



Optima™ 833 Series Power Distribution Units

Operating Guide and Reference



Apr 2025 : P/N 501055-000 Rev E

1 General 3

1.1 Documentation Symbols (EN)	3
1.2 Safety Notices (EN)	3
1.3 Symboles de Documentation (FR)	4
1.4 Avis de sécurité (FR)	4
1.5 General Description	5
1.6 Product Models	5
1.7 Product Ratings	6

2 Installation 7

2.1 Installation Notes	7
2.2 Installation Mounting	8

3 Operation 9

3.1 Startup	9
3.1.1 Startup Without Configuring the Software	9
3.1.2 Startup to Configure the Software	10
3.2 Ethernet and Serial Control	10
3.3 Breaker Controls	10
3.3.1 Main Breaker	10
3.3.2 Branches	11
3.3.3 Controls Breaker	11
3.4 Remote Switching / EPO Option	12
3.4.1 Remote Override Switch	12
3.4.2 Remote Bus Connector	13
3.5 Digital Power Meter	14
3.6 EMI Filter	14

4 Reference 15

5 Specifications 16

6 Contact and Support 17

6.1 Repairs	17
6.2 Contact Options	17
6.3 Two Year Warranty	17



1 General

1.1 Documentation Symbols (EN)

Safety and warning notices as well as general notices in this document are shown in a box with a symbol as follows:



Symbol for a life threatening danger.



Symbol for general safety notices (instructions and damage protection bans) or important information for operation.



Symbol for general notices.

1.2 Safety Notices (EN)

Mortal danger - Hazardous voltage



- This product is classified as pluggable equipment. The mains inlet plug serves as the disconnect device. The mains inlet plug shall be installed so that it is easily accessible.
- This product is equipped with a safety ground connection through the mains inlet plug, as well as a redundant chassis ground screw on the rear panel. Ensure that the product is properly grounded before applying power.
- Disconnect all power to the product prior to servicing control signal cabling.
- Do not open this product as it contains no user serviceable parts inside. All service concerns should be directed to Marway Power Solutions.
- If this product is used in a manner which does not comply with this instruction manual, the protection provided by the equipment may be impaired.
- All work on connections must be carried out under zero voltage (output disconnect), and may only be performed by qualified and informed persons. Improper actions can cause fatal injury as well as serious material damage.



- This product is intended for indoor use only and should not be exposed to excess moisture. Avoid any use of liquids near the equipment, and condition which cause condensation.
- This product is intended for installation in a restricted access location by a skilled person.
- This product is intended for use by an instructed person.
- The equipment is only approved for use within the connection limits stated on the product label.
- The ratings for all output receptacles are marked on the chassis. Be sure to observe the ratings for all connected load equipment.

1.3 Symboles de Documentation (FR)

Les consignes de sécurité et avertissements, ainsi que les avis généraux figurant dans ce document sont présentés dans un encadré avec un symbole, comme illustré ci-dessous.



Symbole pour les avis de danger potentiellement mortel.



Symbole pour les avis de mise en garde pour la sécurité personnelle ou pour la protection de l'équipement.



Symbole pour les avis importants concernant le fonctionnement.

1.4 Avis de sécurité (FR)



Danger de mort – Tension dangereuse

- Ce produit est classé comme un équipement enfichable. La prise d'alimentation secteur sert de dispositif de déconnexion. La prise d'alimentation secteur doit être installée de manière à être facilement accessible.
- Ce produit est équipé d'une mise à la terre de sécurité via la prise d'alimentation secteur, ainsi que d'une vis redondante de mise à la terre du châssis. Assurez-vous que le produit est correctement mis à la terre avant de le mettre sous tension.
- Débranchez toute alimentation électrique du produit avant d'effectuer l'entretien du câblage des signaux de commande.
- N'ouvrez pas ce produit, car il ne contient aucune pièce réparable par l'utilisateur. Tous les problèmes de service doivent être adressés à Marway Power Solutions.
- Si ce produit est utilisé d'une manière non conforme au présent manuel d'instructions, la protection fournie par l'équipement peut être compromise.
- Tous les travaux sur les connexions doivent être effectués sous une tension nulle et ne doivent être effectués que par des techniciens qualifiés et compétents. Des actions inappropriées peuvent entraîner des blessures mortelles et des dommages matériels graves.



- Ce produit est conçu pour une utilisation à l'intérieur uniquement et ne doit pas être exposé à une humidité excessive. Évitez toute utilisation de liquides à proximité de l'équipement et les conditions susceptibles de provoquer de la condensation.
- Ce produit est destiné à être installé par une personne qualifiée dans un endroit à accès restreint.
- Ce produit est destiné à être utilisé par une personne qui a reçu des instructions appropriées.
- L'utilisation de l'équipement est approuvée uniquement dans les limites de connexion indiquées sur l'étiquette du produit.
- Les valeurs nominales de toutes les prises de sortie sont indiquées sur leur boîtier. Assurez-vous de respecter les valeurs nominales de tous les équipements de charge raccordés.

1.5 General Description

The Optima 833 Series (model numbers MPD 833XXX) began as a family of 15 power distribution units (PDUs) designed for use with 120/208 Vac 3-phase supply power. As of early 2025, many models have shifted to legacy status, but this manual continues to describe all original models

Each PDU receives mains power through a NEMA L21-30P inlet located on either the front or rear panel depending on the model. Power is distributed as 120 and/or 208 Vac through eight branch circuits, each outfitted with a variety of optional outlets.

All models include an EMI filter, surge suppression, and remote-EPO feature. All models includes one unswitched NEMA 5-20R duplex receptacle which is not controlled by the remote-EPO feature. There are two styles of outlet configurations. The first is where all outlets are 5-20R. These are separated into four circuits of four outlets. The second style includes three circuits of four 5-20R outlets, two circuits each with one L5 or L6 twist lock outlet, and one L21-20R outlet which is fed directly from the main breaker (there is no branch breaker).

