calling the Technical Support Department:
 - Your name and address.
 - The serial number of the unit.
 - Where and when the unit was purchased.
 - All of the model information about your UPS.
 - Any information on the failure, including LED's that may or may not be illuminated.
 - A description of the protected equipment, including model numbers if possible.
 - A technician will ask you for the above information and, if possible, help solve your problem over the phone. In the event that the unit requires factory service, the technician will issue you a Return Material Authorization number (RMA).

If you are returning the UPS to Xtreme Power for service, please follow these procedures:

1. Pack the UPS in its original packaging. If the original packaging is no longer available, ask the Technical Support Technician about obtaining a replacement set of packaging material. It is important to pack the UPS properly in order to avoid damage in transit. Never use Styrofoam beads for a packing material.
2. Include a letter with your name, address, daytime phone number, RMA number, a copy of your original sales receipt, and a brief description of the problem.
3. Mark the RMA number on the outside of all packages. Xtreme Power cannot accept any package without the RMA number marked on the outside of the boxes.
4. Return the UPS by insured, prepaid carrier to the address provided by the Technician.
5. Refer to the Warranty statements in this manual for additional details on what is covered.

Xtreme Power Conversion Limited Warranty

Xtreme Power Conversion (XPC) Corporation warrants Xtreme Power Conversion equipment, when properly applied and operated within specified conditions, against faulty materials or workmanship for a period of **three years for P91c-1000 products** from the date of purchase. XPC Corporation warrants **internal batteries for a period of three years** from the date of purchase. For equipment sites within the United States and Canada, this warranty covers repair or replacement, at the sole discretion of XPC Corporation. The customer is responsible for the costs of shipping the defective product to XPC Corporation. XPC Corporation will pay for ground shipment of the repaired or replacement product. This warranty applies only to the original purchaser.

If equipment provided by XPC Corporation is found to be **Dead-on-Arrival (DOA)**, XPC Corporation will be responsible for the costs of shipping product to and returning equipment from the customer in a timely manner as agreed to with the customer, once the customer has requested and received a **Return Material Authorization (RMA)** number. DOA equipment is defined as equipment that does not properly function according to user documentation when initially received and connected in conjunction with proper procedures as shown in the user documentation or via support provided by XPC Corporation personnel or authorized agents.

This warranty shall be void if (a) the equipment is repaired or modified by anyone other than XPC Corporation or a XPC Corporation approved third party; (b) the equipment is damaged by the customer, is improperly used or stored, is subjected to an adverse operating environment, or is operated outside the limits of its electrical specifications; or (c) the equipment has been used or stored in a manner contrary to the equipment's operating manual, intended use or other written instructions. Any technical advice furnished by XPC Corporation or a XPC Corporation authorized representative before or after delivery with regard to the use or application of Xtreme Power Conversion equipment is furnished on the basis that it represents XPC Corporations best judgment under the situation and circumstances, but it is used at the recipient's sole risk.

EXCEPT AS STATED ABOVE, XPC Corporation DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

EXCEPT AS STATED ABOVE, IN NO EVENT WILL XPC Corporation BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF Xtreme Power Conversion EQUIPMENT, including but not limited to, any costs, lost profits or revenue, loss of equipment, loss of use of equipment, loss of software, loss of data, cost of substitutes, or claims by third parties. Purchaser's sole and exclusive remedy for breach of any warranty, expressed or implied, concerning Xtreme Power Conversion equipment, and the only obligation of XPC Corporation under this warranty, shall be the repair or replacement of defective equipment, components, or parts; or, at XPC Corporations sole discretion, refund of the purchase price or substitution of an equivalent replacement product.

Xtreme Power Conversion Load Protection Policy

THIS POLICY IS NOT A WARRANTY. REFER TO **THE XPC CORPORATION, INC. LIMITED WARRANTY** FOR INFORMATION CONCERNING THE WARRANTY FOR YOUR XPC PRODUCT. THE LIMITATIONS AND CONDITIONS CONTAINED IN THIS POLICY DO NOT AFFECT **THE TERMS OF THE XPC LIMITED WARRANTY**.

