



# *User Manual*

*TM11E 1-3 kVA*

*Solutions behind the power*

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## **Publish statement**

Thank you for purchasing this series UPS.

This series UPS is an intelligent, single phase in single phase out, high frequency online UPS designed by our R&D team who is with years of designing experiences on UPS. With excellent electrical performance, perfect intelligent monitoring and network functions, smart appearance, complying with EMC and safety standards, The UPS meets the world' s advanced level.

Read this manual carefully before installation

This manual provides technical support to the operator of the equipment.

**1:1**



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# 1. Important Safety Warning

Important safety instructions – Save these instructions

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

There exists dangerous voltage and high temperature inside the UPS. During the installation, operation and maintenance, please abide the local safety instructions and relative laws, otherwise it will result in personnel injury or equipment damage. Safety instructions in this manual act as a supplementary for the local safety instructions. Our company will not assume the liability that caused by disobeyingsafety instructions.

## 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 (e.g. laser printers) to the UPS output sockets.
- Place cables in such a way that no one can step on or trip over them.
- Do not connect domestic appliances such as hair dryers to UPS output sockets.
- 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.

## 1-6 Symbols used in this guide



### **WARNING!**

Risk of electric shock



### **CAUTION!**

Read this information to avoid equipment damage

## 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 Unpack checking

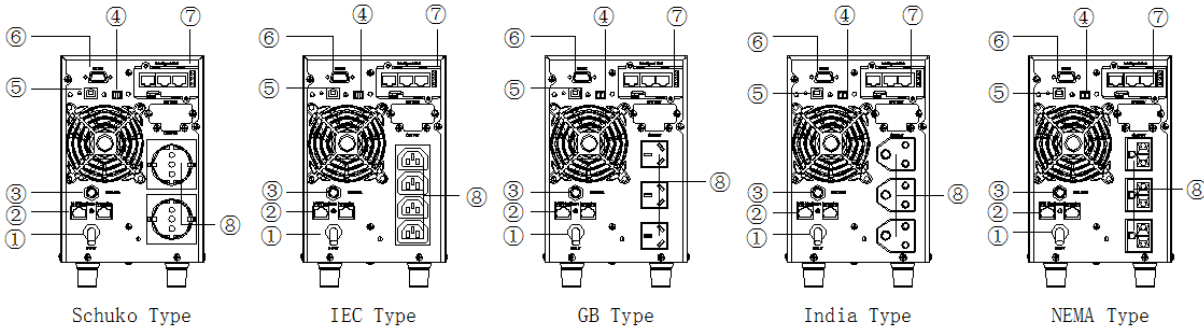
- Don't lean the UPS when moving it out from the packaging.
- Check the appearance to see if the UPS is damaged or not during the transportation, do not switch on the UPS if any damage found. Please contact the dealer right away.
- Check the accessories according to the packing list and contact the dealer in case of missing parts.

It includes:

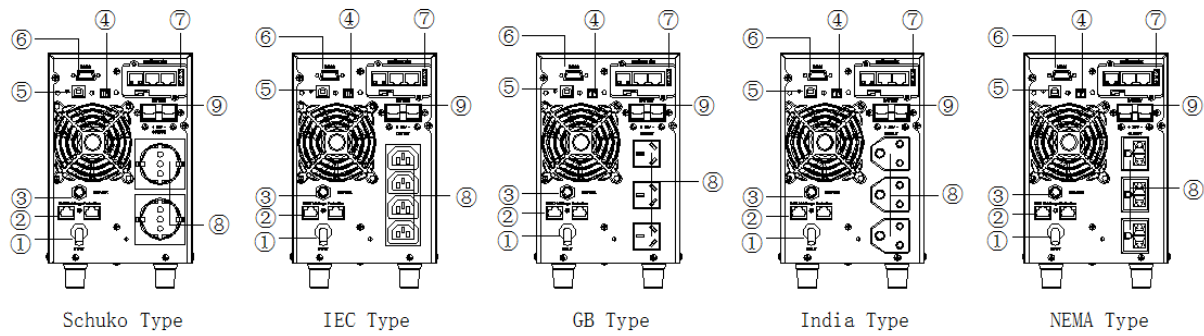
- (1) UPS user's guide
- (2) Software Suite CD
- (3) USB cable
- (4) Power cord (Input and output)
- (5) RS232 cable

## 2-2 Real panel view

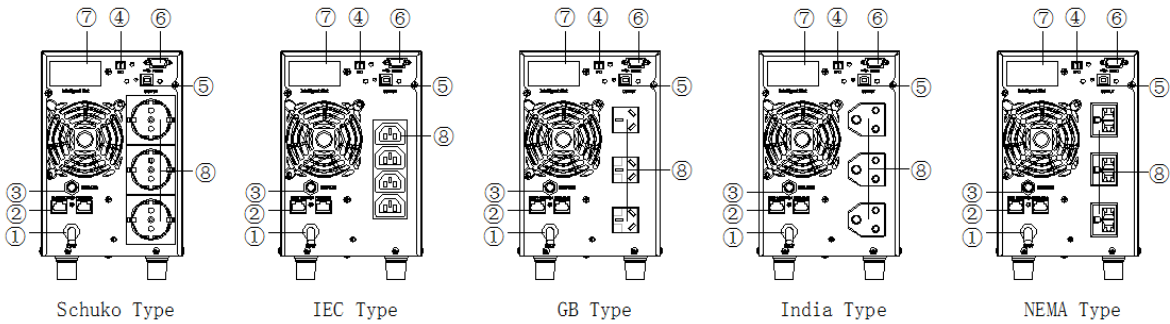
1KVA(S):



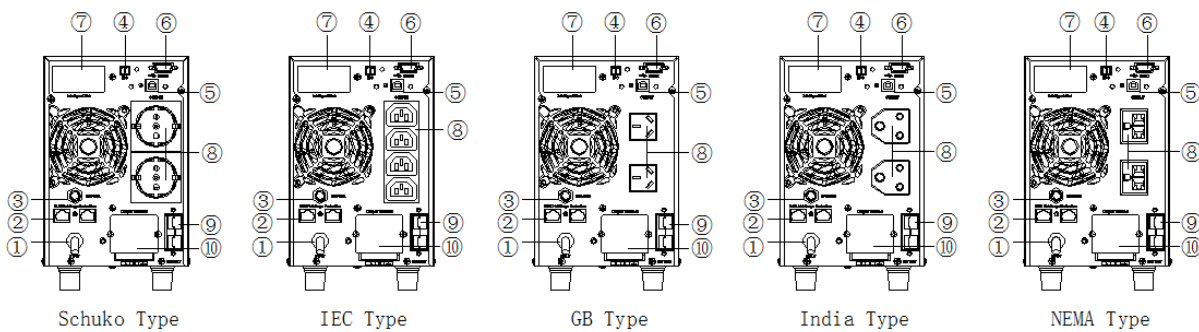
1KVA(H):



