User Manual

1K/2K/3K
with Isolation Transformer
Online UPS

Uninterruptible Power Supply System

Table of Contents

1. Important Safety Warning

Please comply with all warnings and operating instructions in this manual strictly. Save this manual properly and read carefully the following instructions before installing the unit. Do not operate this unit before reading through all safety information and operating instructions carefully.

1-1. Transportation

- Please transport the UPS system only in the original package to protect against shock and impact.

1-2. Preparation

- Condensation may occur if the UPS system is moved directly from cold to warm environment. The UPS system must be absolutely dry before being installed. Please allow at least two hours for the UPS system to acclimate the environment.
- Do not install the UPS system near water or in moist environments.
- Do not install the UPS system where it would be exposed to direct sunlight or near heater.
- Do not block ventilation holes in the UPS housing.

1-3. Installation

- Do not connect appliances or devices which would overload the UPS system to the UPS output sockets.
- Place cables in such a way that no one can step on or trip over them.
- The UPS can be operated by any individuals with no previous experience.
- Connect the UPS system only to an earthed shockproof outlet which must be easily accessible and close to the UPS system.
- Please use only VDE-tested, CE-marked mains cable (e.g. the mains cable of your computer) to connect the UPS system to the building wiring outlet (shockproof outlet).
- Please use only VDE-tested, CE-marked power cables to connect the loads to the UPS system.
- When installing the equipment, it should ensure that the sum of the leakage current of the UPS and the connected devices does not exceed 3.5mA.

1-4. Operation

- Do not disconnect the mains cable on the UPS system or the building wiring outlet (shockproof socket outlet) during operations since this would cancel the protective earthing of the UPS system and of all connected loads.
- The UPS system features its own, internal current source (batteries). The UPS output sockets or output terminals block may be electrically live even if the UPS system is not connected to the building wiring outlet.
- In order to fully disconnect the UPS system, first press the OFF/Enter button to disconnect the mains.
- Prevent no fluids or other foreign objects from inside of the UPS system.

1-5. Maintenance, service and faults

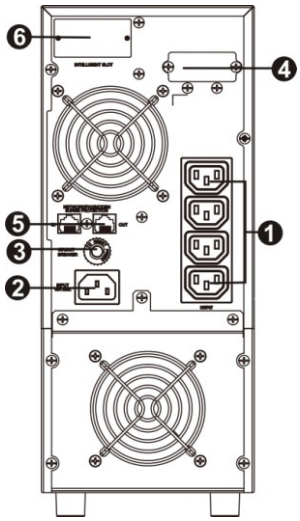
- The UPS system operates with hazardous voltages. Repairs may be carried out only by qualified maintenance personnel.
- **Caution -** risk of electric shock. Even after the unit is disconnected from the mains (building wiring outlet), components inside the UPS system are still connected to the battery and electrically live and dangerous.
- Before carrying out any kind of service and/or maintenance, disconnect the batteries and verify that no current is present and no hazardous voltage exists in the terminals of high capability capacitor such as BUS-capacitors.
- Only persons are adequately familiar with batteries and with the required precautionary measures may replace batteries and supervise operations. Unauthorized persons must be kept well away from the batteries.
- **Caution -** risk of electric shock. The battery circuit is not isolated from the input voltage. Hazardous voltages may occur between the battery terminals and the ground. Before touching, please verify that no voltage is present!
- Batteries may cause electric shock and have a high short-circuit current. Please take the precautionary measures specified below and any other measures necessary when working with batteries:
  - remove wristwatches, rings and other metal objects
  - use only tools with insulated grips and handles.
- When changing batteries, install the same number and same type of batteries.
- Do not attempt to dispose of batteries by burning them. This could cause battery explosion.
- Do not open or destroy batteries. Escaping electrolyte can cause injury to the skin and eyes. It may be toxic.
- Please replace the fuse only with the same type and amperage in order to avoid fire hazards.
- Do not dismantle the UPS system.

2. Installation and setup

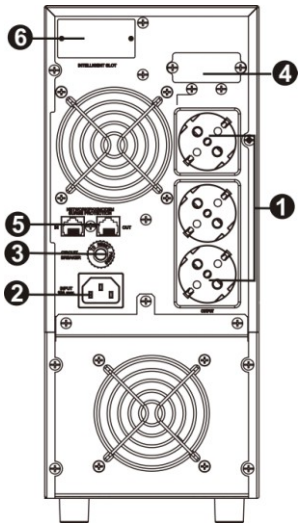
NOTE: Before installation, please inspect the unit. Be sure that nothing inside the package is damaged. Please keep the original package in a safe place for future use.