All models are constructed of a steel chassis, and designed for fixed mounting within a 3U rack space in an EIA-310 compliant rack enclosure.



This documentation is about the hardware elements of the Optima 833 Series of PDUs. For detailed information about the software, you'll need the *Optima RCM User Guide : Software and Basic Controls Reference* located on our website at <http://www.marway.com/docs>.

1.6 Product Models

Models are primarily organized by what type of power inlet they have. Then by the outlet configurations. All models have a continuous duty rating of 24 A per phase at the inlet (30 A maximum). All models have two unswitched 5-20R outlets in addition to the switched outlets noted in the table below.



Be aware that as of early 2025, many models have been shifted to legacy status. That is, only a few models (as found in our [Standard Products Catalog](#)) are generally stocked. Support and service is continues to be available for all models. This manual continues to describe all original models.

Inlet Configurations			Switched Outlet Configurations					
Front Panel Straight*	Front Panel Flanged*	Rear Panel Straight*	Straight Blade Outlets	Twist Lock				
				5-20R	L5-20	L5-30	L6-20	L6-30 L21-30
833000	833005	833010	16					
833001	833006	833011	12	2				1
833002	833007	833012	12		2			1
833003	833008	833013	12				2	1
833004	833009	833014	12					2 1



* A complete part number follows the format of 833NNN-RRR-DDD where:

- NNN is part of the base part number from the list of models.
- RRR defines the RCM capabilities where:
 - -PSW = inlet power is monitored, outlets are switched
- DDD is a dash number where:
 - -000 = the remote EPO, if present, is a Normally Open (N.O.) type
 - -001 = the remote EPO, if present, is a Normally Closed (N.C.) type

1.7 Product Ratings

All models of the 833 Series have the same input rating. Outlet ratings vary depending on the outlet type.

Inlet Rating	Outlet Ratings
	120 Vac, 1 Φ , 16 A continuous (20 A max.) per NEMA 5-20R duplex receptacle
NEMA L21-30P	120 Vac, 1 Φ , 16 A continuous (20 A max.) per NEMA L5-20R receptacle
120/208VAC	120 Vac, 1 Φ , 24 A continuous (30 A max.) per NEMA L5-30R receptacle
3 Φ 4P5W	208 Vac, 1 Φ , 16 A continuous (20 A max.) per NEMA L6-20R receptacle
50/60Hz	208 Vac, 1 Φ , 24 A continuous (30 A max.) per NEMA L6-30R receptacle
24 A continuous	120/208 Vac, 3 Φ , 24 A continuous (30 A max.) per NEMA L21-30R receptacle
30 A maximum	24 A continuous (30 A max.) total per phase regardless of receptacle combination
	(Outlet combinations are for connection flexibility, not for increased current capacity.)



2 Installation

2.1 Installation Notes

The following guidance must be followed for proper installation of the product.

1. **Mounting:** This product is designed for mounting in an EIA-310 compliant 19" rack. The user is responsible for ensuring the mounting method provides adequate structural support at the front and rear of the unit, and for any attached cables. Inadequate or uneven support may create a hazardous mechanical or electrical condition over time.
2. **Ventilation:** The user is responsible for ensuring the mounting location provides adequate ventilation to dissipate heat generated during operation of the product. Ensure the product is securely mounted before applying power. If the unit has ventilation holes, slots, screens, or fans, these must not be blocked. The unit's specified maximum ambient temperature rating must not be exceeded.
3. **Chassis ground:** Grounding should be achieved through the main inlet power cable, assuming that cable is properly grounded at the source end. For additional protection, the rear of the chassis includes a redundant chassis ground screw and ground wire. If desired for your installation location, connect the chassis ground wire to the rack cabinet using an appropriate fastener.
4. **Optionally, connect the appropriate cables between the PDU outlets and the equipment being powered by the PDU.** This may be done later according to the startup procedures suitable to the end-user's equipment and application.
5. **If applicable, connect the cabling between the PDU and remote EPO control panel.**
6. **PDU Main Breaker:** Ensure the Main Breaker on the front of the PDU is in the off position before connecting the PDU's inlet cable to the facility power source.
7. **Facility Power Source:** The three-phase facility power source for these product must include an overcurrent protective device capacity as defined in the table below.

Main Inlet	Continuous Current Rating	Mains Protection Required
NEMA L21-30P	24 A	30 A
NEMA L21-30 RM	24 A	30 A