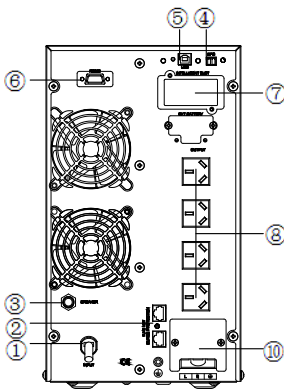
2KVA(S):



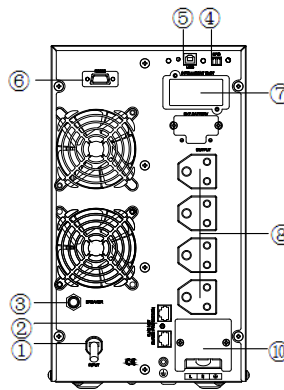
2KVA(H)/3KVA(H)



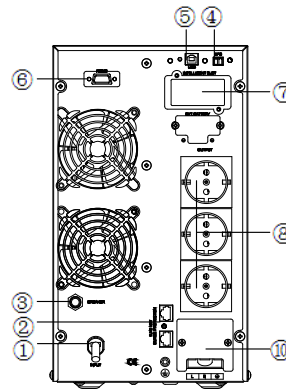
2KVA(S)-6batt /3KVA(S):



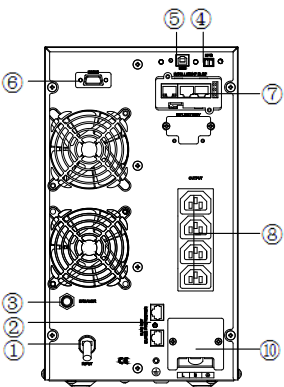
GB Type



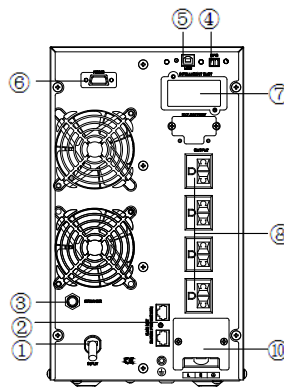
India Type



Schuko Type



IEC Type



NEMA Type

1. AC input
2. Network /Fax/Modem Surge Protection(option)
3. Input circuit breaker
4. EPO(option)
5. USB communication port(option)
6. RS-232 communication port
7. SNMP intelligent slot (option)
8. Output receptacles
9. Battery Terminal
10. Output Terminal

## 2-3 Setup the UPS

### Step 1: UPS input connection

Plug the UPS into a two-pole, three-wire, grounded receptacle only. Avoid using extension cords.

- For 200/208/220/230/240VAC models: The power cord is supplied in the UPS package.

## Step 2: UPS output connection

- For socket-type outputs, simply connect devices to the outlets.
- For terminal-type input or outputs, please follow below steps for the wiring configuration:
  - a) Remove the small cover of the terminal block
  - b) Suggest using AWG14 or 2.1mm<sup>2</sup> power cords for 3KVA (200/208/220/230/240VAC models).
  - c) Upon completion of the wiring configuration, please check whether the wires are securely affixed.
  - d) Put the small cover back to the rear panel.

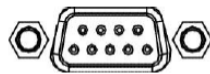
## Step 3 Communication connection

Communication port:

**USB 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 USB/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.

The UPS is equipped with intelligent slot perfect for either SNMP or Relay card. When installing either SNMP or Relay card in the UPS, it will provide advanced communication and monitoring options.

**NOTE: USB port and RS-232 port can't work at the same time.**

## Step 4: Turn on the UPS

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

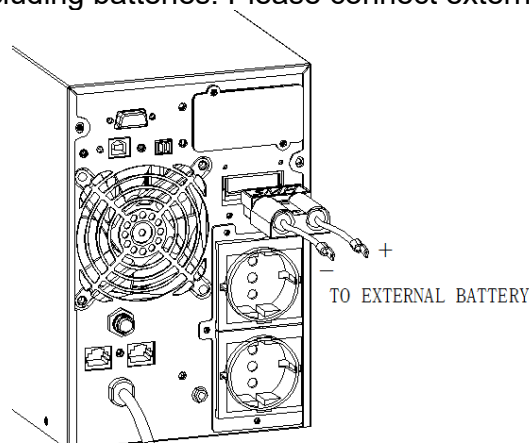
**Note:** The battery charges fully during the first five hours of normal operation. Do not expect full battery run capability during this initial charge period.

## Step 5: 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.

## Step 6: External battery connection

If your UPS is not including batteries. Please connect external batteries as below chart.



## 2-4 UPS start up and turn off

### ● Start up operation

(1) Turn on the UPS in line mode

***NOTE** Verify that the total equipment ratings do not exceed the UPS capacity to prevent an overload alarm.*

- a) Once mains power is plugged in, the UPS will charge the battery, at the moment, the LCD shows that the output voltage is 220, which means the UPS automatically start the inverter. If it is expected to change to bypass model, you can Press "OFF" key.
- b) Press and hold the ON key for more than three seconds to start the UPS, then it will start the inverter.
- c) Once started, the UPS will perform a self-test function, LED will light and go out circularly and orderly. When the self-test finishes, it will come to line mode, the corresponding LED lights, the UPS is working in line mode.

(2) Turn on the UPS by DC without mains power

- a) When mains power is disconnected, press and hold the ON key for more than half a second to start UPS.
- b) The operation of the UPS in the process of start is almost the same as that when mains power is in. After finishing the self-test, the corresponding LED lights and the UPS is working in battery mode.

### ● Turn off operation

(1) Turn off the UPS in line mode

- a) Press and hold the OFF key for more than half a second to turn off the UPS and inverter.
- b) After the UPS shutdown, the LEDs go out and there is no output. If output is needed, you can set bps "ON" on the LCD setting menu.

