

USER MANUAL **SUPRA 500/700/900**

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 at the moment of install, 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 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 into power line.

CAUTION: Inside this equipment, due to internal batteries, there are **ALWAYS** dangerous voltages, even 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. At the moment of 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 Equipments. SAFETY. Part 1: General Requirements	IEC/EN 60950-1
For 220V MODELS:	CE compliant
For 120V MODELS (505-UL/705-UL/905-UL):	UL1778 (Certified by cTUVus)
IP PROTECTION	IP20 (static)
QUALITY MANAGEMENT: ISO 9001 : 2000	Manufactured under: ISO 9001
ENVIRONMENTAL MANAGEMENT: ISO 14001 : 2004	Manufactured under: ISO 14001

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 230V models. This is a C2 category product. In residential environment, this product may cause radio interference, in this case the user may require taking additional measures.

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:

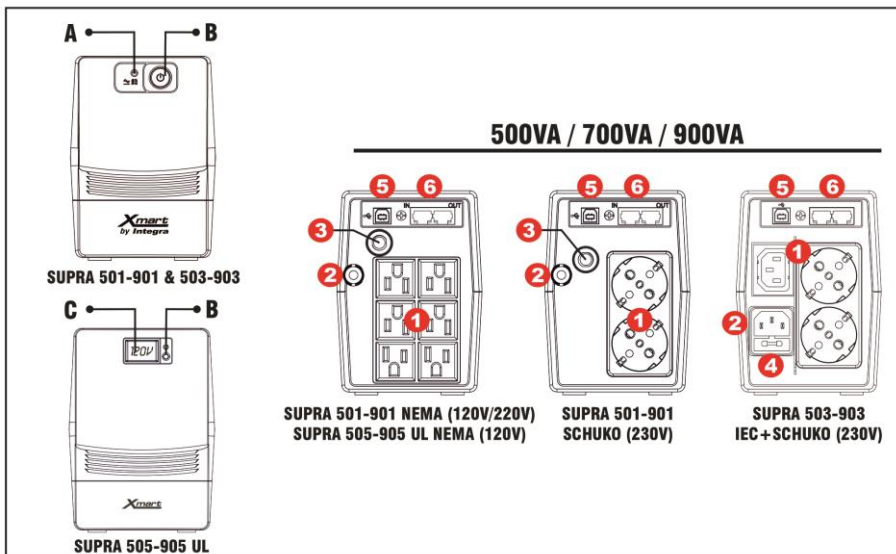
STORAGE TEMPERATURE	FREQUENCY	RECHARGING TIME
-25°C a +30°C	Every 4 months	4 h
+30°C a +45°C	Every 2 months	4 h

4. UPS DESCRIPTION

This kind of equipment is known as UPS (Uninterruptible Power Supply). It has 2 main functions: give electrical protection against surges, spikes and some other dangerous failures of electrical main system and also provides electrical backup based on internal batteries. In that way products you connect to your UPS will be protected and will receive electrical energy even during failures of main electrical AC system.

This UPS is designed to satisfy all requirements of Personal Computers (PCs). It includes internal voltage regulator to stabilize input AC variations without using internal batteries. Only in presence of important input failures UPS will use internal batteries to provide energy in outlet sockets. In this way batteries life expectancy is longer.

SUPRA 500/700/900 Series: It is an interactive UPS with step-wave output. It includes surge protection in all AC outlets. RJ45 & RJ11 sockets also include surge protection for the phone line of the router.



Parts Identification

- A.- Power ON LED
- B.- ON/OFF Push-button
- C.- LCD
- 1.- Output sockets
- 2.- AC Input

- 3.- AC Input breaker
- 4.- Input Fuse
- 5.- USB
- 6.- RJ45/RJ11 surge protected sockets