2.2 Installation Mounting

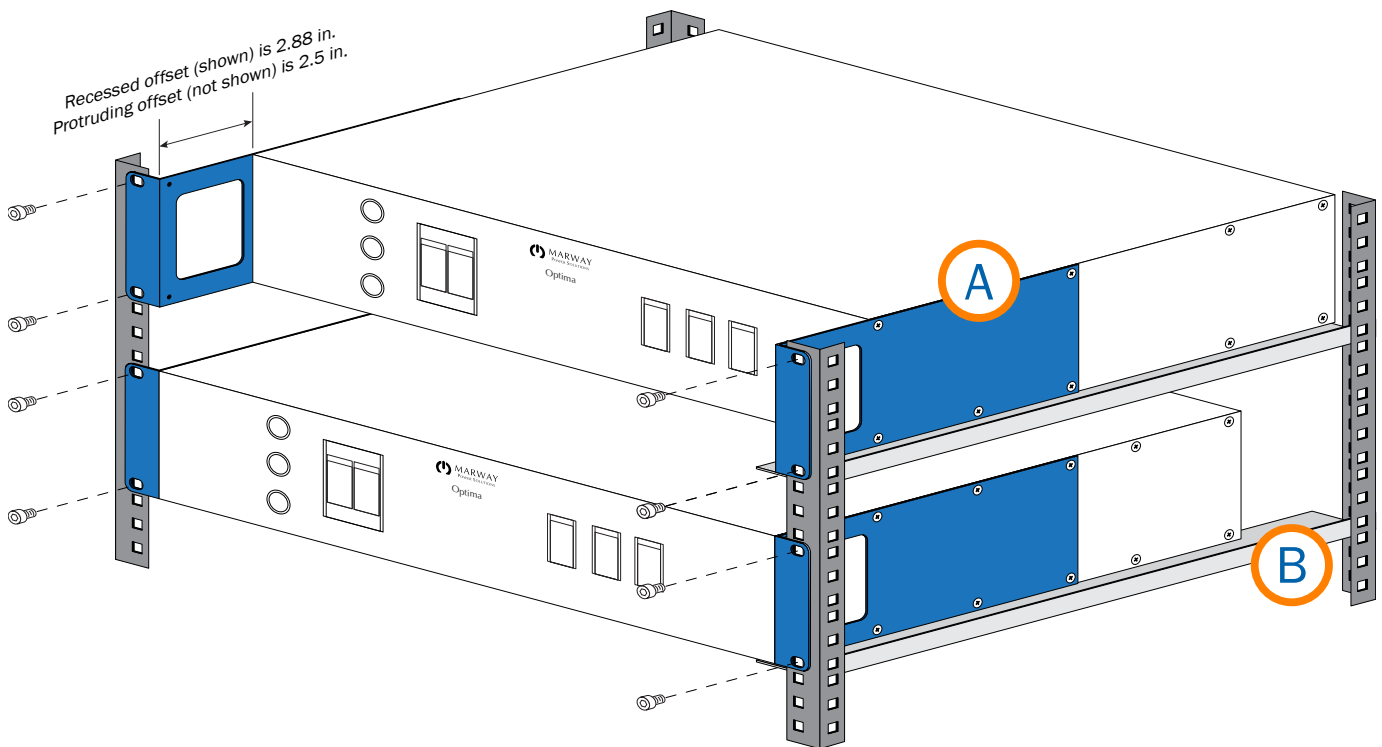


EN — These products are heavy. The flange mounting ears are designed to hold the PDU securely against the rack mounting rails, but are NOT designed to support the weight of the product vertically. The end user is responsible for ensuring the product's weight is properly supported by the rack's infrastructure (which may require adding support rails).

FR — Ces produits sont lourds. Les oreilles de montage à bride sont conçues pour maintenir solidement l'unité de distribution de l'alimentation contre les rails de montage, mais NE sont pas conçues pour soutenir le poids du produit verticalement. Il incombe à l'utilisateur final de s'assurer que le poids du produit est correctement supporté par l'infrastructure du bâti (ce qui peut nécessiter l'ajout de rails de support).

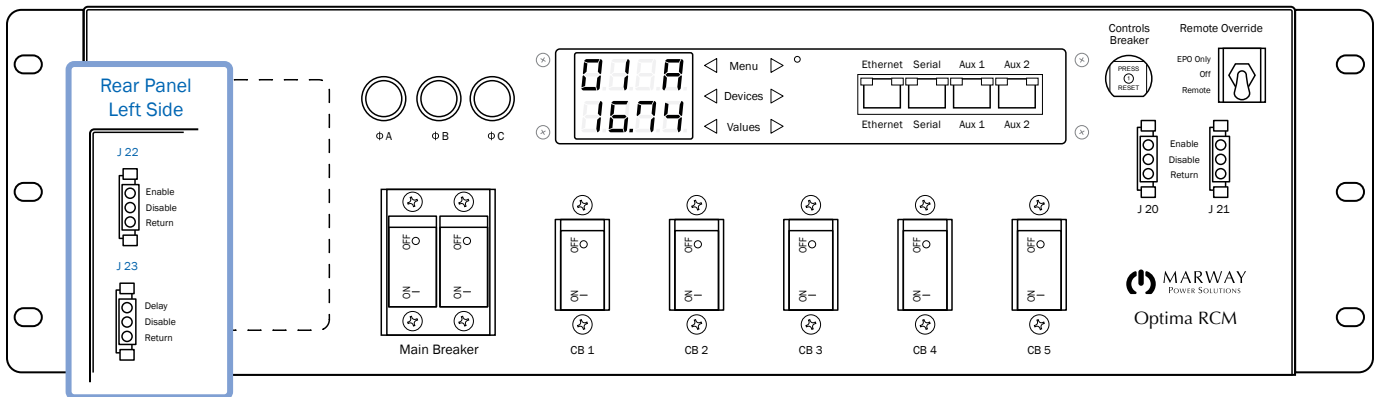
(A) The mounting ears, highlighted in blue, can be positioned in one of three ways relative to the front. (1) Flush with the front (bottom unit). (2) With the PDU recessed from the front (top unit) which may be useful for units with front power inlets to allow the inlet power cable to route through the side access hole. (3) With the PDU protruding beyond the front of the brackets (not shown) for cabinet with deeply inset rails. The mounting brackets can also be flipped (not shown) to mount flush with the rear of the PDU.

(B) The PDU should be supported by rails (not provided). The PDU is too heavy to mount only with the ears.



Note the illustration is conceptual, and not intended to depict any specific model, chassis size, or exact bracket hole pattern.

3 Operation



3.1 Startup

In order to monitor or control the system over Ethernet, it will need to be configured to run on your specific network. However, to perform an electrical or installation validation test, or even to run the system indefinitely without the use of the network, the unit can be run without first configuring the software.

By default, the system will enable all outlets, though it may take a minute or so before outlets are switched on after power is applied. This delay is caused by the software system starting up, and eventually setting the state of each relay according to configurable settings.

In the sections below, a startup process is described suitable for first-time network setup, or running without the software.



The **Main Breaker** can be used to manually cut power from all outlets. However, even with the main circuit breaker Off, as soon as the inlet of the PDU is plugged into a live facility outlet, the control system of the PDU is powered, and the software will start running.

3.1.1 Startup Without Configuring the Software

It is assumed the PDU is not plugged into the facility power source.