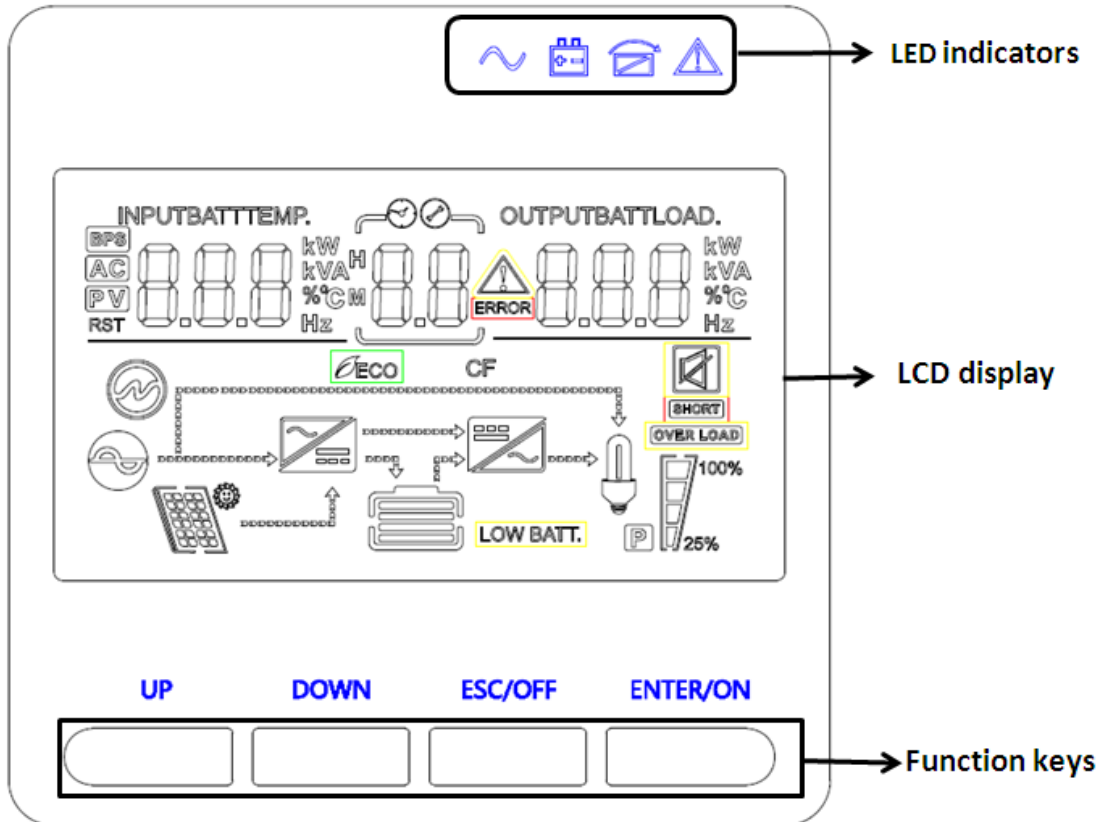
(1) Turn off the UPS by DC without mains power

- a) Press and hold the OFF key for more than half a second to turn off the UPS.
- b) When turning off the UPS, it will do self-testing firstly. The LEDs light and go out circularly and orderly until there is no display on the cover.

### Operation and Display Panel





The operation and display panel, shown in below chart, is on the front panel of the inverter. It includes three indicators, four function keys and a LCD display, indicating the operating status and input/output power information.

## LCD control panel introduction



- (1) LED (from right to left: "alarm" , "bypass" , "battery" , "inverter" );
- (2) On-Line UPS LCD display; (3) Function keys

## LED Indicator

| Indicator   | Description   |
|---|---|
| <br>Red    | On The UPS has an active alarm or fault.  |
| <br>Yellow | On The UPS is in Bypass mode. The UPS is operating normally on bypass during High Efficiency operation. |
| <br>Yellow | On The UPS is in Battery mode.  |
| <br>Green  | On The UPS is operating normally.   |

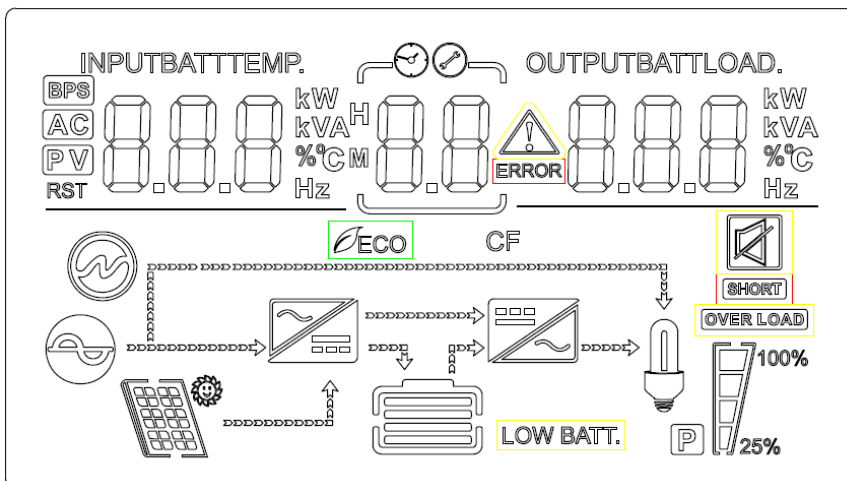
**NOTE** When power on or startup , these indicators will turn on and off sequentially.










**NOTE** On different operation modes , these indicators will indicate differently.

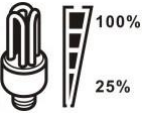








## Function Keys

| Function Key | Description  |
|--------------|--|
| ESC/OFF      | To exit setting mode Or turn off the ups                       |
| UP           | To go to previous selection Or turn on the ups                 |
| Down         | To go to next selection  |
| ENTER/ON     | To confirm the selection in setting mode or enter setting mode |