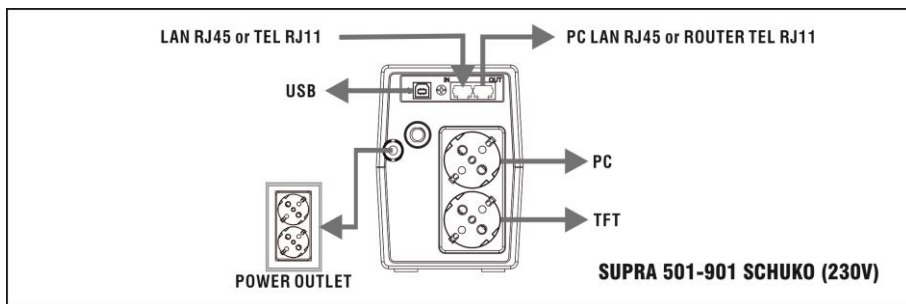
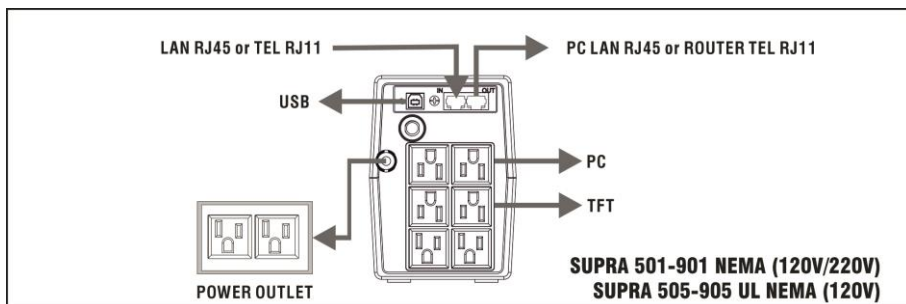
UPS will provide backup energy in its outlets when main AC input fails. Runtime will depend on some different factors:

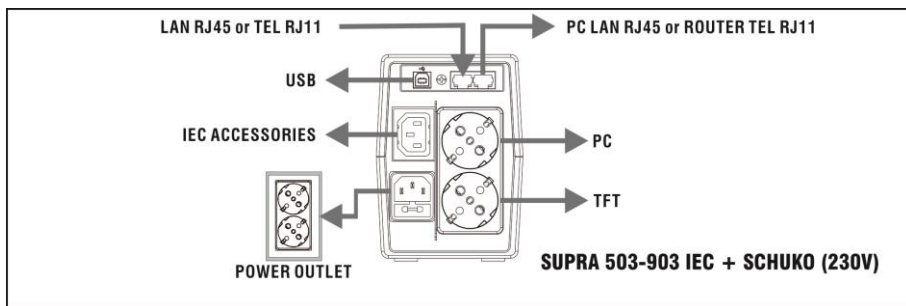
- Battery charging level.
- Battery capacity according to the use given and lifetime.
- Load consumption connected to UPS outlets. Higher the output load shorter the runtime.

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

5. UPS INSTALLATION

- This UPS must be installed indoor with controlled environment free of excessive dust, corrosive air or conductive dust.
- 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 TEL or LAN line to RJ45/RJ11 port in this UPS identified as IN. Connect OUT to your Router (TEL input) or to your PC LAN port.
- Plug power cord of this UPS to AC source socket.
- Plug your equipment to UPS 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 specifications. Check UPS specs in UPS 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.
- Do NOT plug neither laser printers nor copiers to this UPS. This equipment are high load products will overload your UPS.

6. OPERATION

- Once UPS is installed and connected according to section 4 of this manual, please 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. Front panel LED will let you know UPS status: OFF / ON / BATTERY MODE.

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 Shorcircuit: 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 Hight under battery mode: Call Tech. Service
Mode Symbol Símbolo de Modo			Continuous Beep continuo	F06 High Temperature: Call Tech. Service

8. CONTROL SOFTWARE

Most of the models of this UPS family come with USB port to communicate with your PC. In that way UPS can be monitored and configured. Your PC can be shutdown automatically when a 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 can be downloaded from our website: www.XMART-ups.com. We keep updated last updated version. User manual and installation manual is also available in our web.

Our software is available in different versions for: Windows, Mac OSX, Linux, and Unix.

9. TROUBLESHOOTING

#	PROBLEM	CAUSE	SOLUTION
1	UPS does not turn ON LED OFF	ON button has not been properly activated.	Push ON button for 2-3 seconds
		Very low battery level	Keep UPS plugged to main service to recharge batteries
		Battery failure	Contact service center to replace batteries
2	UPS goes to battery mode even main source is OK Front LED flashing in green color. Intermittent BEEP alarm activated	Input cable or plug is not connected to main source	Check and plug properly
		Input breaker is activated (open)	Check and reset input breaker
3	Input breaker is activated frequently	Equipment connected to UPS outlets overload UPS.	Check and unplug equipment until overload condition is solved
4	Continuous BEEP alarm.	UPS is overloaded	Check and unplug equipment until overload condition is solved
5	UPS power off when AC main source fails (runtime = 0s)	Low battery level because recent discharge	Keep UPS plugged to main service to recharge batteries
		Battery failure	Contact service center to replace batteries

10. 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 on 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.