1. Switch all breakers on the PDU control panel to the Off position.
2. Whether there is a remote EPO panel connected to the unit or not, toggle the **Remote Override** switch to the up position **EPO Only**. (The label has changed over the years, but the up position always functions the same way.)
 - 2.1 This switch position is required if there is no EPO panel.
 - 2.2 If there is a remote panel, this puts the PDU into a local control mode, ignoring the remote On/Off controls, but allowing the EPO signal.)
3. If there is a facility disconnect switch for the PDU inlet, switch that off.
4. Insert the PDU's inlet connector into the facility mains power source. If there is a facility power disconnect, switch that to the On position.
 - 4.1 At this point, the PDU control system is energized. Outlets will not have power, because the PDU's breakers are off, but the software will begin its startup process. The default factory setting configures the software to switch



the outlet relays on, however, while the breakers are off, power is not actually delivered to the outlets. Allow about a minute for the software to switch on the relays.

5. Switch the PDU's **Main Breaker** to the On position, and the ΦA , ΦB , ΦC indicators will be lit. These indicators do not necessarily mean power is applied to the outlets. They simply means the main breaker is on and power is *available* to all the branch breakers. The internal outlet control relays, branch breakers, and remote switching/EPO system are able to prevent power from reaching the outlets.
6. Switch each branch breaker to the On position. The internal outlet control relays, and remote switching/EPO system are able to prevent power from reaching the outlets. However, with a factory default setup, power should now be applied to all outlets.

If there is not an EPO panel connected to the PDU, leave the **Remote Override** switch to the up position.

If there is a remote EPO panel connected to the PDU, such as Marway's Commander UCP 5000, flip the switch to the down **Remote** position. This system is discussed in detail farther down, as well as in the *Optima RCM User Guide : Software and Basic Controls Reference* located on our website.

The PDU can continue to be used in this way as long as needed. The software can be configured later, or can be left unconfigured if it will not be used.

3.1.2 Startup to Configure the Software

The document *Optima RCM User Guide : Software and Basic Controls Reference* located on our website at <http://www.marway.com/docs> is the complete resource for the process of configuring the network settings, and other software features of the PDU. Obtain that document, and review the Getting Started chapter.

In effect, prepare the Serial and Ethernet connections to the PDU as described in the *Software Guide*, then use the startup process described above in “3.1.1 Startup Without Configuring the Software” on page 9.

3.2 Ethernet and Serial Control

The document *Optima RCM User Guide : Software and Basic Controls Reference* located on our website at <http://www.marway.com/docs> is the complete resource for how to setup, configure, and operate the Optima RCM software over serial, Telnet, SSH, HTTP, SNMP, and RESTful API.

The Ethernet connection supports 10/100 Base-T, IPv4 DHCP and manual addressing. It is recommended to use a manual address, or DHCP in conjunction with MAC ID reservations so that the IP address stays consistent.

The Serial interface is RS-232 implemented in an RJ45 connector. A protocol conversion cable with a USB connection at one end and an RJ45 at the other end is ideal for connecting a computer to the Serial port. Marway offers these cables as part number 311118-000. They can also be found on many online cable retailer web sites.

3.3 Breaker Controls

3.3.1 Main Breaker

The **Main Breaker** prevents or enables power to all PDU outlets. When **Main Breaker** is switched on, the indicators labeled ΦA , ΦB , ΦC will be lit.

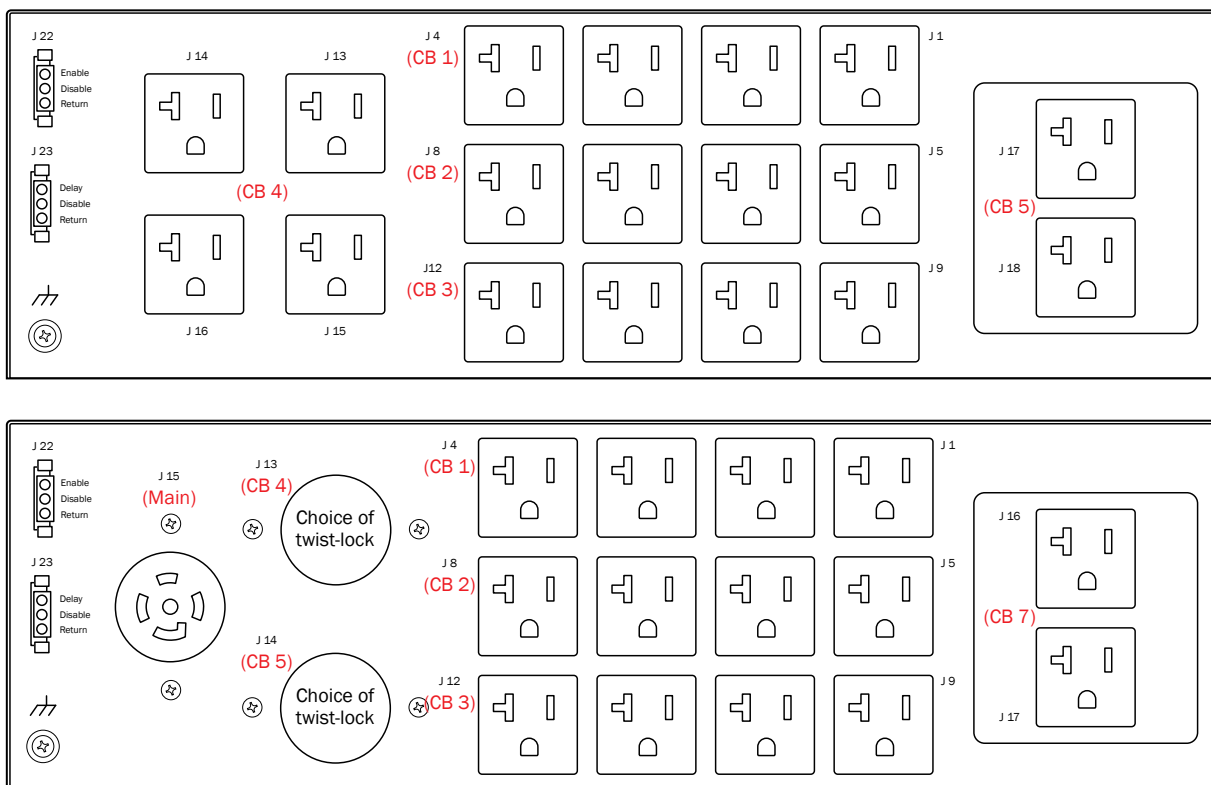
This breaker includes a breaker guard with a lockout feature. Attaching a small padlock (not included) through the guard hole will prevent the breaker from being switched on.

