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American Power Conversion Voluntarily Recalls Two Uninterruptible Power Supply Models

WEST KINGSTON, R.I. -- January 14, 2003 -- American Power Conversion (Nasdaq: APCC) (APC), in cooperation with the Consumer Product Safety Commission, today announced a voluntary recall of two models in its Back-UPS® CS uninterruptible power supply (UPS) line due to potential safety issues that may result in overheating and represent a potential fire hazard. The total number of affected devices being recalled worldwide is approximately 2.1 million with approximately 900,000 devices recalled in the United States.

APC has received eight reports worldwide of units overheating resulting in the melting of the unit's outer casing, six of which occurred in the United States. Three of the reported incidents resulted in minor property damage. No injuries have been reported.

The recall is limited to two specific models in APC's Back-UPS CS product line - the Back-UPS CS 350 and the Back-UPS CS 500, in both 120-volt and 230-volt models. The affected units were manufactured between November 2000 and December 2002. The units were sold primarily through computer and electrical distribution, catalog and retail outlets worldwide.

Consumers with affected units can identify them by the model markings on the front of the unit and by the serial numbers located on the bottom of the unit. Only units with serial numbers having the first six characters in the following ranges are affected:

AB0048 through AB0251

BB0104 through BB0251

JB0125 through JB0251

Any units with an "R" at the end of the serial number are not part of the recall.

APC recommends that the user immediately remove the UPS unit from service by turning off all connected equipment, turning the UPS unit off, and then unplugging the unit from the electrical outlet.

To learn more about the recall action and the process for replacing the affected units, users should visit www.apc.com or call 866 APC-RELY (866 272-7359).

APC has been working closely with the Consumer Product Safety Commission and other appropriate parties in this action, which does not affect any other APC devices.

"We remain highly confident in the overall safety and reliability of all of our products, and have been working diligently to ensure that this action results in a minimum inconvenience to our customers and channel partners," said Rodger B. Dowdell, Jr., APC president and CEO.