2-1. Rear Panel View

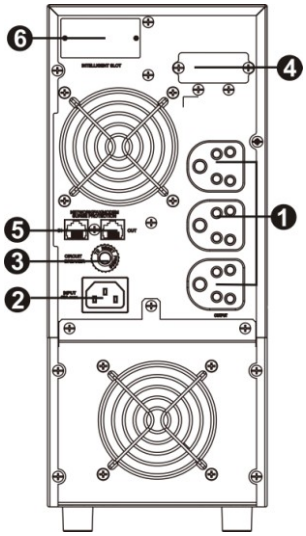
1K



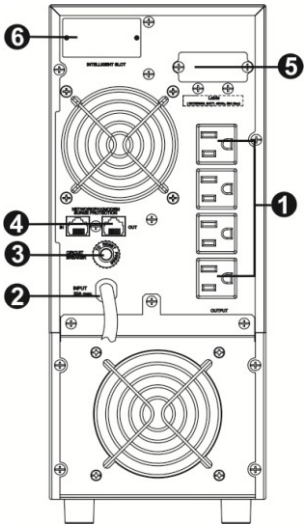
IEC Type



Schuko Type

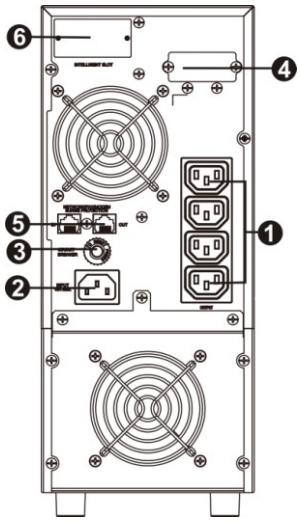


India Type



NEMA Type

2K



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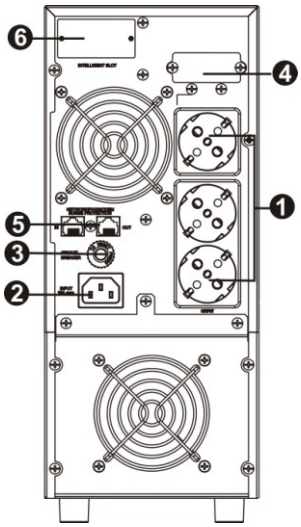

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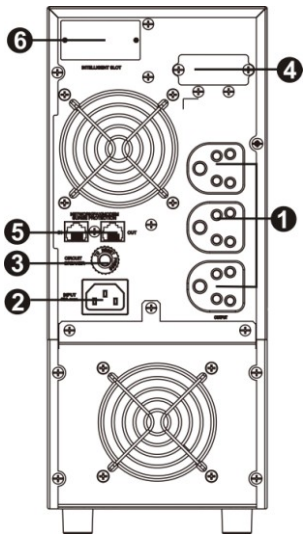
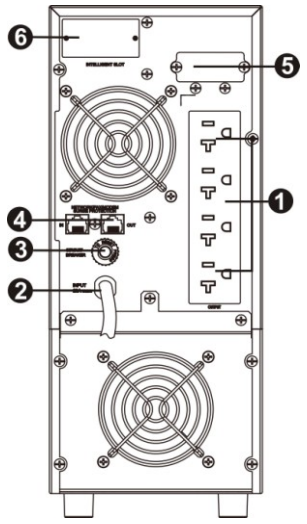
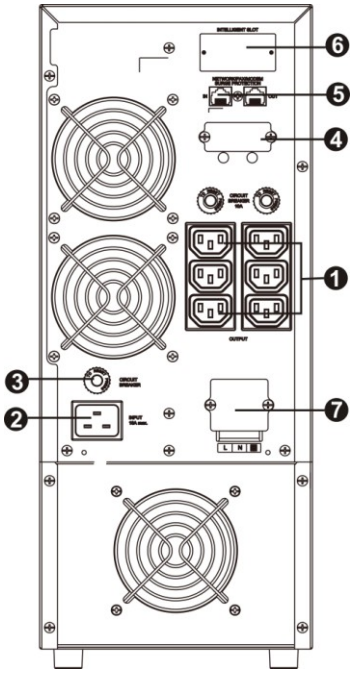


India Type



NEMA Type

3K



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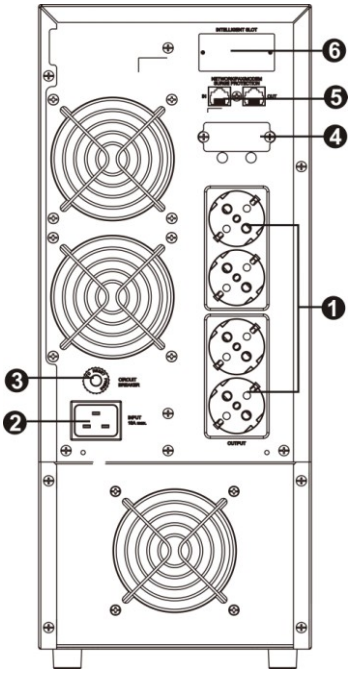

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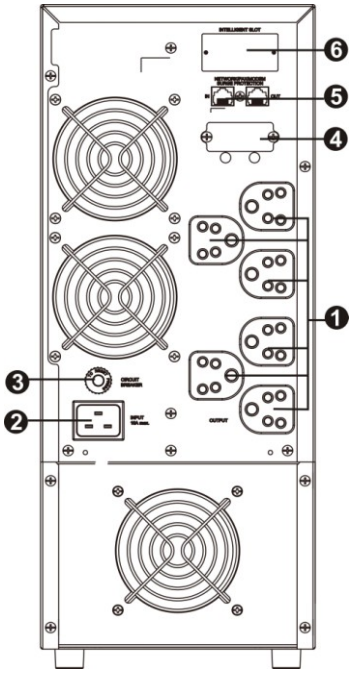
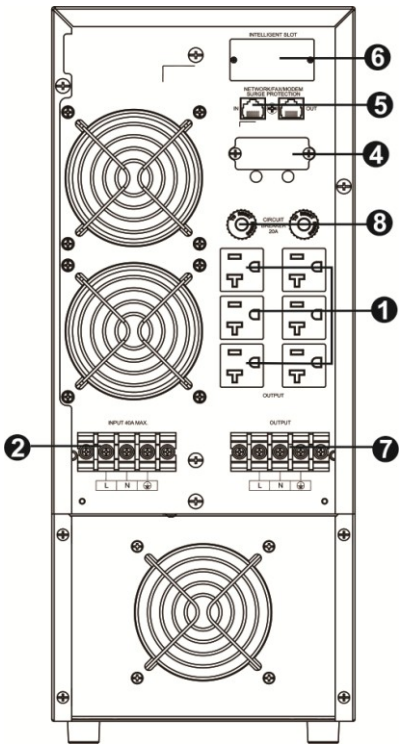


