

FTTP Battery Replacement

A simple guide for homes and businesses with an existing nbn Fibre to the Premises Power Supply with Battery Backup.



Important update. From June 2024, nbn no longer offers a Power Supply Unit with battery backup for new FTTP installations. nbn does not supply new replacement batteries. FibreMax also does not supply replacement batteries.

If your premises already has the older nbn battery backup unit, you can replace the battery, remove the battery if you no longer need backup, or use your own UPS solution.

Choose the option that suits you

1

Replace the battery

You can replace the existing nbn battery yourself with a compatible 12V sealed lead acid battery. The step by step instructions are on pages 2 and 3.

2

Remove the battery

If you no longer want battery backup, you can remove the battery, provided no other nbn services at the premises rely on it. Your service will then require mains power.

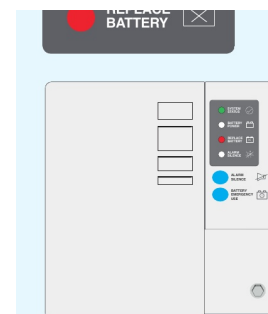
3

Use a UPS or get help

You can use your own UPS to protect the nbn equipment and other devices. FibreMax can also refer you to a local FibreMax Service Partner for onsite assistance.

How do I know the battery needs attention

- A red light beside REPLACE BATTERY generally means the battery is missing or has degraded.
- An alarm that beeps once every 15 minutes indicates a battery replacement condition.
- During a power outage, the existing battery backup can power the nbn connection box for up to approximately five hours, depending on battery condition.



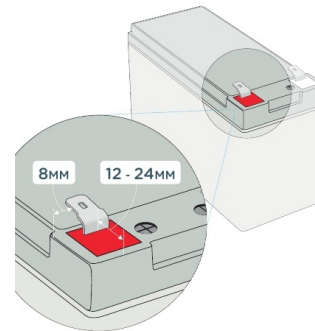
Older nbn Power Supply with Battery Backup.

Option 1. Replace the existing nbn battery

Before purchasing a replacement, confirm the battery specification and read the safety notes below. If you are not comfortable doing this yourself, contact FibreMax and we can refer you to a local FibreMax Service Partner.

Compatible battery specification

Battery type	12V 7.0 to 7.2Ah, 6 cell VRLA sealed lead acid battery.
Terminal	F2 spade type quick disconnect, 6.35 mm wide by 0.81 mm thick.
Dimensions	94 mm high by 151 mm wide by 65 mm deep, excluding terminals. Approximately 100 mm high including terminals.

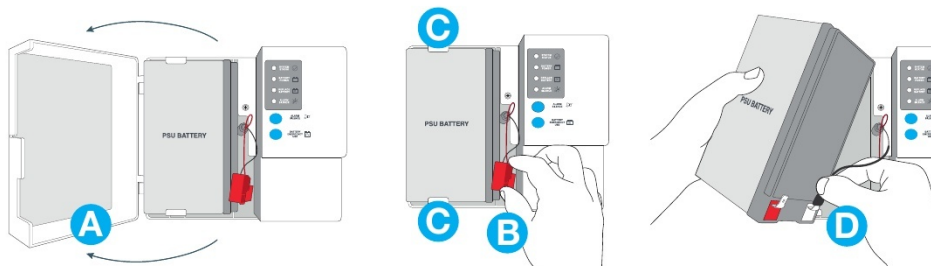


Safety first

- Switch off the wall power point and unplug the nbn power supply from mains power before opening the battery compartment.
- The battery can keep electrical components live even after mains power is disconnected. Follow the sequence below carefully.
- Do not disconnect, handle or look into the fibre optic cable. Do not remove any covers except the battery access cover.
- Your phone and internet service may be unavailable while the battery is being changed and for up to 10 minutes afterwards.

Remove the old battery

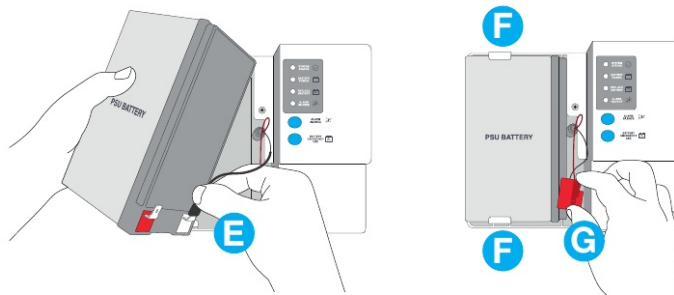
- 1 Turn off the power point and unplug the power supply from mains power.
- 2 Open the front cover of the Power Supply with Battery Backup.
- 3 Disconnect the red positive plug from the battery first.
- 4 Release the upper and lower retaining tabs, lift the battery out, then disconnect the black negative plug.



Source illustration, nbn FTTP User Guide, battery replacement pages.

Install the new battery

- 5 Connect the black negative plug to the new battery.
- 6 Push the retaining tabs outward and insert the battery securely into the battery compartment.
- 7 Connect the red positive plug to the new battery.
- 8 Check that no wires are pinched. Close the front cover.
- 9 Plug the nbn power supply back into the power point and turn the power on.



Source illustration, nbn FTTP User Guide, battery replacement pages.

After replacement

- Allow up to 24 hours for the new battery to fully charge.
- Keep the nbn power supply connected to mains power and switched on. Repeatedly turning it off can shorten battery life.
- If the red REPLACE BATTERY light or alarm remains after the new battery has had time to charge, contact FibreMax for assistance.

Recycle the old battery

The nbn battery is a sealed lead acid battery. Do not place it in household garbage or household recycling. Take it to a suitable battery recycler, participating battery retailer, or council drop off facility.

Find a battery recycling location

recyclingnearyou.com.au

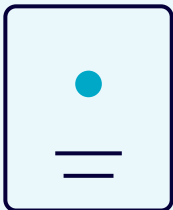
If you do not want to replace the battery



Remove the battery and continue on mains power

If you no longer require the old nbn Battery Backup service, you can remove the battery using the same safe removal steps shown on page 2, provided no other users or nbn services at the premises rely on that battery backup.

Do not remove the nbn Power Supply Unit itself. With the battery removed, your nbn connection will only operate while mains power is available. Contact FibreMax if you no longer want the battery backup service so that battery replacement reminders can be addressed.



Use your own UPS for broader power backup

The old nbn battery backup only powers the nbn connection box. Other equipment, such as your router, Wi Fi equipment, cordless phone base, IP phones, network switches and computers, requires its own power during an outage.

A suitable Uninterruptible Power Supply, or UPS, can be used to provide backup power to the equipment you choose. Runtime depends on the UPS capacity and the total connected load. Follow the UPS manufacturer instructions and do not exceed the rated load.

View UPS products and information

[Officeworks UPS range](#)

Prefer onsite help

FibreMax can refer you to a local FibreMax Service Partner. The partner can attend your home or business, help replace the existing nbn battery, or recommend a UPS or other backup power solution for the equipment you need to keep running. Site visit, labour and equipment charges may apply.

Official information and helpful links

- [nbn battery backup information](#)
- [nbn FTTP user guide](#)
- [Recycling Near You](#)
- [Officeworks UPS range](#)