

USER MANUAL
SUPRA 1100/1600/2100

INTERACTIVE UPS
230V SCHUKO
230V IEC+ SCHUKO
220V NEMA
120V NEMA



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1. SAFETY INSTRUCTIONS**SYMBOLS**

| | |
|---|-----------------------|
|  | WARNING |
|  | ELECTRICAL SHOCK RISK |



WARNING: It is required to read and understand this manual. Follow all instructions given in this manual for starting up and operating this product. Only qualified technician must start-up, operate and maintain this product. Keep manuals as a guide for future consults.

WARNING: This product operates with dangerous voltages. It must be installed, operated, and maintained ONLY by qualified technicians trained for this kind of products. Service personnel MUST know and understand very well all electric risks related to this product. UPS manufacturer or distributor will never be responsible for any accident produced by lack of knowledge or negligent practices when installing, starting up, or maintain this product. UPS manufacturer or distributor is not liable for any damage that might rise from misusing this unit or defective installation.

WARNING: If you are not qualified technician do not try to install, operate, or repair this product.

WARNING: Internal area of this product is locked by screws. Do not try to access inside the UPS unless you are a qualified technician. UPS must be checked, repaired, and maintained by qualified personnel only.

ELECTRICAL SHOCK RISK 

CAUTION: There are dangerous voltages in the UPS power outlets although the equipment is not plugged to power line.

CAUTION: Inside this equipment, due to internal batteries, there are ALWAYS dangerous voltages, though the UPS is OFF and unplugged of power line.

WARNING: EQUIPMENT DISPOSAL 

OUT OF SERVICE UNITS: It is strongly recommended to dispose this piece of equipment according to valid directives in your country. When disposing, all pieces need to be managed appropriately to avoid possible environmental damage or for some materials to be recycled.

BATTERIES: Do not throw it to fire (risk of explosion). Do not open the batteries, there are dangerous liquids inside

2. SAFETY & QUALITY STANDARDS

| | |
|---|--|
| SAFETY - LOW VOLTAGE DIRECTIVE (2014/35/EU) | |
| UPS Part 1-1: General & Safety UPS in accessible areas | IEC/EN 62040-1 |
| ELECTROMAGNETIC COMPATIBILITY - EMC DIRECTIVE (2014/30/EU) | |
| UPS, Part 2, Electromagnetic Compatibility: | IEC/EN 62040-2 |
| Low Freq. Conducted Disturbances & Signals: | IEC/EN 61000-2-2 |
| Electrostatic discharge immunity Test: | IEC/EN 61000-4-2 (Air: Level 3, Contact: Level 2) |
| Radiated radio Frequency immunity: | IEC/EN 61000-4-3 (Level 3) |
| Electrical Fast Transient / burst immunity: | IEC/EN 61000-4-4 (Level 3) |
| Surge Immunity: | IEC/EN 61000-4-5 (L-L: Level 2, L-G: Level 3) |
| UPS Part 3: Methods of operation, specifications, and test requirement | IEC/EN 62040-3 |
| IT Equipment. SAFETY. Part 1: General Requirements | IEC/EN 60950-1 |
| IP PROTECTION | IP20 (static) |
| QUALITY MANAGEMENT: | Manufactured under: ISO 9001 : 2000 |
| ENVIRONMENTAL MANAGEMENT: | Manufactured under: ISO 14001 : 2004 |

Any modification made by user or operator may affect compliance of the safety and performance certifications listed above. UPS manufacturer is not responsible of any modification made on the product or its accessories after it is manufactured. This product is designed to operate in domestic and commercial environment. CE standards apply for 230Vac models.