India Type



NEMA Type

1. Output receptacles
2. AC input
3. Input circuit breaker
4. External battery connection (only available for L model)
5. Modem/Phone line/Network surge protection
6. Intelligent slot
7. Output terminals
8. Output circuit breaker

2-2. Setup the UPS

Step 1: UPS input connection

Plug the UPS into a two-pole, three-wire, grounded receptacle only. Avoid using extension cords. The input plug is a #18*3C for 1KVA/2KVA, #16*3C for 3KVA.

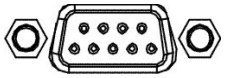
Step 2: UPS output connection

Simply plug devices to output sockets. During power failure, UPS will provide power to connected devices.

Step 3: Communication connection

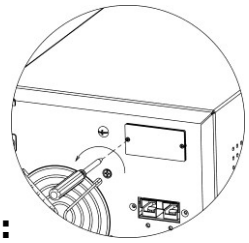
Communication port:

RS-232 port ***Intelligent slot***

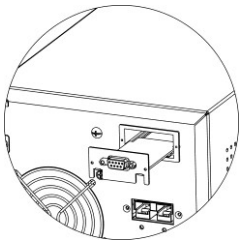


To allow for unattended UPS shutdown/start-up and status monitoring, connect the communication cable one end to the RS-232 port and the other to the communication port of your PC. With the monitoring software installed, you can schedule UPS shutdown/start-up and monitor UPS status through PC.

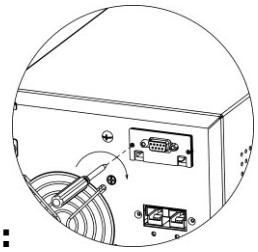
This UPS is equipped with intelligent slot perfect for SNMP, RS-232, USB or AS-400 card. When installing with these communication card in the UPS, it will provide advanced communication and monitoring options.



Step 1:
Remove cover of intelligent slot.



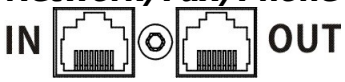
Step 2:
Insert communication card into the slot



Step 3:
Screw card tightly and complete installation.

Step 4: Network connection

Network/Fax/Phone surge port



Connect a single modem/phone/fax line into surge-protected "IN" outlet on the back panel of the UPS unit. Connect from "OUT" outlet to the equipment with another modem/fax/phone line cable.

Step 5: Turn on the UPS

Press the ON/Mute button on the front panel for two seconds to power on the UPS.

Note: The battery charges fully during the first five hours of normal operation. Do not expect full battery run capability during this initial charge period.

Step 6: Install software

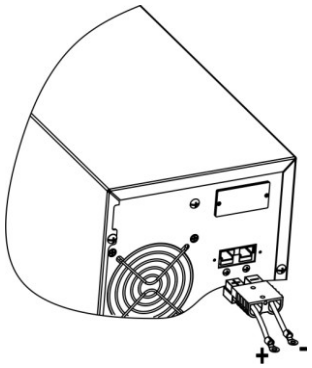
For optimal computer system protection, install UPS monitoring software to fully configure UPS shutdown. You may insert provided CD into CD-ROM to install the monitoring software. If not, please follow steps below to download and install monitoring software from the internet:

1. Go to the website **http://www.power-software-download.com**
2. Click ViewPower software icon and then choose your required OS to download the software.

3. Follow the on-screen instructions to install the software.
4. When your computer restarts, the monitoring software will appear as an orange plug icon located in the system tray, near the clock.