11. TECHNICAL SPECIFICATIONS

INTERACTIVE UPS	500 VA	700 VA	900 VA
Capacity / Capacidad	500VA / 250W	700VA / 360W	900VA / 480W
Input / Entrada			
Voltage / Voltaje	120V Model: (89-145 Vac) - 220VModel: (162-290V) - 230V Model: (170-299Vac)		
Frequency / Frecuencia	60Hz / 50 Hz: Auto Sensing / Autodetección		
Powercord / cable entrada	6 feet (1.83m) NEMA5-15P		
Generator Compatible / Compatible con motogeneradores	Yes / Si		
Output / Salida			
Voltage / Voltaje	+/- 10% (1 Phase / 1 Fase)		
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 Mttto. (VRLA AGM)		
Capacity / Capacidad	5AH	7AH	9AH
Quantity / Cantidad	1	1	1
Back-up Time Typical / Autonomía Típica (N1*)	10-12 min.	17-20 min.	22-25 min.
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			
Models: 501-901 & 503-903: LED	Battery Mode / Low Battery / Overload / Battery Replacement / UPS Fault		
Models: 505-UL to 905-UL: LCD	1) Operation Mode 2) Input Volt. 3) Output Volt. 4) Load 5) Battery Level 6) Overload		
Acoustic Alarm / Alarma Acústica (all models)	Battery Mode / Low Battery / Overload / Battery Replacement / UPS Fault		
Protections / Protecciones			
Input Circuit Breaker / "Breaker" de Entrada	With Manual Reset / Disyuntor Rearmable		
Surge/Spikes Protection (Line H-N)	Power Outlet Sockets with surge & spikes protection: L-N		
Protección contra Picos / Rayos (Línea L-N)	Tomas de Salida Protegidas contra Picos/Rayos: L-N		
Surge/Spikes Protection (RJ45)	Tel/Internet/Ethernet: RJ45		
Protección contra Picos / Rayos (RJ45)			
Total Surge Suppression / Supresión Total	120V Model: (> 758J) - 220V Model: (> 175J) - 230V Model: (> 175J)		
Noise / Ruido Eléctrico	EMI input filter		
Features / Funcionalidades			
Power Outlets per model / Tomas por modelo			
Models: 501 / 701 / 901 - NEMA 120V & NEMA 220V	6 x NEMA5-15R		
Models: 501 / 701 / 901 - SCHUKO 230V	2 x Schuko		
Models: 503 / 703 / 903 - IEC+SCHUKO 230V	1 x IEC + 2 x Schuko		
Models: 505-UL / 705-UL / 905-UL - NEMA 120V	6 x NEMA5-15R		
Communication / Comunicación	USB Port / Puerto USB (optional for 120V models / opcional para modelos 120V)		
Software / Software	Supports/Compatible: Windows, Mac OSX, Linux, Unix		
Dimensions / Dimensiones	279x101x142 mm		
Net Weight / Peso Neto Unitario	3.6 Kg	4.3 Kg	4.9 Kg
Operating / Condiciones de Operación:	< 95% RH / 0-40°C / < 40 dB		
Packing / Empaque			
Carton Information / Información Cartón	4 units per carton / 4 unidades por carton (350x600x260 mm)		
Half Pallet Information / Información Medio Pallet	96pcs / 364Kg 120x100x113cm	96pcs / 432Kg 120x100x113cm	96pcs / 489Kg 120x100x113cm
Full Pallet Information / Información Medio Pallet	192pcs / 729Kg 120x100x213cm	192pcs / 864Kg 120x100x213cm	192pcs / 979Kg 120x100x213cm
Safety & Standards			
For 220V & 230V	CE (Low Voltage Directive 2006/95/EC & EMC Directive 2004/108/EC)		
For 120V 505-UL/705-UL/905-UL	UL1778 (certified by cTUVus)		
Conduction & Radiation (Models 120V)	FCC Part 15 Class A : IEC / EN 62040-2 (Class 2 EMC)		
Conduction & Radiation (Models 220V/230V)	IEC / EN 62040-2 (Class 2 EMC)		
Quality & Environment	RoHS / ISO9001 & ISO14001		

Technical specifications may change without further notice. Las especificaciones pueden cambiar sin aviso previo.

N1*: Times for 1PC + TFT load / Tiempos para 1PC + Pantalla TFT

NOTES:

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