3. BATTERY MAINTENANCE

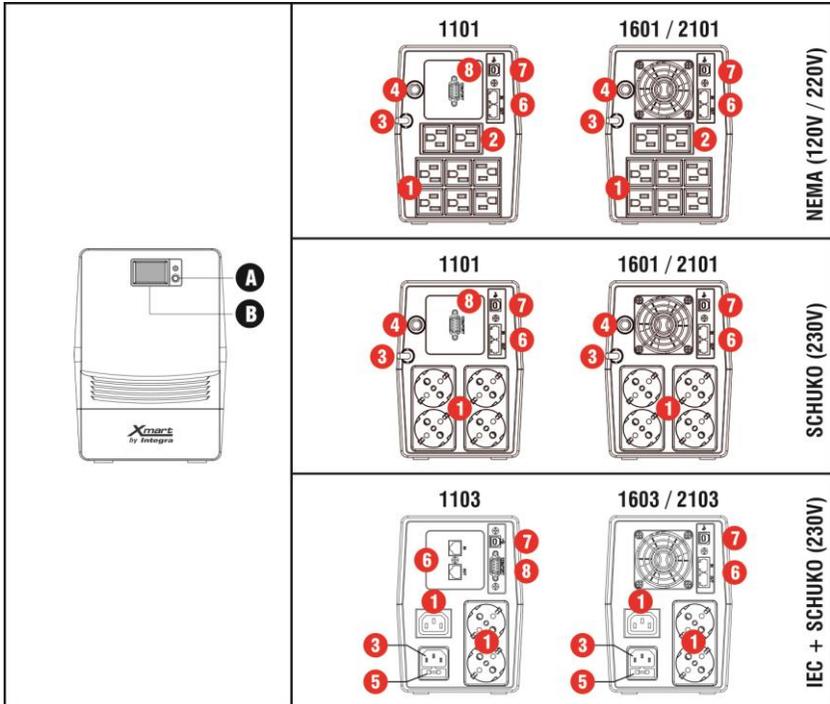
- Batteries capacity, in general (of all kinds), decreases with time and use.
- Our products contain high quality batteries only.
- Batteries useful life in our UPS is between 3 and 5 years, considering environment temperature under 25°C and optimal operational conditions. This time can be dramatically reduced by high temperature and other adverse operation condition.
- Batteries life expectancy may be also affected by other operation conditions such as electrical service quality as well as number and kind of equipment connected to UPS.
- Batteries should be periodically tested to check capacity and assure and appropriate back up.

* To enlarge batteries life expectancy it is recommendable to fully discharge UPS once every 3 months
 * During long UPS storage recharge batteries according to following table:

| STORAGE TEMPERATURE | FREQUENCY | RECHARGING TIME |
|---------------------|----------------|-----------------|
| -25°C a +30°C | Every 4 months | 4 h |
| +30°C a +45°C | Every 2 months | 4 h |

4. UPS DESCRIPTION

Known as UPS (Uninterruptible Power Supply), this unit has 2 main functions: Give electrical protection against most dangerous failures of main AC Line and Providing electrical backup based on internal batteries. Products connected to your UPS will be protected and will receive electrical energy even during failures of main AC Line. This UPS is designed to satisfy requirements of Personal Computers (PCs). It includes internal voltage regulator to stabilize input AC variations without using batteries. Only during important power failures UPS will use batteries to provide energy to outlet sockets. Thus, batteries life expectancy is longer.



Parts Identification

- | | |
|--------------------------------------|--|
| A.- ON/OFF | 4.- Input Breaker |
| B.- LCD Touch-Screen | 5.- Input Fuse |
| 1.- Outputs (battery backup) | 6.- RJ-45 protected sockets |
| 2.- Outputs (Surge protected) | 7.- USB port |
| 3.- AC Input | 8.- RS-232 port (only for 1101 & 1103 models) |

UPS provides backup energy in its outlets when main AC input fails. Runtime will depend on different factors:

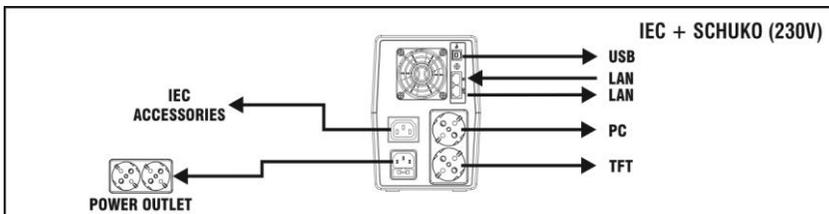
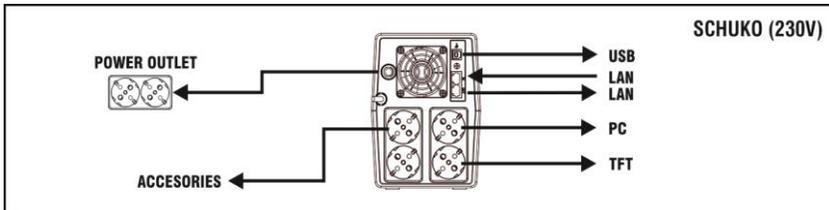
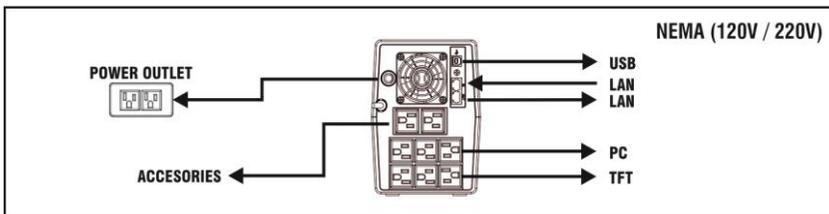
- Battery charging level.
- Battery capacity according to the use given and lifetime.
- Load consumption connected to UPS outlets. Higher the output load shorter the runtime.

Under normal condition, when UPS is ON and connected to AC source, UPS will keep batteries fully charged.

NOTE: For Self-protection, all models of this family have a Max. backup time of 240 Minutes, limited by UPS electronic.

5. UPS INSTALLATION

- This UPS must be installed indoor with controlled environment free of excessive dust and, corrosive air.
- Do not install in outdoor. Keep UPS working under operational conditions listed in specifications table of this manual. Keep out of direct sun light, water, and heat sources.
- Do not install UPS close to PC screen to avoid interference. UPS must be at least at 20cm from screen.
- Connect LAN cable to RJ45 port identified as IN. Connect RJ-45 out to your PC LAN socket.
- Plug power cord of this UPS to AC source socket.
- Plug your products to UPS AC outlets.
- This unit **MUST NOT** be installed into closed boxes/cabinets that avoid fresh air access. During normal operation, this unit needs fresh air to flow through ventilation system (Vents) to cool power circuits. Installing this unit in a closed box/cabinet makes inner air to be recycled without refreshing, increasing inside temperature, exceeding operation max. temperature, and causing permanent damage to the UPS.

**IMPORTANT WARNINGS:**

- Make sure UPS is plugged to AC source compatible with UPS electrical specs. Check UPS specs label.
- Make sure your products input voltage is compatible with UPS voltage output.
- Check total load in Watts to be connected to UPS is not higher to maximum UPS capacity.
- Laser printers and copiers are high load devices that require high peak power consumption. If laser printers or copiers will be connected to this UPS, make maximum peak power requirement is below UPS maximum capacity in watts.

6. OPERATION

- Once UPS is installed and connected according to section 4 of this manual, turn UPS on by ON/OFF button in front panel. Front panel green LED must turn ON.
- Turn your products ON one by one.
- After finishing your products will be fully protected by the UPS.

This UPS has COLD-START function that allows to turn UPS on even during a failure in the main AC source.

7. LCD

LCD shows valuable information about Utility and UPS data but also provides alarm codes for easy troubleshooting. User can skip from screen to screen by simple touching LCD.