Step 7: External battery connection

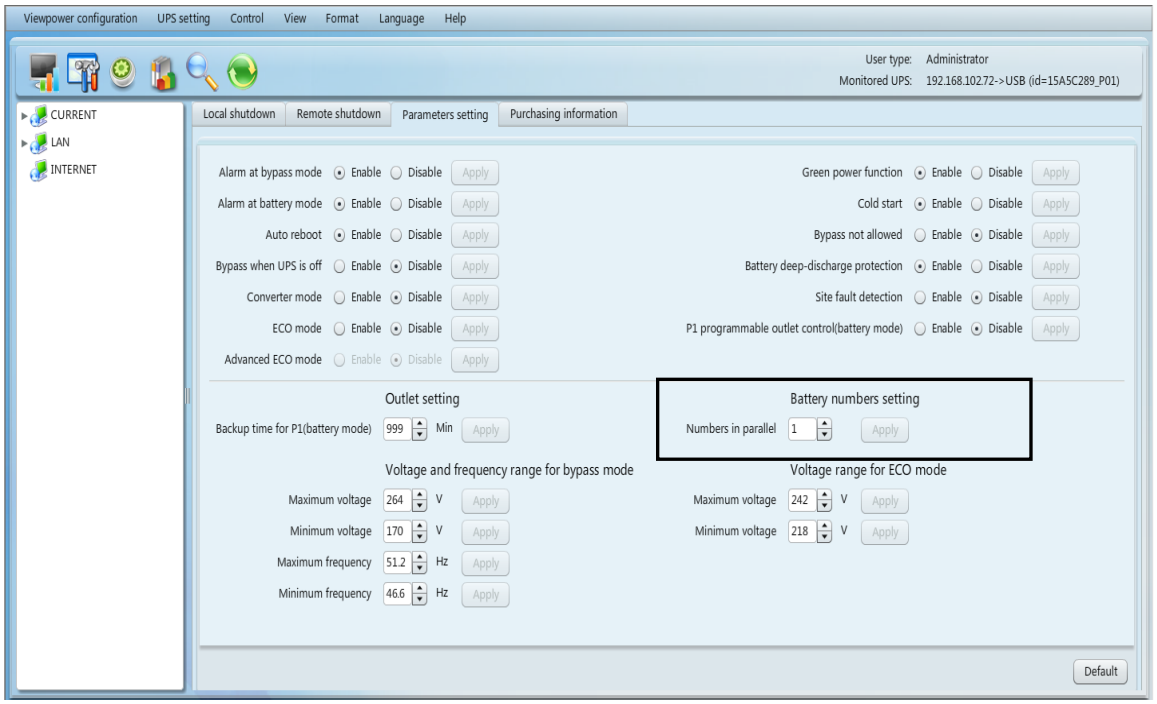
Follow the below chart to make external battery connection.



To external battery

Step 8: External battery capacity configuration in software

To calculate accurate backup time of external batteries, it's necessary to configure battery numbers in software. The standard calculated capacity for one battery is 9Ah. If connecting to 100Ah batteries, then it's equal to 11 in parallel (100Ah / 9Ah ≈ 11 sets).

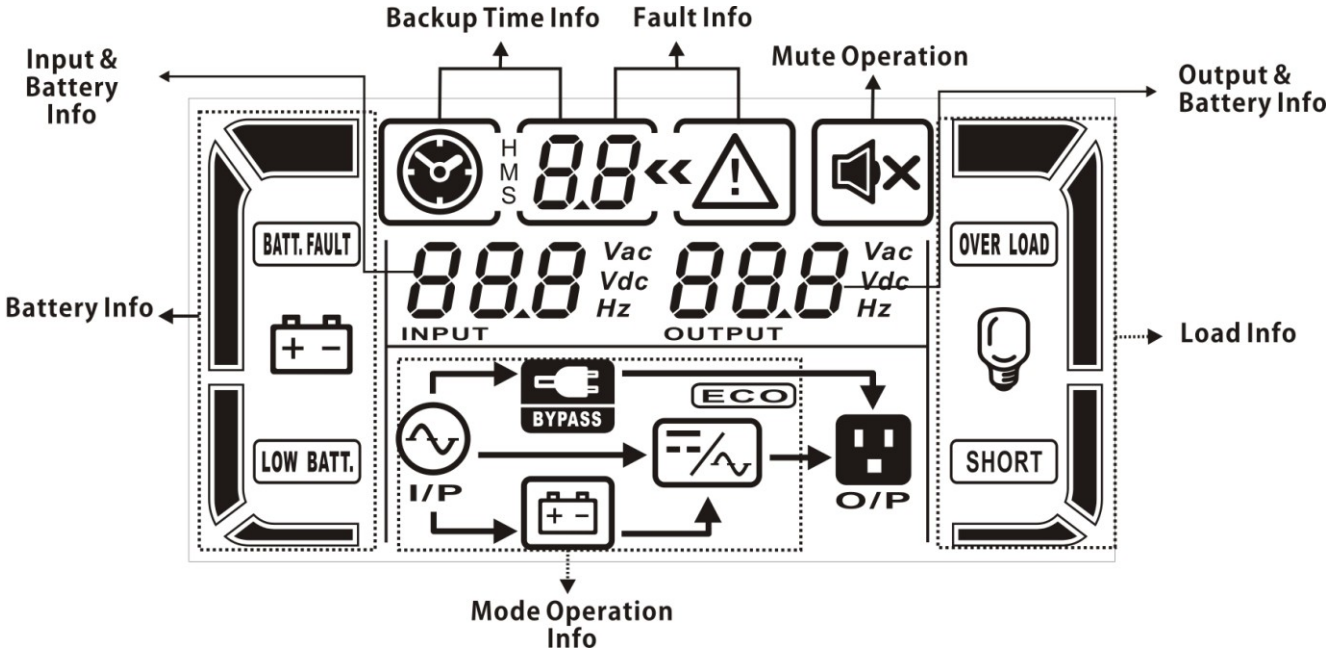


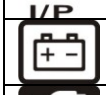
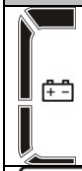
3. Operations