## LCD Display Icons



| Icon  | Function description   |  |             |                      |       |                            |        |  |        |  |         |  |  |
|---|--|--|-------------|----------------------|-------|----------------------------|--------|--|--------|--|---------|--|--|
| <b>Input Source Information</b>   |  |  |             |                      |       |                            |        |  |        |  |         |  |  |
|    | Indicates the AC input.  |  |             |                      |       |                            |        |  |        |  |         |  |  |
|    | Indicate input voltage, input frequency, PV voltage, battery voltage and Temp  |  |             |                      |       |                            |        |  |        |  |         |  |  |
| <b>Configuration Program and Fault Information</b>  |  |  |             |                      |       |                            |        |  |        |  |         |  |  |
|    | Indicates the setting programs.  |  |             |                      |       |                            |        |  |        |  |         |  |  |
| <br>   | Indicates the warning and fault codes.<br>Warning:  flashing with warning code.<br>Fault:  lighting with fault code |  |             |                      |       |                            |        |  |        |  |         |  |  |
| <b>Output Information</b>   |  |  |             |                      |       |                            |        |  |        |  |         |  |  |
|    | Indicate output voltage, output frequency, load percent, load in VA, load in Watt and discharging current.   |  |             |                      |       |                            |        |  |        |  |         |  |  |
| <b>Battery Information</b>  |  |  |             |                      |       |                            |        |  |        |  |         |  |  |
|    | Indicates battery level by 0-24%, 25-49%, 50-74% and 75-100% in battery mode and charging status in line mode.   |  |             |                      |       |                            |        |  |        |  |         |  |  |
| In AC mode, it will present battery charging status.  |  |  |             |                      |       |                            |        |  |        |  |         |  |  |
| <table border="1"> <thead> <tr> <th>Status</th> <th>Battery capacity</th> <th>LCD Display</th> </tr> </thead> <tbody> <tr> <td rowspan="4">Constant Curren mode</td> <td>0-24%</td> <td>4 bars will flash in turns</td> </tr> <tr> <td>25-49%</td> <td>Bottom bar will be on and the other three bars will flash in turns</td> </tr> <tr> <td>50-74%</td> <td>Bottom two bar will be on and the other two bars will flash in turns</td> </tr> <tr> <td>75-100%</td> <td>Bottom three bar will be on and thetop bars will flash</td> </tr> </tbody> </table> | Status   | Battery capacity   | LCD Display | Constant Curren mode | 0-24% | 4 bars will flash in turns | 25-49% | Bottom bar will be on and the other three bars will flash in turns | 50-74% | Bottom two bar will be on and the other two bars will flash in turns | 75-100% | Bottom three bar will be on and thetop bars will flash |  |
| Status  | Battery capacity   | LCD Display  |             |                      |       |                            |        |  |        |  |         |  |  |
| Constant Curren mode  | 0-24%  | 4 bars will flash in turns   |             |                      |       |                            |        |  |        |  |         |  |  |
|   | 25-49%   | Bottom bar will be on and the other three bars will flash in turns   |             |                      |       |                            |        |  |        |  |         |  |  |
|   | 50-74%   | Bottom two bar will be on and the other two bars will flash in turns |             |                      |       |                            |        |  |        |  |         |  |  |
|   | 75-100%  | Bottom three bar will be on and thetop bars will flash               |             |                      |       |                            |        |  |        |  |         |  |  |

| Load Information   |   |   |   |   |
|--|---|---|---|---|
| <b>OVER LOAD</b>   |   | Indicates overload.   |   |   |
|   | Indicates the load level by 0-24%, 25-50%, 50-74% and 75-100%.                    |   |   |   |
|  | 0%~25%  | 25%~50%   | 50%~75%   | 75%~100%  |
|  |  |  |  |  |
| Mode Operation Information   |   |   |   |   |
|   |   | Indicates unit connects to the mains.   |   |   |
| <b>BYPASS</b>  |   | Indicates load is supplied by utility power.                                      |   |   |
|   |   | Indicates the utility charger circuit is working.                                 |   |   |
|   |   | Indicates the DC/AC inverter circuit is working.                                  |   |   |
| Mute Operation   |   |   |   |   |
|  |   | Indicates unit alarm is disabled.   |   |   |

## 3. Operations

### 3-1 Button operation

| Button                  | Function  |
|-------------------------|---|
| <b>ON /ENTER Button</b> | <ul style="list-style-type: none"><li>➤ Turn on the UPS: Press and hold ON button for at least 2 seconds to turn on the UPS.</li><li>➤ Confirm current settings :When the UPS enters the setting mode, must press this button to confirm the settings value what you want, next press up/down button to change settings information</li><li>➤ Out off bypass mode: when the UPS enter to bypass mode, press and hold this button it will switch to normal mode.</li></ul> |
| <b>OFF /ESC Button</b>  | <ul style="list-style-type: none"><li>➤ Turn off the UPS: Press and hold this button at least 2 seconds to turn off the UPS in battery mode. UPS will be in standby mode under power normal or transfer to Bypass mode if the Bypass enable setting by pressing this button.</li><li>➤ Exit setting mode: Press this button to confirm selection and exit setting mode when LCD display the last selection in UPS setting mode.</li></ul>                                 |
| <b>UP Button</b>        | <ul style="list-style-type: none"><li>➤ Up key: Press this button to display previous selection in UPS setting mode.</li></ul>  |
| <b>DOWN Button</b>      | <ul style="list-style-type: none"><li>➤ Down key: Press this button to display next selection in UPS setting mode.</li></ul>  |
| <b>UP + DOWN Button</b> | <ul style="list-style-type: none"><li>➤ Setting mode: Press and hold this button for 5 seconds to enter UPS setting mode.</li></ul>   |

## 3-2 LCD display

### Part one: Rack display

There are 9 interfaces available in the LCD display.

| Item | Interface Description             | Content Displayed |
|------|-----------------------------------|-------------------|
| 01   | Input voltage& Output voltage     |                   |
| 02   | Battery voltage& Battery capacity |                   |
| 03   | Input frequency& Output frequency |                   |
| 04   | Load                              |                   |

|    |   |  |
|----|---|--|
| 05 | Environment Temperature   |  |
| 06 | UPS model.  |  |
| 07 | Firmware Version  |  |
| 08 | Alarm Code(Warming Message)<br>All alarm codes are present when abnormal behavior(s) occur(s) |  |

### 3-3 UPS setting

The UPS has setting functions. This user settings can be done under any kind of UPS working mode. The setting will take effect under certain condition. Below table describes how to set the UPS.

