




UPS Removal & Replacement – Best Practices

WARNING: Failure to follow the steps outlined in this guide could result in permanent damage to internet equipment, ONT, or the power adapter.

Step	Description	Images
1	<p>You may have noticed the uninterruptable power supply (UPS) originally installed with your fiber internet service no longer holds a charge during a power outage.</p> <p>Please call customer service at 360-321-1122 to discuss your options for replacement of the UPS.</p>	 <p>An example UPS provided during original fiber internet service installation</p>
2a	<p>You can opt to purchase a new 24-hour battery backup UPS from us, professionally installed by one of our service technicians.</p> <p>Professional installation is required with the purchase of a new battery backup UPS. Additional charge for professional installation may apply.</p>	 <p>New 24-hour battery backup UPS (left) and an ONT (right)</p>
2b	<p>- OR -</p> <p>You can opt to replace your old UPS with a regular AC power adapter at no additional charge.</p> <p>Visit one of our service offices during business hours to pick up a regular AC power adapter. Then, carefully follow the remaining steps in this guide to complete the replacement process yourself.</p>	 <p>ONT AC power adapter</p>

3 Before you begin, take a moment to identify the following:

- The fiber ONT
- The UPS
- The power cable connecting the UPS to the ONT
- The power cable connecting the UPS to an electrical wall outlet

It is recommended that you call tech support at 360-321-8324 if you are having trouble identifying any of these items.



An example fiber ONT (left) and old UPS (right)

4 Important Note: You may experience loss of internet connectivity while power is disconnected from the ONT.

Unplug the UPS from the electrical wall outlet, then disconnect the power cable from the ONT by gently pushing down on the small tab on the end of the cable, then carefully pulling it (like an ethernet cable).






UPS power cable connected to the ONT

5 Press the “ALARM SILENCE” button on the UPS to silence the beeping alarm noise, if necessary.



Button configuration on the front of face the old UPS

<p>6</p>	<p>The old UPS contains a sealed lead acid (SLA) battery. It is recommended that all users follow the universal waste guidelines outlined by the Washington State Department of Ecology.</p> <p>Please DO NOT place SLA batteries in curbside trash/recycling bins or leave them at our service offices.</p> <p>Call 1-800-RECYCLE to find a battery drop-off location nearest to you.</p>	 <p>Please follow WA State Dept of Ecology guidelines for disposal of SLA batteries</p>
<p>7</p>	<p>Plug the round barrel connector of the AC power adapter into the back of the ONT. Then plug the AC power adapter into a wall outlet or surge protector.</p> <p>It may take several minutes for internet service to restore.</p> <p>WARNING: Please DO NOT plug both the AC power adapter and the UPS into the ONT at the same time. Doing so could overload the ONT, resulting in permanent damage.</p>	 <p>✓ CORRECT: AC adapter connecting to ONT. ✓</p>  <p>✗ INCORRECT: AC adapter and UPS connected to ONT. ✗</p>