3-1. Button operation

Button	Function
ON/Mute Button	➢ Turn on the UPS: Press and hold ON/Mute button for at least 2 seconds to turn on the UPS. ➢ Mute the alarm: After the UPS is turned on in battery mode, press and hold this button for at least 5 seconds to disable or enable the alarm system. But it's not applied to the situations when warnings or errors occur. ➢ Up key: Press this button to display previous selection in UPS setting mode. ➢ Switch to UPS self-test mode: Press ON/Mute buttons for 5 seconds to enter UPS self-testing while in AC mode.
OFF/Enter Button	➢ Turn off the UPS: Press and hold this button at least 2 seconds to turn off the UPS. ➢ Confirm selection key: Press this button to confirm selection in UPS setting mode.
Select Button	➢ Switch LCD message: Press this button to change the LCD message for input voltage, input frequency, battery voltage, output voltage, output frequency and charger/discharger current. ➢ Setting mode: Press and hold this button for 5 seconds to enter UPS setting mode when UPS is off. ➢ Down key: Press this button to display next selection in UPS setting mode.
ON/Mute + Select Button	➢ Switch to bypass mode: When the main power is normal, press ON/Mute and Select buttons simultaneously for 5 seconds. Then UPS will enter to bypass mode. This action will be ineffective when the input voltage is out of acceptable range.

3-2. LCD Panel



Display	Function
Backup time information	
	Indicates the remaining backup time in pie chart.
	Indicates the remaining backup time in numbers. H: hours, M: minute, S: second
Fault information	
	Indicates that the warning and fault occurs.
	Indicates the warning and fault codes, and the codes are listed in details in 3-7 section.
Mute operation	
	Indicates that the UPS alarm is disabled.
Output & Battery information	
	Indicates the output voltage, frequency or battery current (A). Vac: output voltage, Hz: frequency
Load information	
	Indicates the load level by 0-25%, 26-50%, 51-75%, and 76-100%.
	Indicates overload.
	Indicates the load or the UPS output is short circuit.
Mode operation information	
	Indicates the UPS connects to the mains.
	Indicates the battery is working.
	Indicates the bypass circuit is working.
	Indicates the ECO mode is enabled.
	Indicates the Inverter circuit is working.
	Indicates the output is working.
Battery information	
	Indicates the Battery level by 0-25%, 26-50%, 51-75%, and 76-100%.
	Indicates the battery is fault.
	Indicates low battery level and low battery voltage.
Input & Battery information	
	Indicates the input voltage or frequency. Vac: Input voltage, Hz: input frequency, Vdc: battery voltage

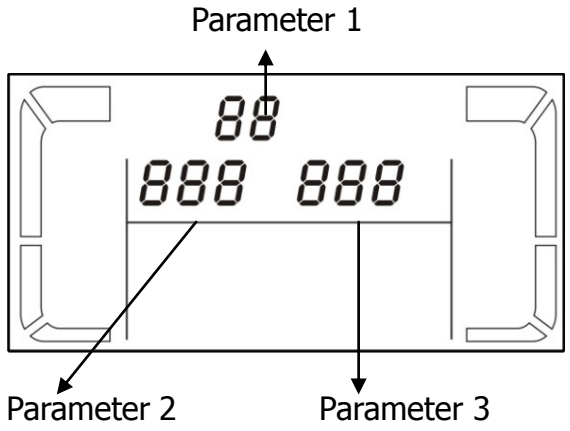
3-3. Audible Alarm

Battery Mode	Sounding every 4 seconds
Low Battery	Sounding every second
Overload	Sounding twice every second
Fault	Continuously sounding
Bypass Mode	Sounding every 10 seconds

3-4. LCD display wordings index

Abbreviation	Display content	Meaning
ENA	ENA	Enable
DIS	dIS	Disable
ESC	ESC	Escape
HLS	HLS	High loss
LLS	LLS	Low loss
BAT	bAt	Battery
CF	CF	Converter
TP	tP	Temperature
CH	CH	Charger
FU	FU	Bypass frequency unstable
EE	EE	EEPROM error
BAH	bAH	AH of battery

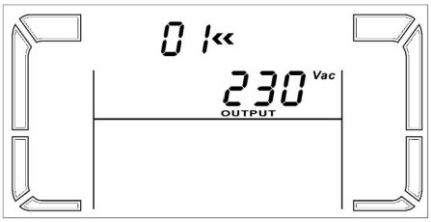
3-5. UPS Setting



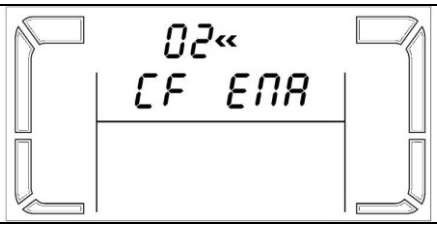
There are three parameters to set up the UPS.

Parameter 1: It's for program alternatives. Refer to below table for the details.
Parameter 2 and parameter 3 are the setting options or values for each program.