Note: Below table shows screens for 220V model. In 120V models, input & output values will be close to 120V.

| UTILITY & UPS INFORMATION | | ALARM & ERROR CODES | | | |
|-----------------------------------|-------------|---------------------|-----------------------------|------|---|
| | NORMAL MODE | BATTERY MODE | ALARM BEEP | CODE | TROUBLESHOOTING |
| OUTPUT SALIDA | | | Continuous Beep continuo | F01 | Output Shortcircuit: Remove faulty equipment from UPS output |
| INPUT ENTRADA | | | Continuous Beep continuo | F02 | Overload: Remove non critical equipments from UPS output |
| LOAD CONSUMO | | | Continuous Beep continuo | F03 | Overcharge: Call technical service |
| BATTERY BATERIA | | | Continuous Beep continuo | F04 | Battery Low: Recharge during 6 hours. If not solved call tech. service |
| OVERLOAD SOBRECARGA | | | Continuous Beep continuo | F05 | Output High under battery mode: Call Tech. Service |
| Mode Symbol Símbolo de Modo | | | Continuous Beep continuo | F06 | High Temperature: Call Tech. Service |

8. CONTROL SOFTWARE

Most models of this UPS family include USB port to communicate with PC. Thus, UPS can be monitored and configured. Your PC can be shutdown automatically when input AC failure is detected, saving your information, and providing a controlled shutdown. Event log and alarms can also be monitored from your PC. Control

software and it's manual can be downloaded from our website: www.xmart-ups.com for different operating systems (Windows, Mac OSX, Linux, and Unix).

9. AFTER SALES SUPPORT & WARRANTY

Support: If a failure or problem is detected please check troubleshooting section in user manual. If problem cannot be solved, please contact authorized service center or authorized dealer.

Batteries: Rechargeable batteries can be charged and discharged hundreds of times. However, they will eventually wear out. This is not a defect or failure so that batteries wear out is not covered by this warranty. Battery lifetime will depend of operative conditions like working temperature, type and frequency of discharging cycles. Higher the temperature shorter will be the lifetime. Frequent and deep discharging cycles also will short lifetime. For critical applications batteries should be revised and replaced periodically. Long storage (longer than 6 months) without required recharging will wear out batteries. This situation is not covered by this limited warranty since this is not considered as a defect. Check recharging instructions on user manual.

Conditions Limited Warranty "PLUS"

1.- Subject to the conditions of this limited warranty, this product is warranted to be free from defects in materials and workmanship at the time of XMART supplies the product.

- In Europe, warranty time is 2 years on electronic parts and 2 years on internal batteries from XMART invoice date.
- In America, standard warranty times could vary depending on country/region or can be extended by purchasing warranty options. Please check warranty plans and extensions with your local distributor.

2.- If during the warranty period, this product fails to operate under normal use and service, due to defects in materials or workmanship, authorized distributor or service center will, at their option, either repair or replace the product in accordance with terms and conditions stipulated herein. Transportation expenses are not covered by this limited warranty.

3.- Warranty is valid only if the original invoice issued by XMART, specifying date of purchase, serial number and name of the dealer, is presented with the product to be revised. XMART and authorized partners reserve the right to refuse warranty service if any of this information has been removed, changed, or missing in original invoice document.

4.- If product is repaired or replaced, repaired, or replaced product will be warranted for the remaining time of the original warranty or for 90 days on repaired part from date of repair, whichever is longer.

5.- XMART or their distribution/service partners reserve the right to charge handling fee if returned product is free of failure or it is out of warranty because any of the reasons described in this warranty.

6.- If product is out of warranty a reparation proposal will be sent to the user for his approval. If proposal is not accepted, service center will keep product available for the user during 60 continuous days. After this period product would be disposed and user will not be able to rise any claim.

7.- Rechargeable batteries, like included in this product, will definitively wear out even under normal operation. This is not a defect or failure, so it is not covered by this warranty.