Be aware that when the **Remote Override** mode switch is in the **Off** position, power is disconnected from the switched outlets even if the main breaker is on.



3.3.2 Branches

The 833 series has two branch breaker configurations: one with five branches, and one with six branches. All are rated at 16 A continuous load (20 A maximum). The breaker assignments are printed on the rear panel near the outlets. In the diagram below these markings have been exaggerated. (Note: in the six-branch configuration, the names are CB1 through CB 5 and CB 7, there is no CB 6.)

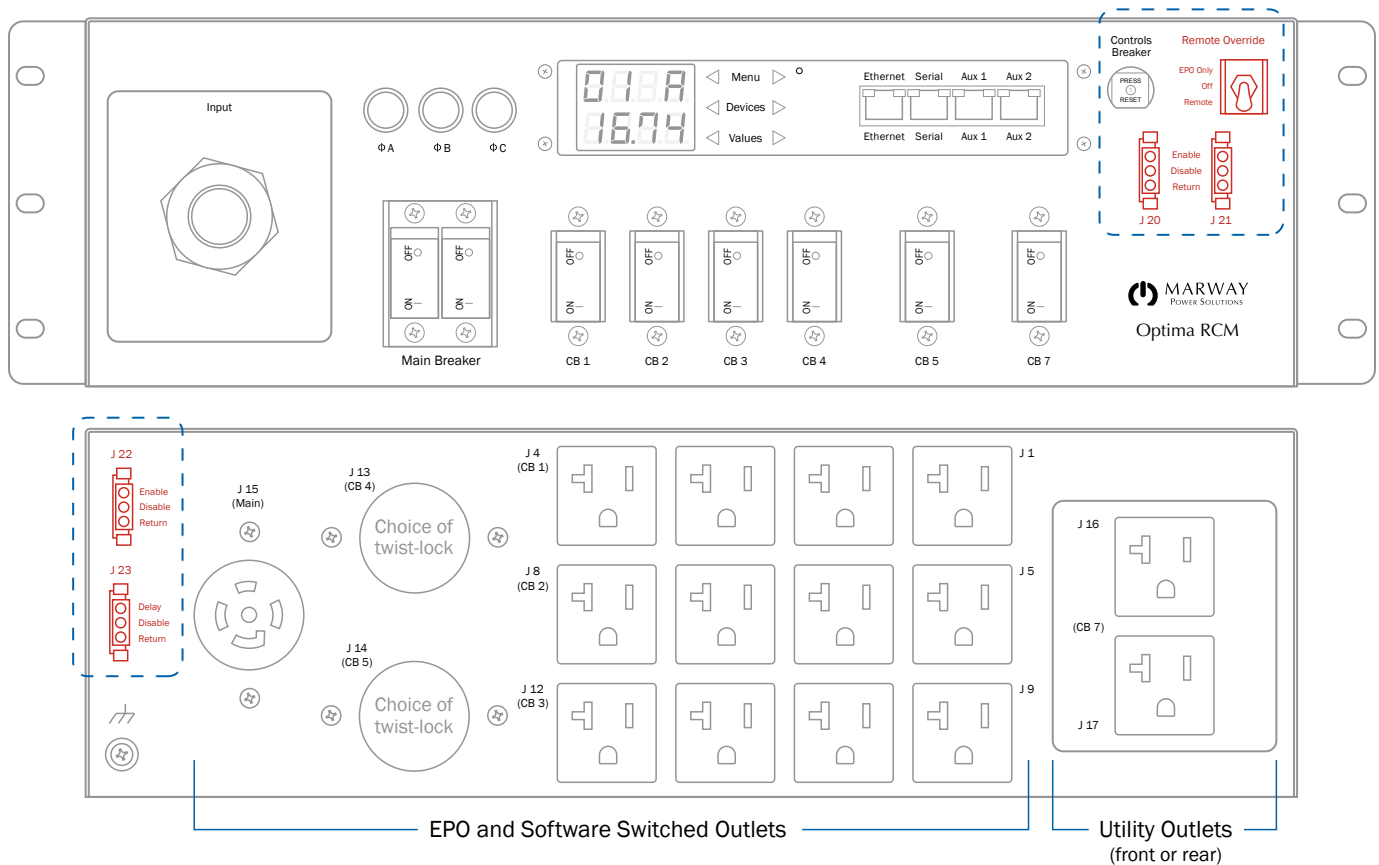


3.3.3 Controls Breaker

There is a small pop-out breaker protecting the control system components. This isn't used during normal operation. If it were to pop out, try pressing it back in. If it fails to stay in, there may be failure in one of the controls which is shorted, or is drawing excessive current. This would likely indicate the need for an RMA repair. Contact Marway support.

3.4 Remote Switching / EPO Option

All model include Marway's Remote Switching / EPO system. This includes the controls to interface to Marway's optional Commander UCP 5000 Remote On/Off/EPO and similar compatible panels. This panel is not required to operate the PDU.



3.4.1 Remote Override Switch

The **Remote Override** is a three-position switch used as a local override to the remote command system. The three modes are labeled **EPO Only**, **Off**, and **Remote**. These are named from the perspective of having a remote control panel connected to the system.