- **01: Output voltage setting**

Interface	Setting
	For 200/208/220/230/240 VAC models, you may choose the following output voltage: 200: presents output voltage is 200VAC 208: presents output voltage is 208VAC 220: presents output voltage is 220VAC 230: presents output voltage is 230VAC (Default) 240: presents output voltage is 240VAC

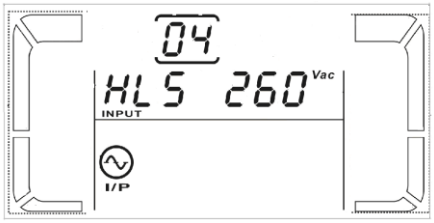
- **02: Frequency Converter enable/disable**

Interface	Setting
	CF ENA: converter mode enable CF DIS: converter mode disable (Default)

- **03: Output frequency setting**

Interface	Setting
	You may set the initial frequency on battery mode: BAT 50: presents output frequency is 50HZ (Default) BAT 60: presents output frequency is 60HZ If converter mode enable, you may choose the following output frequency: CF 50: presents output frequency is 50HZ (Default) CF 60: presents output frequency is 60HZ

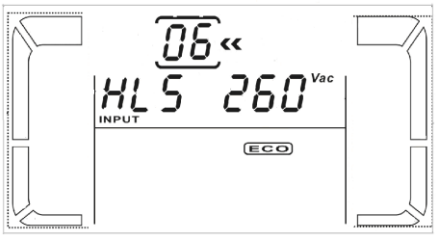
- **04: Acceptable input voltage range setting**

Interface	Setting
	Press the Down key or Up key to set the acceptable high voltage point and acceptable low voltage point of the input: HLS: High loss voltage in Line mode The setting range is from 260VAC to 300VAC. (Default 300VAC) LLS: Low loss voltage in Line mode The setting range is from 160VAC to 190VAC. (Default 160VAC)

- **05: ECO mode enable/disable**

Interface	Setting
	ENA: ECO mode enable DIS: ECO mode disable (Default)

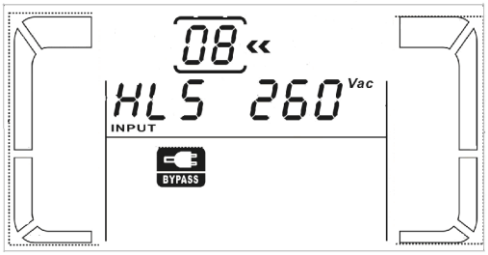
- **06: ECO voltage range setting**

Interface	Setting
	Press the Down key or Up key to set the acceptable high voltage point and acceptable low voltage point: HLS: High loss voltage in ECO mode. The setting range is from +7V to +24V of the nominal voltage. (Default: +12V) LLS: Low loss voltage in ECO mode. The setting range is from -7V to -24V of the nominal voltage. (Default: -12V)

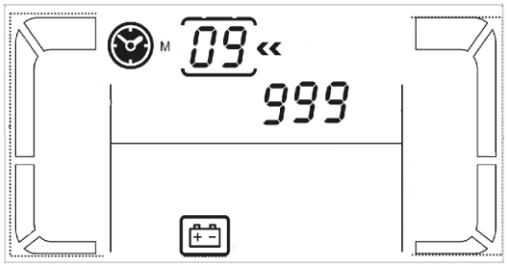
- **07: Bypass mode enable/disable**

Interface	Setting
	ENA: Bypass mode enable DIS: Bypass mode disable (Default)

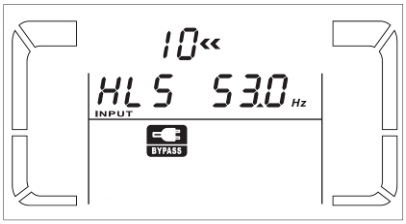
- **08: Bypass voltage range setting**

Interface	Setting
	Press the Down key or Up key to set the acceptable high voltage point and acceptable low voltage point: HLS: Bypass high voltage point 230-264: setting the high voltage point from 230VAC to 264VAC. (Default 264VAC) LLS: Bypass low voltage point 170-220: setting the low voltage point from 170VAC to 220VAC. (Default 170VAC)

- **09: Autonomy limitation setting**

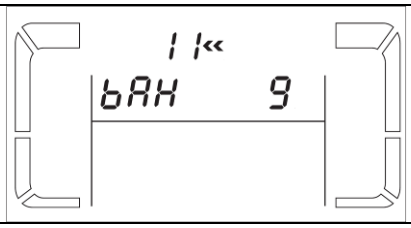
Interface	Setting
	0-999：Setting the backup time in minutes from 0 to 999 for general outlets in battery mode. 0: When setting as "0", the backup time will be only 10 seconds. 999: When setting as "999", backup time setting will be disabled. (Default)

- **10: Bypass frequency range setting**

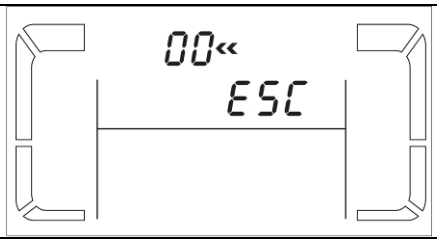
Interface	Setting
	Press the Down key or Up key to set the acceptable high frequency point and acceptable low frequency point: HLS: Line high voltage point LLS: Line low voltage point For 50Hz output frequency models: 51-55Hz: setting the high frequency point from 51Hz to

	55Hz (default:53Hz) 45-49Hz: setting the low frequency point from 45Hz to 49HZ(default:47Hz) For 60Hz output frequency models: 61-65Hz: setting the high frequency point from 61Hz to 65Hz(default:63Hz) 55-59Hz: setting the low frequency point from 55Hz to 59Hz(default:57Hz)

