

**USER MANUAL  
SUPRA 1101/1601/2101**

**INTERACTIVE UPS  
230V 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 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. 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**

<b>SAFETY - LOW VOLTAGE DIRECTIVE (2014/35/EU)</b>	
<b>UPS Part 1-1: General &amp; Safety UPS in accessible areas</b>	<b>IEC/EN 62040-1</b>
<b>ELECTROMAGNETIC COMPATIBILITY - EMC DIRECTIVE ( 2014/30/EU)</b>	
<b>UPS, Part 2, Electromagnetic Compatibility:</b>	<b>IEC/EN 62040-2</b>
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)
<b>UPS Part 3: Methods of operation, specifications and test requirement</b>	<b>IEC/EN 62040-3</b>
<b>IT Equipments. SAFETY. Part 1: General Requirements</b>	<b>IEC/EN 60950-1</b>
<b>IP PROTECTION</b>	<b>IP20 (static)</b>
<b>QUALITY MANAGEMENT:</b>	Manufactured under: <b>ISO 9001 : 2000</b>
<b>ENVIRONMENTAL MANAGEMENT:</b>	Manufactured under: <b>ISO 14001 : 2004</b>

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**

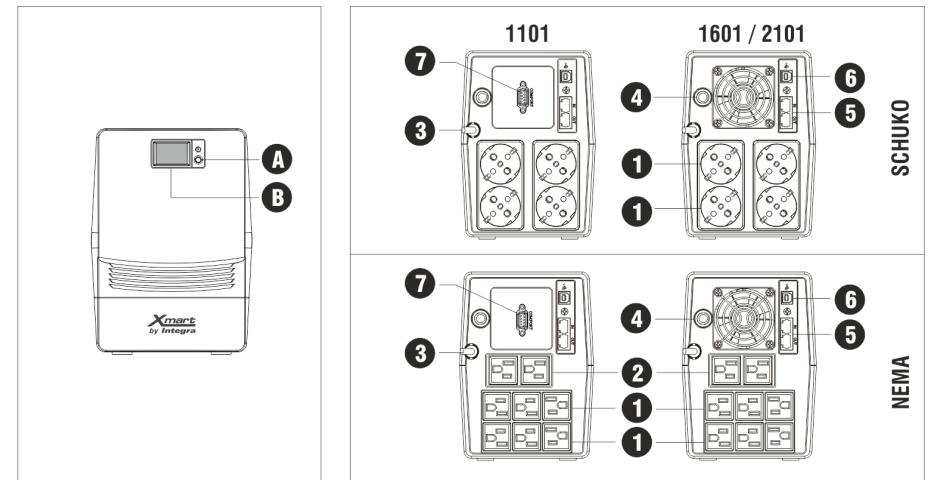
- Batteries capacity, in general (of all kinds), decreases with time and use.
- Our products contain high quality batteries only.
- Batteries useful life in our UPS is between 3 and 5 years, considering environment temperature under 25°C and optimal operational conditions. This time can be dramatically 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 equipments 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.



A.- ON/OFF	3.- AC Input
B.- LCD Touch-Screen	4.- Input Breaker
1.- Output (battery backup)	5.- RJ-45 protected sockets
2.- Outputs (Surge protected)	6.- USB port
	7.- RS-232 port

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

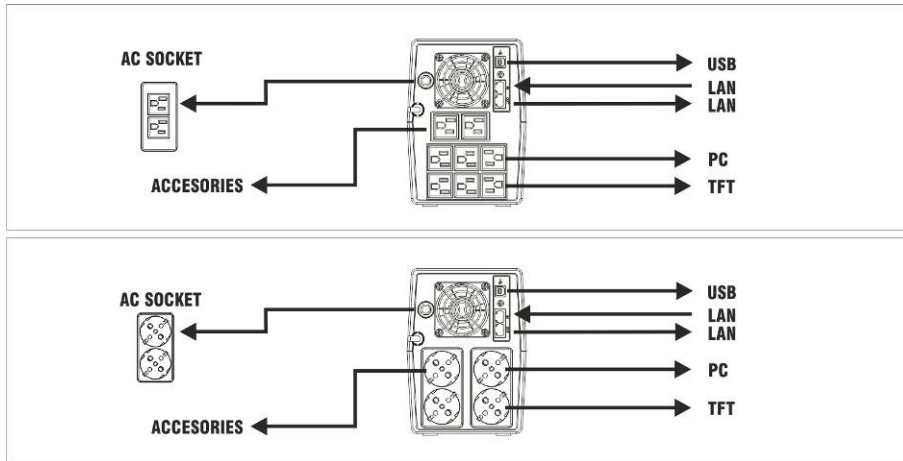
- Battery charging level.
- Battery capacity according to the use given and lifetime.
- Load consumption connected to UPS outlets. Higher the output load shorter the runtime.

