

Frequently asked questions

1) Why are your RBC's so cheap?

They are less expensive than the APC because they are APC compatible, not branded APC batteries. RBC is a registered trademark of APC the use of the term is for comparison purposes only.

Some of the kits we supply made up and some you have to do a little work yourself. Some are prebuilt and ready to go. If you click on the description of the RBC number you see exactly what you are buying.

We have many years of battery experience with UPS we use batteries from global manufacturers such as Yuasa and CSB. The UPS industry uses standard sizes of batteries we are using our buying power to bring you savings on major brand batteries.

We are an independently assessed quality assured Company, we only supply quality products and assemble to internationally recognised standards.

2) How long will they last? What is the warranty on them

We predominantly supply the Yuasa product as we have many years experience of their reliability but the design life in a ups application is 3- 5 years.

We give a full 1 year warranty.

3) Why Yuasa? Is there any difference in the quality?

Yuasa enjoy a fantastic reputation in the UPS and secure power industry, we have a long history of their excellent reliability. Major companies like BT, IBM, Railtrack specify Yuasa products. We make the RBC kits up out of the Yucel and NP ranges.

4) Can I specify which battery is used?

Yes, subject to availability.

5) Are your batteries new?

We only supply new batteries from fresh stock. We turn our stock frequently so your batteries are ready to go and unlike batteries bought from distribution they have not aged on the shelf.

6) How do I recycle my old battery

Currently APC in the UK do not offer recycling services only in The USA. In the UK your recycling centre nearest to you will have a battery bin for the collection of waste batteries.

You can purchase the safe disposal of your old batteries from us it is down at the bottom of the RBC page. The cost is currently £7.50. This is the cost that Parcelforce charge us to collect and return the batteries we then ensure your batteries are properly recycled.

If you order the disposal service all you need do put the old batteries in the packing your new ones arrived in and call us up quoting your 6 digit receipt number. Parcelforce will then collect bringing all necessary labels with them.

7) What if I forget to order the disposal can I order it later?

Yes, but a further delivery charge will be added, we refund this back to your card.

8) How do you package your RBC's?

We are very careful to make sure all our packing can be recycled easily. Where possible for both environmental and economic reasons we sometimes re-use the battery manufacturers packaging. The void fill we use is Eco Flow and is bio degradable.

The packaging is plain.

9) Do you accept orders from Schools and Colleges?

Yes we do, just fax your order to 01939 235 153 or email it to sales@vps-ups.co.uk