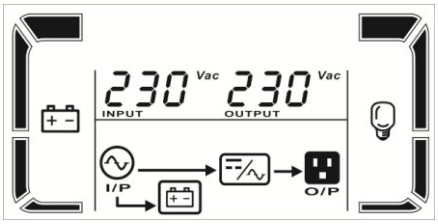
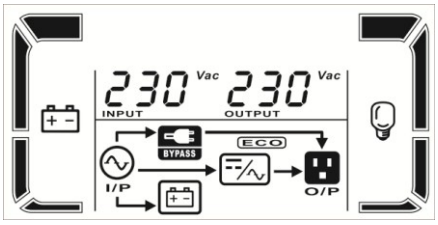
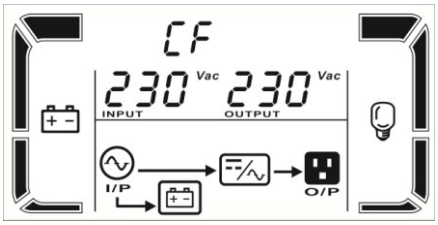
- **11: Battery AH setting**

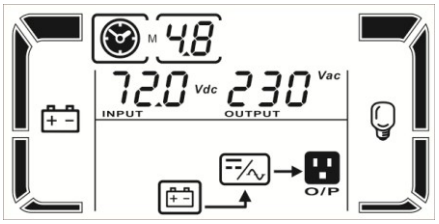
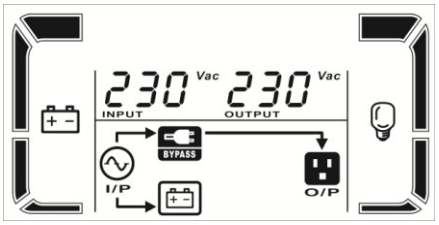
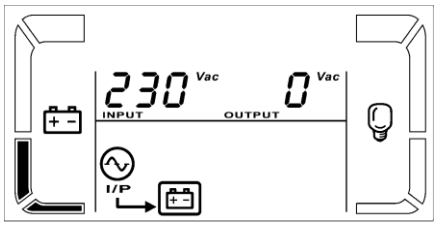
Interface	Setting
	Press the Down key or Up key to set the Battery AH of UPS. 0-999: if you change the battery AH of ups, please set the correct battery spec. Unit (AH)

- **00: Exit setting**

Interface	Setting
	ESC

3-6. Operating Mode Description

Operating mode	Description	LCD display
Online mode	When the input voltage is within acceptable range, UPS will provide pure and stable AC power to output. The UPS will also charge the battery at online mode.	
ECO mode	Energy saving mode: When the input voltage is within voltage regulation range, UPS will bypass voltage to output for energy saving.	
Converter mode	When input voltage is within 40HZ to 70HZ，the UPS can be set at a constant output frequency，50HZ or 60HZ。The UPS will still charge battery under this mode。	

Operating mode	Description	LCD display
Battery mode	When the input voltage is beyond the acceptable range or power failure and alarm is sounding every 4 second, UPS will backup power from battery.	
Bypass mode	When input voltage is within acceptable range but UPS is overload, UPS will enter bypass mode or bypass mode can be set by front panel. Alarm is sounding every 10 second.	
Standby mode	UPS is powered off and no output supply power, but still can charge batteries.	

3-7. Faults Reference Code

Fault event	Fault code	Icon	Fault event	Fault code	Icon
Bus start fail	01	x	Inverter voltage Low	13	x
Bus over	02	x	Inverter output short	14	SHORT
Bus under	03	x	Battery voltage too high	27	BATT. FAULT
Bus short-circuited	05	x	Battery voltage too low	28	BATT. FAULT
Inverter soft start fail	11	x	Over temperature	41	x
Inverter voltage high	12	x	Over load	43	OVER LOAD

3-8. Warning indicator

Warning	Icon (flashing)	Alarm
Low Battery	⚠ LOW BATT.	Sounding every second
Overload	⚠ OVER LOAD	Sounding twice every second
Battery is not connected	⚠	Sounding every second
Over Charge	⚠	Sounding every second
Site wiring fault	⚠ I/P	Sounding every second
Over temperature	EP ⚠	Sounding every second
Charger failure	CH ⚠	Sounding every second
Battery fault	⚠ BATT. FAULT	Sounding every second
Battery replacement	⚠ BATT. FAULT	Sounding every 2 second
Out of bypass voltage range	⚠ BYPASS	Sounding every second
Bypass frequency unstable	FU ⚠	Sounding every second
EEPROM error	EE ⚠	Sounding every second

4. Troubleshooting

If the UPS system does not operate correctly, please solve the problem by using the table below.

Symptom	Possible cause	Remedy
No indication and alarm even though the mains is normal.	The AC input power is not connected well.	Check if input power cord firmly connected to the mains.
	The AC input is connected to the UPS output.	Plug AC input power cord to AC input correctly.
The icon ⚠ and I/P flashing on LCD display and alarm is sounding every second.	Line and neutral conductors of UPS input are reversed.	Rotate mains power socket by 180° and then connect to UPS system.
The icon ⚠ and 🔋 flashing on LCD display and alarm is sounding every second.	The external or internal battery is incorrectly connected.	Check if all batteries are connected well.
Fault code is shown as 27 and the icon BATT. FAULT is lighting on LCD display and alarm is continuously sounding.	Battery voltage is too high or the charger is fault.	Contact your dealer.
Fault code is shown as 28 and the icon BATT. FAULT is lighting on LCD display and alarm is continuously sounding.	Battery voltage is too low or the charger is fault.	Contact your dealer.
The icon ⚠ and OVER LOAD is flashing on LCD display and alarm is sounding twice every second.	UPS is overload	Remove excess loads from UPS output.
	UPS is overloaded. Devices connected to the UPS are fed directly by the electrical network via the Bypass.	Remove excess loads from UPS output.
	After repetitive overloads, the UPS is locked in the Bypass mode. Connected devices are fed directly by the mains.	Remove excess loads from UPS output first. Then shut down the UPS and restart it.
Fault code is shown as 43 and The icon OVER LOAD is lighting on LCD display and alarm is continuously sounding.	The UPS shut down automatically because of overload at the UPS output.	Remove excess loads from UPS output and restart it.
Fault code is shown as 14 and the icon SHORT is lighting on LCD display and alarm is continuously sounding.	The UPS shut down automatically because short circuit occurs on the UPS output.	Check output wiring and if connected devices are in short circuit status.