8.- This warranty does not cover batteries wear out caused by improper or long storage (over 6 months without required recharging indicated in product manual). Even performing recharging procedure this product cannot be storage longer than 18 months. Problems on batteries caused by this kind of long storage are not covered by this warranty.

9.- This warranty does not cover product failures caused by installations, modifications or repair performed by non-authorized person. If product is open by not authorized technician warranty will be considered void. This warranty does not cover failure caused by inadequate installation or maintenance, misuse, accidents, fire, or floods.

10.- This product can include protection devices like input fuse or input breaker. Activation of this kind of devices is not a failure it is caused by an improper product installation. Input fuse or breaker reset, or replacement is not covered by this warranty.

11.- This warranty does not cover damages produced during transportation from user to technical service caused by improper packing of the product by user.

12.- Warranty terms and conditions cannot be modified or extended by third parties without written approval of XMART.

Limited Warranty "PLUS"

- XMART does not warrant that the operation of this product will be uninterrupted or error-free during its lifetime. If product fails to work, the maximum liability of XMART under this limited warranty is expressly limited to the lesser of the price you have paid for the product or the cost of repairing or replacement of any hardware components that malfunction in conditions of normal use.

- In no event will XMART be liable for any damages caused by the product or the failure of the product to perform, including any lost profits or savings or special, incidental, or consequential damages. XMART is not liable for any claim made by a third party to XMART or to final user.

- XMART is not responsible for damage that occurs because of your failure to follow the instructions intended for this hardware product.