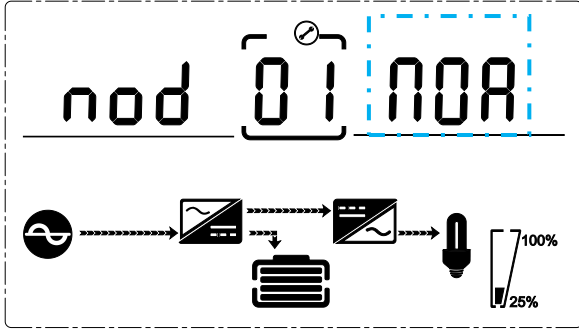
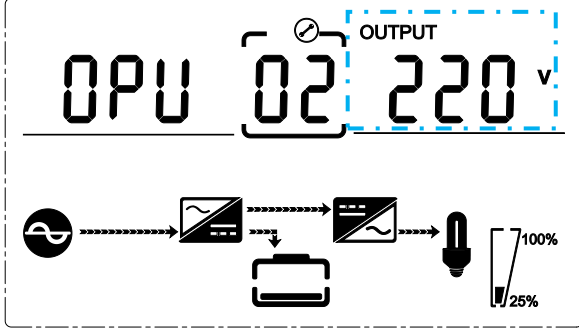
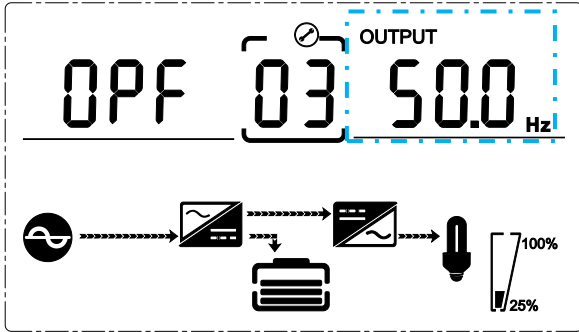
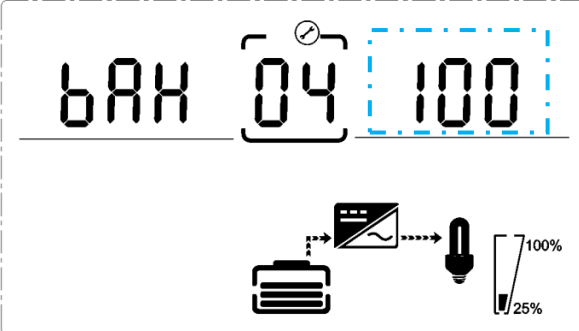
The setting function is controlled by 4 buttons (Up , Down, ON/Enter, OFF/ESC):






Up ▲ + OFF/Down ▼ --- goes into the setting page,

ON/Enter --- - confirm the settings options

Up ▲ & Down ▼ --- value adjustment Or for choosing different pages.

After the UPS turn ON, press buttons “▲&▼” for 5 seconds and then goes into the setting interface page.

| Item | Settings   | Content display  |
|------|--|--|
| 01   | <p>Mode setting</p> <p>Press Enter button to change the setting (ECO or NOR or CF). Press UP ▲ button to select the previous setting. Press DOWN ▼ button to select the next setting.</p>                              |    |
| 02   | <p>Output voltage setting</p> <p>Press Enter button to change the setting(200,208, 220, 230, 240). Press UP ▲ button to select the previous setting. Press DOWN ▼ button to select the next setting.</p>               |   |
| 03   | <p>Frequency setting</p> <p>Press Enter button to change the setting (50 or 60Hz). Press UP button ▲ to select the previous setting. Press DOWN button ▼ to select the next setting.</p>                               |  |
| 04   | <p>Battery capacity setting</p> <p>Press Enter button to change the setting (Battery capacity range is 1-200Ah). Press UP button ▲ to select the previous setting. Press DOWN button ▼ to select the next setting.</p> |  |

|           |   |  |
|-----------|---|--|
| <p>05</p> | <p>Battery EOD voltae setting</p> <p>Press Enter button to change the setting (1.60/1.70/1.75/1.80). Press UP button ▲ to select the previous setting. Press DOWN button ▼ to select the next setting.</p>  |    |
| <p>06</p> | <p>Bypass voltage upper limit setting</p> <p>Press Enter button to change the setting(The bypass voltage upper limit range is 230-264Vac ). Press UP button ▲ to select the previous setting. Press DOWN button ▼ to select the next setting.</p> |    |
| <p>07</p> | <p>Bypass voltage lower limit setting</p> <p>Press Enter button to change the setting(The bypass voltage lower limit range is 170-220Vac). Press UP button to select the previous setting. Press DOWN button to select the next setting.</p>      |   |
| <p>08</p> | <p>Mute setting</p> <p>Press Enter button to change the setting(ON or OFF). Press UP button to select the previous setting. Press DOWN button to save and exit the setup.</p>   |  |
| <p>09</p> | <p>BYPASS enable/disable setting</p> <p>Press Enter button to change the setting(ON or OFF). Press UP button ▲ to select the previous setting. Press DOWN button ▼ to save and exit the setup.</p>  |  |

### 3-4 Operational Status and Mode(s)

| item | Content Displayed        |
|------|--------------------------|
| 1    | Initialized              |
| 2    | Standby Mode             |
| 3    | No Output                |
| 4    | Bypass Mode              |
| 5    | Utility Mode             |
| 6    | Battery Mode             |
| 7    | Battery Self-diagnostics |
| 8    | Inverter is starting up  |
| 9    | ECO Mode                 |
| 10   | EPO Mode                 |
| 11   | Maintenance Bypass Mode  |
| 12   | Fault Mode               |