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

**WARNING:**   
This UPS is not compatible with power plants and generators. Do not connect this UPS to outlets supplied by power plants / generators.

**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 in this UPS 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.



**! 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.
- 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, please turn UPS on by ON/OFF button in front panel. Front panel green LED must turns 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	
OUTPUT SALIDA			ALARM BEEP Continuous Beep continuo
INPUT ENTRADA			CODE <b>F01</b>
LOAD CONSUMO			TROUBLESHOOTING Output Shorcircuit: Remove faulty equipment from UPS output
BATTERY BATERIA			Continuous Beep continuo
OVERLOAD SOBRECARGA			<b>F02</b>
Mode Symbol Símbolo de Modo			Overload: Remove non critical equipments from UPS output
			Continuous Beep continuo
			<b>F03</b>
			Overcharge: Call technical service
			Continuous Beep continuo
			<b>F04</b>
			Battery Low: Recharge during 6 hours. If not solved call tech. service
			Continuous Beep continuo
			<b>F05</b>
			Output Hight under battery mode: Call Tech. Service
			Continuous Beep continuo
			<b>F06</b>
			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](http://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. 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 year 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 as a result of your failure to follow the instructions intended for this hardware product.

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**10. TECHNICAL SPECIFICATIONS**

INTERACTIVE UPS: SUPRA 1101/1601/2101: MODELS: (120V-NEMA) / (220V-NEMA) / (230-SCHUKO)			
Capacity / Capacidad	1.100VA / 600W	1.600VA / 900W	2.100VA / 1200W
Input / Entrada			
Voltage / Voltaje	Model 120V: (81-145 Vac) - Model 220V/230V: (162-268Vac)		
Frequency / Frecuencia	60 Hz / 50 Hz: Auto Sensing / Autodetección		
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	Simulated Sinewave / Sinusoidal Sintetizada		
Batteries / Baterías	Valve Regulated Sealed Lead Acid - Maintenance Free (VRLA AGM) / Acido Plomo Sellada Sin Mantenimiento (VRLA AGM)		
Type / Tipo			
* Back-up Time Typical / Autonomía Típica	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 Acústica	Battery Mode / Low Battery / Overload / Battery Replacement / UPS Fault Modo Batería / Baja Batería / Sobre-carga / Falla de batería / Falla de UPS		
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		
Utility & UPS Values / Valores de red y de UPS	Values are presented on LCD under user request / El usuario puede solicitar valores en		
Protections / Protecciones			
Input Circuit Breaker / "Breaker" de Entrada	with Reset / Rearmable		
Surge/Spikes Protection (Line H-N)	Power Outlet Sockets with surge & spikes protection: L-N		
Protección contra Picos / Rayos (Linea L-N)	Tomas de Salida Protegidas contra Picos/Rayos: L-N		
Surge/Spikes Protection (RJ11/RJ45)	Tel/Internet/Ethernet RJ45/RJ11		
Protección contra Picos / Rayos (RJ11/RJ45)			
Features / Funcionalidades			
Power Outlets / Tomas	120V & 220V NEMA: 8xNEMA5-15R: (6 with Backup + 2 Surge Protected) 230V SCHUKO: Schuko x 4 (all battery backup & protected)		
LCD Touch Screen / LCD Táctil	User can touch LCD to request next available value on screen / usuario puede tocar pantalla para saltar de pantalla en pantalla de datos		
Communication / Comunicación	USB+RS232	USB	USB
Software / Software	Compatible: Windows family; Mac OS; Linux; Unix		
Operating / Condiciones de Operación:	< 95% RH / 0-40°C		
Noise / Ruido Acústico:	< 40 dB		
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
Packing / Empaque: 1 unit per carton / carton 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

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

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