When there is a remote panel connected to the PDU:

- **Remote** (down position) is the normal operating mode. All outlets except the two utility outlets (the two highest numbered outlets) are subject to the remote panel On/Off/EPO controls (and, the internal software-controlled relays).
- **Off** (center position) causes an internal contactor to disengage power from all switched outlets. Utility outlets are not affected. The PDU will ignore the On/Off/EPO commands of the remote panel. Therefore, **Off** disconnects power to the switched outlets even if the main breaker is switched on, and even if the internal software-controlled relays are switched on.
- **EPO Only** (up position) causes the PDU to ignore the On/Off commands of the remote panel. However, the EPO signal is still allowed.

When there is not a remote control panel connected:

- **EPO Only** (up position) is the normal operating mode. Effectively, this is a Local Control mode.
- **Off** (center position) causes an internal contactor to disengage power from all switched outlets. Utility outlets are not



affected. The PDU will ignore the On/Off/EPO commands of the remote panel. Therefore, **Off** disconnects power to the switched outlets even if the main breaker is switched on, and even if the internal software-controlled relays are switched on.

- **Remote** (down position) will behave like **Off** when there is no panel connected.



If there will not be a remote On/Off/EPO panel connected to the PDU, switch the **Remote Override** mode switch to the up position labeled **EPO Only**. This is the normal operating position for any unit with no remote panel. (The other positions will prevent power from getting to the outlets.)



Whether there is a remote control panel connected or not, toggling the **Remote Override** mode switch to the center position labeled **Off** will disconnect power to all switched outlets. The utility outlets will continue to be powered.

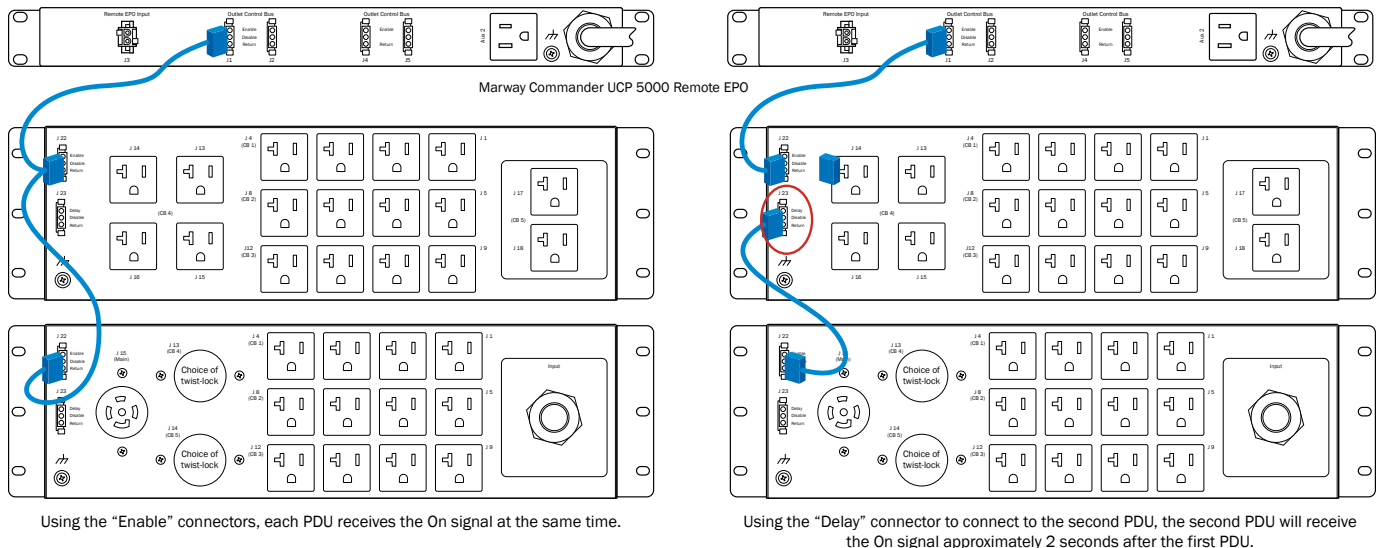
3.4.2 Remote Bus Connector

There are a total of four connectors, but note that there are two types of connectors. Based on the label of the top pin, we call the two types the standard “enable” type, and the alternative “delay” type. There are three of the standard type (2 front, 1 back), and one of the delay type (on the back).

Multiple PDUs can be wired in a daisy-chain fashion to be operated by a single remote panel.

The standard enable connectors are J20, J21, J22. These are all wired in parallel.

The delay connector is J23. When used, the On signal from the remote panel is delayed by about 2 seconds.



3.4.2.1 Remote Bus Connector Wiring

The 3-pin connectors use two low-voltage signals as follows:

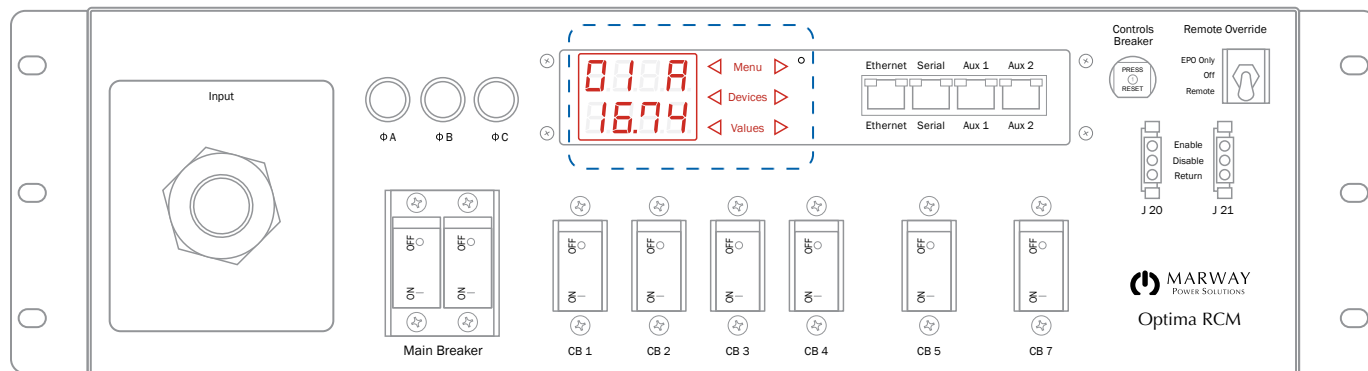
- Shorting the **Enable** pin to the **Return** pin with a dry contact will trigger the remote bus Enable signal.
- Shorting the **Disable** pin to the **Return** pin with a dry contact will trigger the remote bus Disable signal.
- Note that the Disable signal has priority, so that if both signals are triggered at the same time, the net result will be Disable.