### 3-5 Alarm or Fault reference code

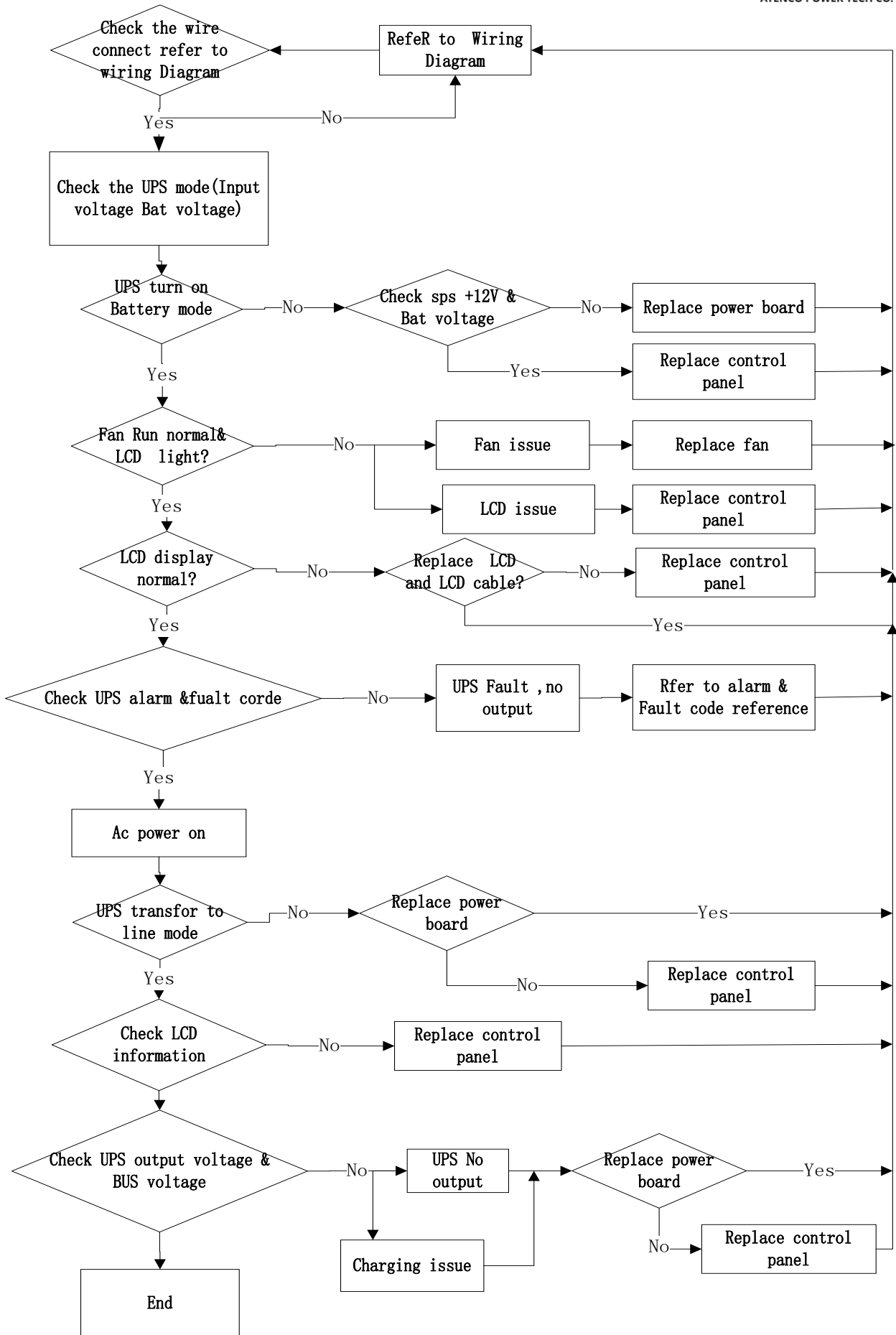
| Event log | UPS Alarm Warning                                    | Buzzer            | LED                     |
|-----------|--|-------------------|-------------------------|
| 1         | Rectifier Fault                                      | Beep continuously | Fault LED lit           |
| 2         | Inverter fault(Including Inverter bridge is shorted) | Beep continuously | Fault LED lit           |
| 9         | Fan fault  | Beep continuously | Fault LED lit           |
| 12        | Selftest fault                                       | Beep continuously | Fault LED lit           |
| 13        | Battery Charger fault                                | Beep continuously | Fault LED lit           |
| 15        | DC Bus over voltage                                  | Beep continuously | Fault LED lit           |
| 16        | DC Bus below voltage                                 | Beep continuously | Fault LED lit           |
| 17        | DC bus unbalance                                     | Beep continuously | Fault LED lit           |
| 18        | Soft start failed                                    | Beep continuously | Fault LED lit           |
| 19        | UPS Inside Over Temperature                          | Twice per second  | Fault LED lit           |
| 20        | Heatsink Over Temperature                            | Twice per second  | Fault LED lit           |
| 26        | Battery over voltage                                 | Once per second   | Fault LED blinking      |
| 29        | Output Short-circuit                                 | Once per second   | Fault LED blinking      |
| 30        | Input current limit                                  | Once per second   | Fault LED blinking      |
| 31        | Bypass over current                                  | Once per second   | BPS LED blinking        |
| 32        | Overload   | Once per second   | INV or BPS LED blinking |
| 33        | No battery   | Once per second   | Battery LED blinking    |
| 34        | Battery under voltage                                | Once per second   | Battery LED blinking    |

|    |                          |                    |                      |
|----|--------------------------|--------------------|----------------------|
| 35 | Battery low pre-warning  | Once per second    | Battery LED blinking |
| 36 | Over load time out       | Once per 2 seconds | Fault LED blinking   |
| 37 | DC component over limit. | Once per 2 seconds | INV LED blinking     |
| 39 | Mains volt. Abnormal     | Once per 2 seconds | Battery LED lit      |
| 40 | Mains freq. abnormal     | Once per 2 seconds | Battery LED lit      |
| 41 | Bypass Not Available     |                    | BPS LED blinking     |

## 4. Troubleshooting

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

| 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.  |
| Alarm code is shown as "33" and battery led blinking.       | The external or internal battery is incorrectly connected.                      | Check if all batteries are connected well.   |
| Alarm code is shown as "26" and battery led blinking.       | Battery voltage is too high or the charger is fault.                            | Contact your dealer.   |
| Alarm code is shown as "34" and battery led blinking        | Battery voltage is too low or the charger is fault.                             | Contact your dealer.   |
| Alarm code is shown as "32" and INV or BYPASS led blinking. | UPS is overload   | Remove excess loads from UPS output.   |
| Alarm code is shown as "29" and FAULT led light.            | 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.  |
| Alarm code is shown as "9" and FAULT led light.             | Fan fault.  | Contact your dealer.   |
| Alarm code is shown as "01,02, 15,16,17,18"                 | A UPS internal fault has occurred.  | 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.  |




Trouble Shooting Chart

## 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. Options

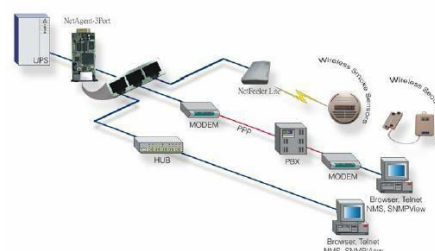
**SNMP card:** internal SNMP

- ◆ Loosen the 2 torquescrews (on each side of the card).
- ◆ Carefully insert the SNMP card and lock the screws

The slot called SNMP supports the MEGAtec protocol. We advise that Net Agent II-3 port is also a tool to remotely monitor and manage any UPS system.

