

EQUALLOGIC

Revised Battery Replacement Guidelines

Batteries in earlier PS Series Storage Array systems were originally categorized as customer-replaceable parts. Advances in design and production have significantly increased the life expectancy of the batteries since these systems were first brought to market, and these batteries are no longer replaced by customers.

Impacted Array Models

All PS Series Storage Array families from PS50E to PS400E are impacted by these revised guidelines, including the following:

- PS50E
- PS70E
- PS100E
- PS200E
- PS300E
- PS400E

Responding to Battery Failures

It is unlikely that the batteries currently used in these systems will experience significant performance degradation resulting in the system issuing an error message. However, in the event that a battery fails to hold a charge, the array will issue a message similar to the following example:

```
ERROR: 28.4.47: Outstanding critical health conditions exist.  
Correct immediately or they will affect array operation.  
Battery has insufficient charge to survive a 72-hour power outage.  
There are 1 outstanding conditions posted.
```

If you receive a message like this, contact your EqualLogic support provider immediately to resolve the issue. See *Contacting Dell* on page 2 for more information.

Documentation Issues

In the original hardware documentation provided with these arrays, instructions and guidelines were provided for replacing Cache Batteries. Since the batteries are no longer considered field-replaceable parts, you should not reference the documentation cited in the below. The obsolete content is in the *PS Series Storage Arrays - Hardware Maintenance, Models 50E to 400E* guide, Part Number 110-0003-R6, published in September, 2006.

Chapter	Page(s)	Description of Content
Table of Contents	Page iii	Entries in the table of contents for: <ul style="list-style-type: none">• <i>Replacing the Cache Battery</i>• <i>Replacing the NVRAM Coin Cell Battery</i>
Chapter 3	Pages 3-12 through 3-15	All content under <i>Replacing the Cache Battery</i>
Chapter 3	Pages 3-15 and 3-16	All content under <i>Replacing the NVRAM Coin Cell Battery</i>
Index	Index-1	Index entries for replacing and handling batteries: <ul style="list-style-type: none">• battery, cache<ul style="list-style-type: none">○ replacing 3-12○ requirements for handling 3-13• battery, coin cell<ul style="list-style-type: none">○ replacing 3-15○ requirements for handling 3-15

Contacting Dell

For customers in the United States, call 800-945-DELL (800-945-3355).

Note: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

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