

**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

<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: ISO 9001 : 2000</b>	Manufactured under: <b>ISO 9001</b>
<b>ENVIRONMENTAL MANAGEMENT: ISO 14001 : 2004</b>	Manufactured under: <b>ISO 14001</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 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:

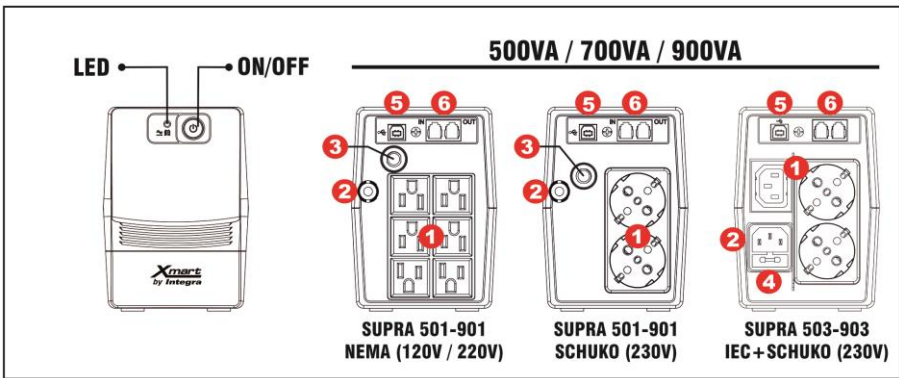
STORAGE TEMPERATURE	FREQUENCY	RECHARGING TIME
-25°C a +30°C	Every 4 months	4 h
+30°C a +45°C	Every 2 months	4 h

**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**

- |                    |                                       |
|--------------------|---------------------------------------|
| 1.- Output sockets | 4.- Input Fuse                        |
| 2.- Input AC       | 5.- USB                               |
| 3.- Input breaker  | 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.

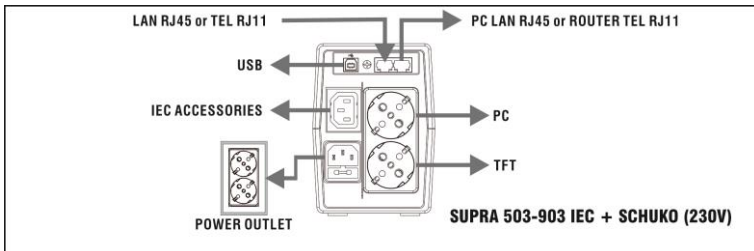
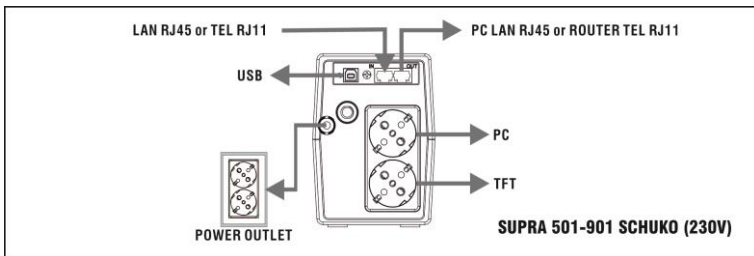
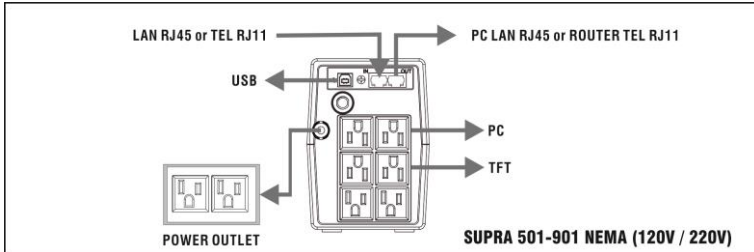
Under normal condition, when UPS is ON and connected to AC source, UPS will keep batteries fully charged.

**NOTE:** For Self-protection, all models of this family have a Max. backup time of 120 Minutes, limited by UPS electronic.

**5 UPS INSTALLATION**

- This UPS must be installed indoor, in controlled environment free of excessive dust, corrosive air, or conductive dust.
- Do not install it 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 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 in 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 CONTROL SOFTWARE

Most models of this UPS family come with USB port to communicate with your PC. Thus, UPS can be monitored and configured. Your PC can be automatically shut down when AC input failure is detected saving your info 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). User and installation manual is also available in our web. Our software is available in different versions for: Windows, Mac OSX, Linux, and Unix.

## 8 TROUBLESHOOTING

#	PROBLEM	CAUSE	SOLUTION
1	UPS does not turn ON LED OFF	ON button not 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 in battery mode even main source is OK. Front LED Green flashing. Intermittent BEEP alarm	Input cable or plug not connected to AC source	Check and plug properly
		Input breaker activated (open)	Check and reset input breaker
3	Input breaker frequently activated	Equipment connected to UPS outlets overload UPS.	Check and unplug equipment until overload condition is solved
4	Continuous BEEP alarm.	UPS 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

**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 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 XSMART supplies the product.
  - In Europe, warranty time is 2 years on electronic parts and 2 years on internal batteries from XSMART 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 XSMART, specifying date of purchase, serial number, and name of the dealer, is presented with the product to be revised. XSMART 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.- XSMART 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 XSMART.

**Limited Warranty "PLUS"**

- XSMART 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 XSMART 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 XSMART 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. XSMART is not liable for any claim made by a third party to XSMART or to final user.

- XSMART 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	500 VA	700 VA	900 VA
Capacity / Capacidad	500VA / 250W	700VA / 350W	900VA / 480W
<b>Input / Entrada</b>			
Voltage / Voltaje	120V Model: (89-145 Vac) - 220V Model: (162-290V) - 230V Model: (170-299Vac)		
Frequency / Frecuencia	60Hz / 50 Hz: Auto Sensing / Autodetección		
Generator Compatible / Compatible con motogeneradores	Yes / Si		
<b>Output / Salida</b>			
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		
<b>Batteries / Baterías</b>			
Type / Tipo	Sealed Lead Acid - Maintenance Free (VRLA AGM) / Acido Plomo Sellada Sin Mto. (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		
<b>Alarms-Indications / Alarmas-Indicaciones</b>			
Models: 501-901 & 503-903: LED	Battery Mode / Low Battery / Overload / Battery Replacement / UPS Fault		
AC Mode / Modo Normal	Green Lighting / Verde Fijo		
Battery Mode / Modo Batería	Green Flashing / Verde Intermitente		
Acoustic Alarm / Alarma Acústica (all models)	Battery Mode / Low Battery / Overload / Battery Replacement / UPS Fault		
<b>Protections / Protecciones</b>			
Input Circuit Breaker / "Breaker" de Entrada	With Manual Reset / 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 & 230 Models: (> 175J)		
<b>Features / Funcionalidades</b>			
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		
Communication / Comunicación	USB Port / Puerto USB (optional for 120V models / opcional para modelos 120V)		
Software / Software	Supports/Compatible: Windows, Mac OS X, Linux, Unix		
Dimensions / Dimensiones	300 x 101 x 142 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 @ 1 mt		
<b>Packing / Empaque</b>			
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
<b>Safety &amp; Standards</b>			
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		

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

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