NetAgent II-3 Ports supports the Modem Dial-in (PPP) function to enable the remote control via the internet when the network is unavailable.

In addition to the features of a standard NetAgent Mini, NetAgent II has the option to add Net Feeler Lite to detect temperature, humidity, smoke and security sensors. Thus, making NetAgent II a versatile management tool. NetAgent II also supports multiple languages and is set up for web-based auto language detection.



Typical topology of the UPS Network Management

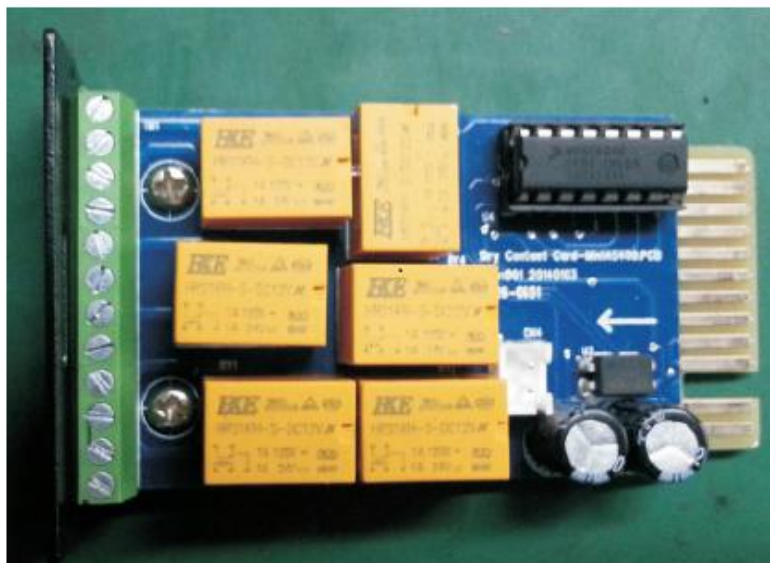
## Relaycard

Mini dry contact card is used for providing the interface for UPS peripheral monitoring. The contact signals can reflect UPS running status. The card is connected to peripheral monitoring devices via terminal board to facilitate the effective monitoring of the real-time status of UPS and timely feedback the status to monitor when abnormal situation occurs (such as UPS failure, mains interruption, UPS bypass and etc.). It is installed in the intelligent slot of the UPS.

The relay card includes 6 output ports and one input port. Please refer to the following table for detail.



## Product appearance



Pins definition of connecting terminal on the board

| Terminal No. | Terminal function | Terminal No. | Terminal function |
|--------------|-------------------|--------------|-------------------|
| 1            | Common source     | 9            | Bypass active NO  |
| 2            | UPS on NO         | 10           | Bypass active NC  |
| 3            | AC fail NO        | 11           | UPS fail NO       |
| 4            | AC fail NC        | 12           | UPS fail NC       |
| 5            | Batt low NO       | CN4-1        | Remote shutdown   |
| 6            | Batt low NC       | CN4-2        | GND               |
| 7            | UPS alarm NO      |              |                   |
| 8            | UPS alarm NC      |              |                   |

## 7. Specification

| MODEL                      |                                | 1KVA(S)  | 1KVA(H)                                       | 2KVA(S)        | 2KVA(H) | 3KVA(S)                                       | 3KVA(H) |        |   |     |     |     |
|----------------------------|--------------------------------|--|---|----------------|---------|---|---------|--------|---|-----|-----|-----|
| PHASE                      |                                | Single phase with ground   |   |                |         |   |         |        |   |     |     |     |
| Capacity (VA/Watts)        |                                | 1000VA / 1000W   |   | 2000VA / 2000W |         | 3000VA / 3000W                                |         |        |   |     |     |     |
| <b>INPUT</b>               |                                |  |   |                |         |   |         |        |   |     |     |     |
| Nominal voltage            |                                | 200/208/220/230/240VAC   |   |                |         |   |         |        |   |     |     |     |
| Operating voltage range    | Low line transfer              | 160Vac±5% @100%-80% load;<br>140Vac±5% @80%-70% load;<br>120Vac±5% @70%-60% load;<br>110Vac±5% @60%-0% load;<br>(Ambient Temp. <35°C)  |   |                |         |   |         |        |   |     |     |     |
|                            | Low line comeback              | 175Vac±5% @100%-80% load;<br>155Vac±5% @80%-70% load;<br>135Vac±5% @70%-60% load;<br>125Vac±5% @60%-0% load;<br>(Ambient Temp. <35°C)  |   |                |         |   |         |        |   |     |     |     |
|                            | High line transfer             | 300Vac ±5%   |   |                |         |   |         |        |   |     |     |     |
|                            | High line comeback             | 290Vac ±5%   |   |                |         |   |         |        |   |     |     |     |
| Operating frequency range  |                                | 40-70Hz  |   |                |         |   |         |        |   |     |     |     |
| Power factor               |                                | 0.99@100% load(Nominal Input Voltage)  |   |                |         |   |         |        |   |     |     |     |
| Bypass voltage range       |                                | <b>Bypass high voltage point</b><br><b>230-264:</b> setting the high voltage point in LCD from 230Vac to 264Vac. (Default: 264Vac)<br><b>Bypass low voltage point</b><br><b>170-220:</b> setting the low voltage point in LCD from 170Vac to 220Vac. (Default: 170Vac) |   |                |         |   |         |        |   |     |     |     |
| Generator input            |                                | Support  |   |                |         |   |         |        |   |     |     |     |
| <b>OUTPUT</b>              |                                |  |   |                |         |   |         |        |   |     |     |     |
| Output voltage             |                                | 200/208/220/230/240Vac   |   |                |         |   |         |        |   |     |     |     |
| Power factor               |                                | <b>1.0</b>   |   |                |         |   |         |        |   |     |     |     |
| Voltage regulation         |                                | ±1%  |   |                |         |   |         |        |   |     |     |     |
| Frequency                  | Line Mode (synchronized range) | 47-53Hz or 57-63Hz   |   |                |         |   |         |        |   |     |     |     |
|                            | Bat. Mode                      | <b>(50/60±0.1)Hz</b>   |   |                |         |   |         |        |   |     |     |     |
| Crest factor               |                                | 3:1  |   |                |         |   |         |        |   |     |     |     |
| Harmonic distortion (THDv) |                                | ≤2% THDwith linear load<br>≤4% THD with non linear load  |   |                |         |   |         |        |   |     |     |     |
| Waveform                   |                                | Pure Sinewave  |   |                |         |   |         |        |   |     |     |     |
| Transfer time              | AC mode <-> Batt. mode         | Zero   |   |                |         |   |         |        |   |     |     |     |
|                            | Inverter <-> bypass            | 4ms(Typical)   |   |                |         |   |         |        |   |     |     |     |
| Efficiency                 | Line mode                      | 88%  |   | 92%            |         | 92%   |         |        |   |     |     |     |
|                            | Batt mode                      | 85%  | 86%   | 85%            | 86%     | 87%   | 88%     | 87%    | 88%   | 89% | 90% | 89% |
| <b>BATTERY</b>             |                                |  |   |                |         |   |         |        |   |     |     |     |
| Battery Type               |                                | 12V9AH   | depends on the capacity of external batteries |                | 12V9AH  | depends on the capacity of external batteries |         | 12V9AH | depends on the capacity of external batteries |     |     |     |