For additional information about Marway's Commander UCP remote panel, visit the web site at <http://www.marway.com/commander-epo-panels>

3.5 Digital Power Meter

All 833 models are equipped with an inlet power monitoring system. This measures power between the inlet and main breaker. The front control panel includes a digital display and keypad to navigate power data.



The display will default to showing the amperage being drawn by each phase in the system (all outlets, plus the internal control system). It will update approximately every 3 seconds, rotating through the three phases one at a time.

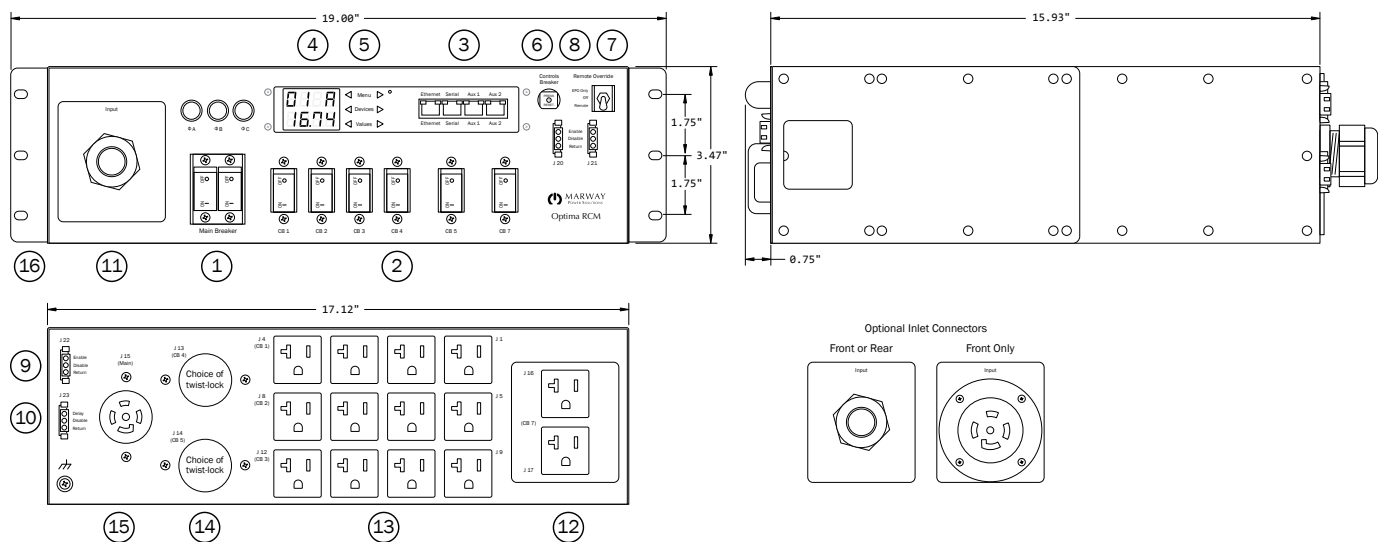
The keypad can be used to navigate through power values for volts, amps, watts, voltamps, voltamps reactive, power factor, and Hertz for each phase, as well as the on/off status of the software controlled outlet relay. (The outlet relay cannot be controlled from the keypad however.)

For complete display and keypad details, refer to the document *Optima RCM User Guide : Software and Basic Controls Reference* located on our website at <http://www.marway.com/docs>. Obtain that document, and review the Display and Keypad Operation chapter.

3.6 EMI Filter

There are no control associated with the EMI filter. It is a passive device working at all times to reduce common mode and differential mode noise on the incoming power lines.

4 Reference



Standard Features

- (1) Main 24/30 A breaker and phase-power indicators.
- (2) Branch 16/20 A circuit breakers for outlets. Some models have 5, some models have 6.
- (3) Ethernet, RS-232 serial console, and auxiliary connections. All are RJ-45. Auxiliary connectors are for Marway Temperature/Humidity sensors.
- (6) Internal controls 1 A, push-type breaker.
- (7) Remote EPO mode switch. A three-position toggle provides manual control over the remote EPO mode. See [“3.4 Remote Switching / EPO Option” on page 12](#) for a description.
- (8) Front panel remote EPO control bus interface. Two connectors enable the PDU to be daisy chained between a remote EPO panel (such as Marway’s UCP) and another PDU, or between two PDUs.
- (9) Rear panel remote EPO interface. A third connector for when a rear connection is more convenient.
- (10) Rear panel remote EPO delay interface. When the Enable signal of a remote panel is triggered, the signal is propagated immediately to all downstream devices through the connectors J20, J21, and J22. Connector J23 introduces a delay of 2 seconds before forwarding the Enable signal. By daisy chaining PDUs with the delay connectors, a staggered start can be created between each downstream PDU.
- (16) Mounting brackets. May be mounted to yield a “flush,” front-recessed, rear-facing, or rear-recessed position of the chassis relative to the rack’s mounting flanges. The brackets include a cutout to

allow an inlet cable to be directed into the interior of the rack when the brackets are mounted for a recessed-chassis position. The brackets may also be removed for table top operation, or adaptation of the end user’s own brackets.