Definitions:

1. "Product" means a Standard 120, 208, or 240 Volt power protection device that is used in the United States and Canada. This policy does not include custom manufactured products.
2. "Power Disturbance" means an AC power line transient (telephone line or Local Area Network, if applicable), spike or surge.
3. "Connected Equipment" properly connected electronic equipment
4. "Fair Market Value" of damaged Connected Equipment as determined by XPC shall be the lower of (a) the average price the same or similar items are being sold for on eBay, (b) the price list of Orion Blue Book (or if such price list is no longer published, a published or announced price list reasonably selected by XPC), (c) the lowest price the same or similar items can be purchased for in the United States or (d) the total amount of all payment(s) you have or are entitled to receive from insurance, other warranties, extended warranties, a legal liability claim or from other sources or persons for the damaged Connected Equipment.
5. "Purchaser" means the person or entity that originally purchased the Product from an authorized reseller or distributor of XPC Products.

The Purchaser of this Product is protected, for the term of the XPC Limited Warranty, against certain losses caused by a Power Disturbance for properly connected electronic equipment (referred to as the "Connected Equipment") subject to certain terms and conditions provided below.

This policy applies only to the original purchaser of the Product. If the Product is transferred or sold to another person or entity, this policy is void.

This Load Protection Policy is not deemed "first dollar" coverage. XPC's obligation is reduced by any amounts that the Purchaser is entitled to recover, from other sources regarding the Connected Equipment, including, but not limited to, insurance, other warranty, extended warranty, or legal liability, regardless of whether or not the Purchaser makes a claim for recovery.

Eligibility for Coverage Under the Load Protection Policy

1. The Product must be registered on the XPC website, www.xpcc.com, within 10 days of purchase. All required information must be provided, and Purchaser should retain a copy for Purchaser's records. When registering on the website, Purchaser must list all connected equipment that is directly connected to the

- product. Only those devices registered in that manner will be covered.
2. All Connected Equipment must be UL or CSA approved.
 3. The Product must be plugged into a properly wired and grounded outlet. Use of input surge devices, extension cords, adapters, ground wires, or electrical connections not manufactured by XPC voids the XPC Load Protection Policy. No other surge protection device may be connected to the output sockets of the Product. The installation must comply with all applicable electrical and safety codes set forth pursuant to the NEC.
 4. The Product must have undeniable physical evidence of a Power Disturbance that directly and proximately caused the damage;
 5. The Connected Equipment must have been damaged by a Power Disturbance on a properly installed, grounded, and National Electric Code, ("NEC"), code-compliant 120, 208, 240 Volt AC power line in the United States or Canada, by a Power Disturbance on standard telephone land line or PBX telephone equipment line that is properly installed and connected to an RJ11 port on the Product; or by a Power Disturbance on a standard Local Area Network connection that is properly installed and connected to an RJ45 port on the Product and (d) is directly plugged into, and properly connected to, the Product in its original condition which was properly operated when a Power Disturbance passed through the Product and (i) exhausts the protection capacity of the Product or (ii) damages the Product.
 6. The Load Protection Policy does not apply if the Product has been operated in a failure mode or not in compliance with XPC operating instructions in the Product user's manual, or if the Connected Equipment has not been operated in compliance with the instructions and manuals of its manufacturer/vendor.
 7. This policy is null and void if, XPC determines, in its sole discretion, that the Product has been tampered with or altered in any way.

What is Not Covered Under the Load Protection Policy:

The following damage is not covered by this Policy:

1. Restoration of lost data and reinstallation of software.
2. Damage from a cause other than AC power-line transients, except for damage due to telephone line, Local Area Network, or CATV transients, which is covered only if the Product offers such protection.
3. DAMAGE CAUSED BY FAILURE TO PROVIDE A SUITABLE INSTALLATION ENVIRONMENT FOR THE PRODUCT (INCLUDING, BUT NOT LIMITED TO, LACK OF A PROPER SAFETY GROUND).
4. Damage caused by the use of the Product for purposes other than those for which it was designed.
5. Damage caused by accidents, or natural disasters, including but not limited to, fire, flood, and wind.
6. Damage caused by abuse, misuse, alteration, modification, or negligence.
7. Any labor costs or travel, room and board expenses associated with the repair and/or restoration of lost or damaged hardware, software or data.