|                                       |   |                    |   |                    |                    |                    |   |                    |                    |                     |   |                     |
|---------------------------------------|---|--------------------|---|--------------------|--------------------|--------------------|---|--------------------|--------------------|---------------------|---|---------------------|
| Numbers                               | 2   | 3                  | 2                                       | 3                  | 4                  | 6                  | 4                                       | 6                  | 6                  | 8                   | 6                                       | 8                   |
| Backup time                           | Long run unit depends on the capacity of external batteries |                    |   |                    |                    |                    |   |                    |                    |                     |   |                     |
| Typical recharge time(standard modle) | 4 hours recover to 90% capacity (Typical)                   |                    |   |                    |                    |                    |   |                    |                    |                     |   |                     |
| Charging voltage                      | 27.4<br>VDC<br>±1%  | 41.0<br>VDC<br>±1% | 27.4<br>VDC<br>±1%                      | 41.0<br>VDC<br>±1% | 54.7<br>VDC<br>±1% | 82.1<br>VDC<br>±1% | 54.7<br>VDC<br>±1%                      | 82.1<br>VDC<br>±1% | 82.1<br>VDC<br>±1% | 109.4<br>VDC<br>±1% | 82.1<br>VDC<br>±1%                      | 109.4<br>VDC<br>±1% |
| Charge current                        | 1A or 2A  |                    | 12A max,<br>can be<br>setting by<br>LCD |                    | 1A or 2A           |                    | 12A max,<br>can be<br>setting by<br>LCD |                    | 1A or 2A           |                     | 12A max,<br>can be<br>setting by<br>LCD |                     |

**SYSTEM FEATURES**

|                   |                                 |   |  |  |  |  |  |  |  |  |  |  |
|-------------------|---------------------------------|---|--|--|--|--|--|--|--|--|--|--|
| Overload<br>@35°C | Line<br>Mode<br>Battery<br>Mode | <b>Ambient Temp.&lt;35°C</b><br>105%~110%: UPS transfer to bypass after 10minuteswhen the utility is normal<br>110%~130%: UPS transfer to bypass after 1minute when the utility is normal<br>130%~150%: UPS transfer to bypass after 5 seconds when the utility is normal<br>>150%: UPS transfer to bypass immediately when the utility is normal<br><br><b>35°C&lt;Ambient Temp.&lt;40°C</b><br>105%~110%: UPS transfer to bypass after 1minute when the utility is normal<br>110%~130%: UPS transfer to bypass after 5 seconds when the utility is normal<br>>130%: UPS transfer to bypass immediately when the utility is normal |  |  |  |  |  |  |  |  |  |  |
|                   |                                 | Short Circuit Hold Whole System<br>Overheat Line Mode: Switch to Bypass; Backup Mode: Shut down UPS immediately<br>Low battery voltage Alarm and Switch off<br>EPO (optional) Shut down UPS immediately<br>Audible & Visual alarms Line Failure, Battery Low, Overload, System Fault<br>Comunication interface USB(or RS232), SNMPcard(optional), Relay card (optional)   |  |  |  |  |  |  |  |  |  |  |

**ENVIRONMENTAL**

|                       |                                       |  |  |  |  |  |  |  |  |  |  |  |
|-----------------------|---------------------------------------|--|--|--|--|--|--|--|--|--|--|--|
| Operating temperature | 0°C~40°C                              |  |  |  |  |  |  |  |  |  |  |  |
| Storage temperature   | -25°C~55°C                            |  |  |  |  |  |  |  |  |  |  |  |
| Humidity range        | 20-90 % RH @ 0- 40°C (non-condensing) |  |  |  |  |  |  |  |  |  |  |  |
| Altitude              | < 1500m                               |  |  |  |  |  |  |  |  |  |  |  |
| Noise level           | Less than 50dBA at 1 Meter            |  |  |  |  |  |  |  |  |  |  |  |

**PHYSICAL**

|                         |                     |                             |                     |                     |                     |                     |                     |                         |                     |                     |                     |                     |
|-------------------------|---------------------|-----------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-------------------------|---------------------|---------------------|---------------------|---------------------|
| Dimension W×H×D<br>(mm) | 144*<br>209*<br>293 | 14<br>4*2<br>09*<br>39<br>9 | 144*<br>209*<br>293 | 144*<br>209*<br>293 | 144*<br>209*<br>399 | 191*<br>337*<br>460 | 144*<br>209*<br>399 | 144<br>*20<br>9*3<br>99 | 191*<br>337*<br>460 | 191*<br>337*<br>460 | 144*<br>209*<br>399 | 144*<br>209*<br>399 |
| Net Weight (kg)         | 9.8                 | 14.4                        | 4                   | 4.1                 | 17                  | 27.1                | 6.7                 | 6.8                     | 27.6                | 32.8                | 7.3                 | 7.4                 |

**STANDARDS**

|        |   |  |  |  |  |  |  |  |  |  |  |  |
|--------|---|--|--|--|--|--|--|--|--|--|--|--|
| Safety | IEC/EN62040-1,IEC/EN60950-1   |  |  |  |  |  |  |  |  |  |  |  |
| EMC    | IEC/EN62040-2,IEC61000-4-2,IEC61000-4-3,IEC61000-4-4,<br>IEC61000-4-5,IEC61000-4-6,IEC61000-4-8 |  |  |  |  |  |  |  |  |  |  |  |

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

\*\* Product specifications are subject to change without further notice.