Optional Configurations

- (4) Digital display of inlet power data and relay state. Included with inlet power option.
- (5) Display navigation keypad. Included with inlet power option.
- (11) Power inlet. Some models include a strain-relieved 9-foot cable with an L21-30 plug (front or rear). Some models include a recessed male connector (front only).
- (12) An pair of unswitched 5-20R outlets are standard on all models. The location of these outlets and the Inlet connector (11) are swapped on some models.
- (13) All models include at least twelve 5-20R switched outlets (J1 through J12).
- (14) On some models, J13 and J14 are twist lock connectors with a choice of L5-20, L5-30, L6-20, or L6-30 where both are the same. On other models, these two twist locks are replaced by four switched 5-20R outlets (for a total of 16 switched 5-20R outlets).
- (15) Models which include twist locks for J13 and J14 will also include J15 which is always an L21-30 providing pass-through power from the main breaker.



5 Specifications

Inlet Voltage and Current

- All models 120/208 Vac, 50/60 Hz, three-phase wye
- All models 24 A continuous load / 30 A maximum

Overload Protection (standard)

- All models include a four-pole main circuit breaker wired with all three phases and neutral passing through the breaker.
- All branch breakers are UL 489, 16 A continuous load (20 A maximum)
- Based on NEC regulations, traditional load ratings are de-rated to 80% for continuous duty. For example, a traditional 30 A maximum rating is now interpreted and labeled as a 24 A continuous duty rating. Optima current ratings are shown with continuous/maximum rating values.

Surge Suppression (standard)

- All models include a thermally protected varistor on each phase with a single-pulse energy rating of 120 joules.
- All models have a peak surge current rating of 10,000 A for a single pulse 8x20 μ s wave.

Environment

- Operating Temperature: 32 °F to 122 °F
- Maximum Altitude: 6,562 feet
- Relative Humidity: 5% to 85% non-condensing

EMI Filter (standard)

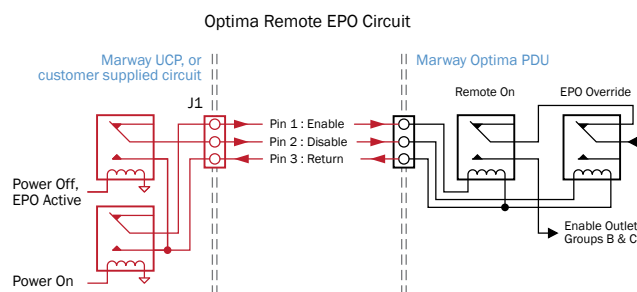
- All models have < 1.0 mA leakage.

Typical Insertion Loss (closed 50 Ohm system)

Frequency (MHz)	0.15	0.5	1	10	30
Common Mode (dB)	55	62	65	50	45
Differential Mode (dB)	36	55	60	60	50

Remote EPO (standard)

- Panel connector: AMP #1-480304-0, 250 Vac, 4 A maximum.
- Mating cable connector: AMP #1-480305-0.
- Connectors J20, J21, J22 are wired in parallel.
- Connector J23 has the delayed enable signal.
- All outlets except the two utility outlets (J16/J17 on some models, J17/J18 on other models) are managed by the Remote Control Bus.
- The utility outlets are always powered relative to the Main Breaker state.



Networking

Ethernet 10/100T

- IPv4: DHCP, Static

Web Interface

- HTTP, HTTPS

Command Line Interface

- Telnet, SSH, RS-232

SNMP

- v2/v3
- Access to power data, alarms, outlet switching

Alerts

- Email over SMTP
- SMS over SMTP
- SNMP v2/v3 Traps

Scriptability

- RESTful API
- Telnet/SSH
- SNMP

Other Protocols

- SNTP, SNMP, FTP



6 Contact and Support

6.1 Repairs

If not otherwise arranged between Marway and the customer, repairs must be carried out by Marway. The unit must be returned to Marway clearly labeled with a Return Materials Authorization (RMA) number. Contact Marway Support to obtain an RMA. Package the equipment adequately and send it, together with a detailed description of the problem, and if still under warranty, a copy of the invoice, to the address below.

6.2 Contact Options

Problems with or questions about operation of the unit, use of optional components, with the documentation or software, can be addressed to technical support either by telephone or email.

Address	Email	Telephone
Marway Power Solutions 1721 S. Grand Ave. Santa Ana, CA 92705	Technical support: support@marway.com All other issues: info@marway.com	714-917-6200

6.3 Two Year Warranty

Marway Power Solutions warrants each of its manufactured units to be as described in its specifications, made with quality materials and good workmanship, but also limited by this warranty and no other.

Two Year Warranty — For a period of two years following the date of shipment, Marway will repair or exchange, at Marway's sole discretion, any unit purchased shown to be defective in materials or workmanship when used for its intended purpose. This will be done at no charge to the purchaser. Purchaser will return unit(s) at its own expense and only with prior authorization from the factory. Instructions will be given by an authorized factory representative at the time an inquiry is made. All repairs will be made at Marway Power Solutions' corporate headquarters.

Transferability — This warranty is fully transferable to the end user if the purchaser is an original equipment manufacturer and the Marway unit is a component of their product or system sold to an end user.

Further Limitations — Marway's liability under the terms of this warranty and the purchase and sale of its units is limited to the repair or replacement of its units. Marway shall in no situation be liable for any special, consequential damages or other damages of any kind or nature. Marway's warranty does not cover units damaged by accident, abuse, misuse, unauthorized repair and such-the-like occurrences out of Marway's control.

Exclusion of all Implied Warranties — **There are no warranties which extend beyond description on the face hereof. There are no warranties that any unit is fit for any particular purpose nor that they are merchantable.**



© 2021–2025, Marway Power Systems, Inc. All rights reserved.

Optima™, Optima RCM™, Commander™, TwinPower™, mPower™, and mPower DC™ are trademarks of Marway Power Systems, Inc. All other trademarks are the property of their respective owners.

Global Support Contacts

Web: www.marway.com
Email: support@marway.com
sales@marway.com
Phone: 800-462-7929 (7am–5pm PST)

There may be updates to this documentation at:
<http://www.marway.com/docs>

Optima™ 833 Series Power Distribution Units

Operating Guide P/N 501055-000 Rev E



Marway Power Solutions
1721 S. Grand Ave., Santa Ana, CA 92705
800-462-7929 • marway@marway.com