EXCEPT AS EXPRESSLY PROVIDED IN THIS POLICY, XPC SHALL NOT BE LIABLE FOR ANY DAMAGES WHATSOEVER, INCLUDING, BUT NOT LIMITED TO, DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR MULTIPLE DAMAGES ARISING OUT OF THE USE OF THE 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 PRODUCT OR THE CONNECTED EQUIPMENT OR ANY ASSOCIATED EQUIPMENT, LOSS OF SOFTWARE, COST OF CAPITAL, COST OF ANY SUBSTITUTE EQUIPMENT, FACILITIES OR SERVICES, DOWNTIME, THE CLAIMS OF THIRD PARTIES, INCLUDING CUSTOMERS, AND INJURY TO PROPERTY.

Submitting a Load Protection Policy Claim:

1. Any claim under the Load Protection Policy must be made within 10 days of the date of alleged damage to the Connected Equipment.
2. Call the XPC technical support department at 1-800- 582-4524 and obtain a Load Protection Policy Returned Material Authorization (RMA) number. Have information on all applicable insurance or other resources of recovery/payment that is available to the Purchaser and the name of the power utility supplier for the location of the Connected Equipment. XPC will forward to the Purchaser a Load Protection Policy claims form, which

must be completed and filed with XPC within 30 days.

- Mark the Load Protection Policy RMA number on the Product the Purchaser is returning.
- Pack the Product in its original packaging or similar packing materials if the original packaging has been discarded. Enclose the completed Load Protection Policy claim form and a copy of the Purchaser's original sales receipt for the Product in the box.
- Mark the RMA number clearly on the outside of the box.
- Ship the Product (one-way shipping charges paid by the Purchaser) to:

XPC Corporation
230 Yuma Street
Denver, CO 80223
Attn: LPP RMA#

3. XPC will evaluate the Product to determine its level of functionality, and will examine the Product for evidence of damage from a Power Disturbance.
 - If XPCs' evaluation provides no evidence of damage from a Power Disturbance, XPC will send to the Purchaser (i) a report summarizing the tests performed and (ii) a rejection of claim notice.
 - If the Product shows evidence of damage from a Power Disturbance, XPC will request that all Connected Equipment for which a Load Protection Policy claim has been submitted, be sent for evaluation to either XPC or an authorized service center. If it is determined that the Connected Equipment has been damaged by a Power Disturbance, XPC will, in its sole discretion, issue payment to the Purchaser for either the cost of repair of the Connected Equipment or the Fair Market Value of the damaged Connected Equipment, up to the dollar limits stated above. XPC reserves the right to require the Purchaser to transfer title and deliver the Connected Equipment to XPC if it chooses to reimburse the Purchaser for the fair market value of the Connected Equipment. XPCs' maximum liability shall be reduced to reflect all such other payments or sources of recovery, whether applied for or not.
4. If XPC issues payment to the Purchaser 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. XPC reserves the right to contact the authorized service center directly to discuss repair costs and damage to the Connected Equipment to determine if it was caused by a Power Disturbance and the right to request that the service center forward the Connected Equipment or components of the Connected Equipment to XPC for inspection
5. Unless modified in writing signed by an officer of XPC and the Purchaser, the terms of this policy are the complete and exclusive agreement between the parties, superseding all prior agreements, oral or written, and all other communications between the parties relating to the subject matter of this agreement. No employee of XPC or any other party is authorized to make any representations beyond those made in this agreement concerning the Load Protection Policy.

XPC Corporation
230 Yuma Street
Denver, CO 80223
1.800.582.4524