Symptom	Possible cause	Remedy
Fault code is shown as 01, 02, 03, 05, 11, 12, 13 and 41 on LCD display and alarm is continuously sounding.	A UPS internal fault has occurred. There are two possible results: 1. The load is still supplied, but directly from AC power via bypass. 2. The load is no longer supplied by power.	Contact your dealer
Battery backup time is shorter than nominal value	Batteries are not fully charged	Charge the batteries for at least 5 hours and then check capacity. If the problem still persists, consult your dealer.
	Batteries defect	Contact your dealer to replace the battery.

5. Storage and Maintenance

Operation

The UPS system contains no user-serviceable parts. If the battery service life (3~5 years at 25°C ambient temperature) has been exceeded, the batteries must be replaced. In this case, please contact your dealer.

Be sure to deliver the spent battery to a recycling facility or ship it to your dealer in the replacement battery packing material.

Storage

Before storing, charge the UPS 5 hours. Store the UPS covered and upright in a cool, dry location. During storage, recharge the battery in accordance with the following table:

Storage Temperature	Recharge Frequency	Charging Duration
-25°C - 40°C	Every 3 months	1-2 hours
40°C - 45°C	Every 2 months	1-2 hours

6. Specifications

CAPACITY*		1000 VA / 800 W		2000 VA / 1600 W		3000VA/2400W
INPUT						
Voltage Range	Low Line Transfer	160VAC/140VAC/120VAC/110VAC ± 5% (based on load percentage 100% - 80 % / 80 % - 70 % / 70 - 60 % / 60 % - 0)				
	Low Line Comeback	168 VAC ± 5%				
	High Line Transfer	300 VAC ± 5 %				
	High Line Comeback	290 VAC ± 5 %				
Frequency Range		40 ~ 70 Hz (Auto sensing)				
Phase		Single phase with ground				
Power Factor		≧ 0.98				
OUTPUT						
Output voltage		200/208/220/230/240VAC				
AC Voltage Regulation		± 2%				
Frequency Range (Synchronized Range)		47 ~ 53 Hz or 57 ~ 63 Hz				
Frequency Range (Batt. Mode)		50 Hz ± 0.25 Hz or 60Hz ± 0.3 Hz				
Current Crest Ratio		3:1				
Harmonic Distortion(THD)		≦ 3 % (Linear Load) ≦ 7 % (Non-linear Load)				
Transfer Time	AC Mode to Batt. Mode	Zero				
	Inverter to Bypass	4 ms (Typical)				
Waveform (Batt. Mode)		Pure Sinewave				
EFFICIENCY						
AC Mode		75 % - 77 %		78 % - 81 %		80 % - 81 %
Battery Mode		73 %		79 %		82 %
BATTERY						
Standard Model	Battery Type	12V / 9Ah	12V / 7Ah	12V / 9Ah	12V / 7Ah	12V / 9Ah
	Battery Numbers	2	3	4	6	6
	Charging Current (max.)	1.0 A				
	Charging Voltage	27.4 VDC ± 1%	41.0 VDC ± 1%	54.7 VDC ± 1%	82.1 VDC ± 1%	82.1 VDC ± 1%
Long-run Model	Battery Type & Numbers	Depending on the capacity of external batteries				
	Charging Current	1A / 2A / 4A / 8A (Default)				1A / 2A / 4A / 6A (Default)
	Charging Voltage	27.4 VDC ± 1%	41.0 VDC ± 1%	54.7 VDC ± 1%	82.1 VDC ± 1%	82.1 VDC ± 1%
PHYSICAL						
Standard Model	Dimension, D X W X H	397 X 145 X 332		397 x 145 x 332		426 x 190 x 448
	Net Weight (kgs)	20.3	23	33.4	55	56
Long-run Model	Dimension, D X W X H	397 X 145 X 332		397 x 145 x 332		426 x 190 x 448
	Net Weight (kgs)	16.9		22.9		40.7
ENVIRONMENT						
Operation Humidity		20-90 % RH @ 0- 40°C (non-condensing)				
Noise Level		Less than 45dBA @ 1 Meter				Less than 55dBA @ 1 Meter
MANAGEMENT						
Smart RS-232 Port/Card		Supports Windows® 2000/2003/XP/Vista/2008, Windows® 7/8, Linux, Unix, and MAC				
Intelligent Slot		Power management from SNMP manager and web browser				

* Derate capacity to 80% when the output voltage is adjusted to 200/208VAC.

* Derate capacity to 80% when the UPS in bypass mode and input voltage less than 200VAC.