10. TECHNICAL SPECIFICATIONS

| INTERACTIVE UPS | 1100 | 1600 | 2100 |
|---|---|--------------------|--------------------|
| Capacity / Capacidad | 1.100VA / 600W | 1.600VA / 900W | 2.100VA / 1200W |
| Input / Entrada | | | |
| Voltage / Voltaje | Model 120V: (89-145 Vac) - Model 220V/230V: (162-268Vac) | | |
| Frequency / Frecuencia | 60 Hz / 50 Hz: Auto Sensing / Autodetección | | |
| Generator Compatible / Compatible con motogeneradores | Yes / Si | | |
| Output / Salida | | | |
| Voltage / Voltaje | Model 120V: +/- 10% - Model 220V/230V: +/- 10% | | |
| Frequency / Frecuencia | 60Hz (+/- 1Hz) - 50Hz (+/- 1Hz) | | |
| Transfer Time / Tiempo Transferencia: | 2 - 6 ms typical / típico | | |
| Waveform / Forma de Onda (Normal Mode) | Sinewave / Sinusoidal | | |
| Waveform / Forma de Onda (Battery Mode) | Simulated Sinewave / Sinusoidal Sintetizada | | |
| Batteries / Baterías | | | |
| Type / Tipo | Sealed Lead Acid, Maintenance Free (VRLA AGM) / Acido Plomo Sellada Sin Mtto. (VRLA AGM) | | |
| Capacity x Quantity / Capacidad x Cantidad | 7AH x 2 pcs/pzs | 9AH x 2 pcs/pzs | 9AH x 2 pcs/pzs |
| Typical Back-up Time / Autonomía Típica (N1*) | 40 min. max. | 48 min. max. | 55 min. max. |
| Recharge Time / Tiempo de Recarga | 4-6 hours to 90% capacity / 4-6 Horas hasta 90% de capacidad | | |
| Protections / Protecciones | Deep discharge and overcharge / Descarga Profundas y Sobre-Cargas | | |
| Alarms-Indications / Alarmas-Indicaciones | | | |
| Interface / Interfaz | Touch LCD / Pantalla LCD táctil | | |
| Acoustic Alarm / Alarma Sonora | Battery Mode / Low Battery / Overload / Battery Replacement / UPS Fault | | |
| Operation Mode / Modo de Operación | Dedicated symbols for each operation mode on LCD / Modo de operación en LCD | | |
| Alarms / Alarmas | Alarm & fault codes are presented on LCD / Alarmas y códigos de falla en LCD | | |
| LCD Information / Información en Pantalla | Input/Output Voltage, UPS mode, Battery level (%), load (%), Alarm codes // Voltajes de entrada y salida, Nivel de baterías (%), Carga (%), Alarmas | | |
| Protections / Protecciones | | | |
| Input Circuit Breaker / "Breaker" de Entrada | With Reset / Rearmable | | |
| Surge/Spikes Protection (Line H-N) | Power Outlet with surge & spikes protection: L-N | | |
| Protección contra Picos / Rayos (Línea L-N) | Tomas de Salida Protegidas contra Picos/Rayos: L-N | | |
| Surge & Spikes Prot. / Prot. Picos & Rayos (RJ11/RJ45) | Tel/Internet/Ethernet RJ45/RJ11 | | |
| Total Surge Suppression / Supresión Total | 120V Model: (> 758J) - 220V & 230V Model: (> 175J) | | |
| Features / Funcionalidades | | | |
| Power Outlets per model / Tomas por modelo | | | |
| Models: 1101 / 1601 / 2101 - NEMA 120V & 220V | 8 x NEMA5-15R (6 with Backup + 2 Surge Protected) | | |
| Models: 1101 / 1601 / 2101 - SCHUKO 230V | Schuko x 4 (all battery backup & protected) | | |
| Models: 1103 / 1603 / 2103 - IEC + SCHUKO 230V | IEC x 1 + Schuko x 2 (all battery backup & protected) | | |
| LCD Touch Screen / LCD Táctil | Touch LCD to go to next value on screen / Tocar el LCD para ir al siguiente valor en pantalla | | |
| Communication / Comunicación | USB+RS232 | USB | USB |
| Software / Software | Compatible: Windows family; Mac OS; Linux; Unix | | |
| Product Size & Net Weight (DxWxH) | 325 x 135 x 185 mm | 325 x 135 x 185 mm | 325 x 135 x 185 mm |
| Dimensiones & Peso Neto del Producto | 8.5 Kg | 10.5 Kg | 11.2 Kg |
| Operating / Condiciones de Operación: | < 95% RH / 0-40°C | | |
| Acoustic Noise / Ruido Acustico | ≤ 40 dB @ 1 m | ≤ 45 dB @ 1 m | ≤ 45 dB @ 1 m |
| Operating Altitude / Altura Operativa | 0-2000m (Over sea level / Sobre el nivel del mar) | | |
| Packing / Empaque: 1 unit per carton / Cartón individual | | | |
| Unit Size & Gross Weight (DxWxH) | 399 x 198 x 280 mm | 399 x 198 x 280 mm | 399 x 198 x 280 mm |
| Dimension & Peso Bruto Unitario | 9 Kg | 10.8 Kg | 11.8 Kg |
| Half Pallet Information / Información Medio Pallet | 60pcs / 555Kg | 60pcs / 663Kg | 60pcs / 723Kg |
| DxWxH | 120 x 100 x 127cm | 120 x 100 x 127cm | 120 x 100 x 127cm |
| Full Pallet Information / Información Full Pallet | 105pcs / 960Kg | 105pcs / 1149Kg | 105pcs / 1254Kg |
| DxWxH | 120 x 100 x 225cm | 120 x 100 x 225cm | 120 x 100 x 225cm |
| Safety & Standards | | | |
| For 220V & 230V | CE (Low Voltage Directive 2006/95/EC & EMC Directive 2004/108/EC) | | |
| Conduction & Radiation (Models 220V/230V) | IEC / EN 62040-2 (Class 2 EMC) | | |
| Quality & Environment | RoHS / ISO9001 & ISO14001 | | |

Tech. Specs. may change without further notice or to comply with special project requirements. Las especific. pueden cambiar sin aviso previo o para cumplir con proyectos.
 N1*: Times for 1PC + TFT load / Tiempos para 1PC + Pantalla TFT

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