

User Manual

N1C

HR-Series (Half-Rack)

Online Double Conversion Lithium UPS

2000VA 120V, 2000VA 230V

Bundle: **N1C.HR2000** includes the
following
UPS Module: N1C.HR2000M
Battery Module: N1C.HREBM

Bundle: **N1C.HR2000G** includes the
following
UPS Module: N1C.HR2000G
Battery Module: N1C.HREBM

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1. Important Safety Warning

Please comply with all warnings and operating instructions in this manual strictly. Save this manual properly and carefully read 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 (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/grounded shockproof outlet which must be easily accessible and close to the UPS system.
- Please use only VDE-tested, CE-marked (or UL-marked for 100/110/115/120/125 VAC models) 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 (or UL-marked for 100/110/115/120/125 VAC models) power cables to connect the loads to the UPS system.
- When installing the equipment, you should ensure that the sum of the leakage current of the UPS and the connected devices does not exceed 3.5mA.
- Temperature Rating - Units are considered acceptable for use in a maximum ambient of 40°C (104°F).
- For Pluggable Equipment - The socket-outlet shall be installed near the equipment and shall be easily accessible.
- CAUTION: The unit is heavy. Lifting the unit requires a minimum of two people.
- Batteries with minimum case flame rating V-2 are intended for use in a computer room as defined in the Standard for the Protection of Information Technology Equipment, ANSI/NFAP 75. Batteries with case flame rating HB are not intended for use in a computer room. (US installations only.)
- Please install a 20A circuit breaker between UPS and AC mains. The lcc (short circuit current) interrupt capability of circuit breaker is greater 3kA (for N1C.HR2000G model).

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 may be electrically live even if the UPS system is not connected to the building wiring outlet.
- To fully disconnect the UPS system, first press the OFF/Enter button to disconnect the mains.
- Prevent no fluids or other foreign objects from entering the inside of the UPS system.
- The EPO and USB circuits are an IEC 60950-1 safety extra low voltage (SELV) circuit. This circuit must be separated from any hazardous voltage circuits by reinforced insulation.

1-5. Maintenance, service, and faults

- The UPS system operates with hazardous voltages. Repairs may be carried out only by qualified maintenance personnel. Any attempt to repair will void warranty.
- **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.
- To avoid electrical shock, turn off the unit and unplug it from the AC power source before servicing the battery.
- Only persons that are adequately familiar with batteries and with the required precautionary measures may replace batteries and supervise operations. Unauthorized persons must be kept far 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!
- **Caution** - Do not dispose of batteries in a fire. The batteries may explode.
- **Caution** - Do not open or mutilate batteries. Released electrolyte is harmful to the skin and eyes. It may be toxic.
- 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:
 - a) Remove watches, rings, or other metal objects.
 - b) Use tools with insulated handles.
 - c) Wear rubber gloves and boots.
 - d) Do not lay tools or metal parts on top of batteries.
 - e) Disconnect charging source and load prior to installing or maintaining the battery.
 - f) Remove battery grounds during installation and maintenance to reduce likelihood of shock. Remove the connection from ground if any part of the battery is determined to be grounded.

- When changing batteries, install the same number and same type of batteries or battery packs.

Manufacturer	Type	Rated
Voltronic Power	LIFE-485000	48 V dc, 5.0 Ah

- Please replace the fuse only with the same type and amperage to avoid fire hazards.
- Do not dismantle the UPS system, any attempt to do so will void the warranty.

Only for 100/110/115/120/125 VAC VAC system:

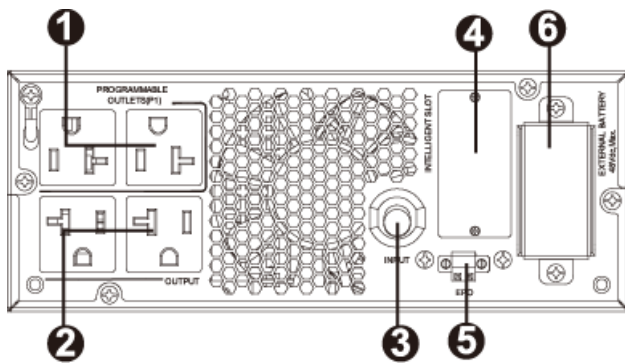
- **NOTE:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.
- **WARNING:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

2. Installation and setup

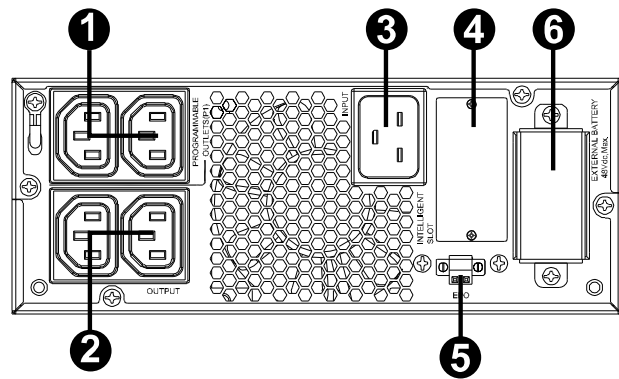
NOTE: Before installation, please inspect the unit. Be sure that nothing inside the package is damaged. Please keep the original package in a safe place for future use.

2-1. Rear panel view

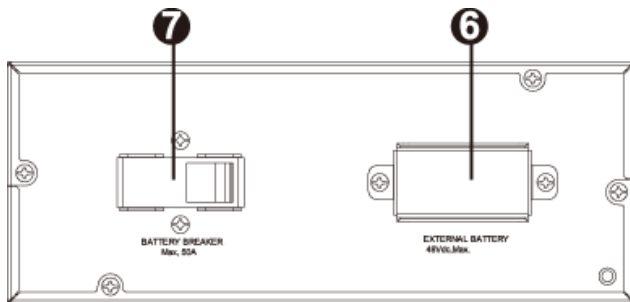
N1C.HR2000M



N1C.HR2000G



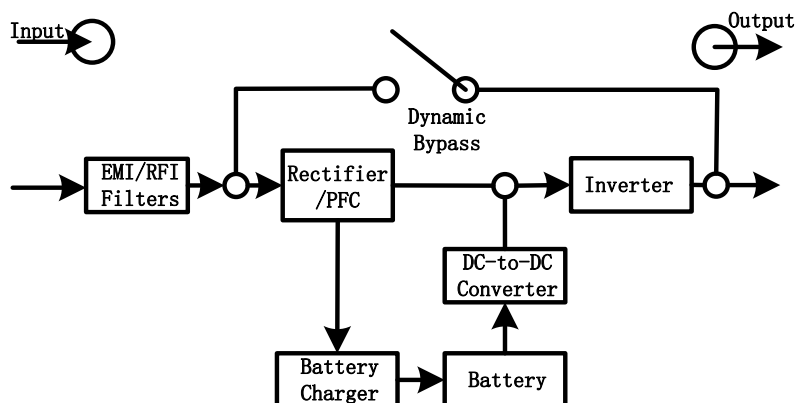
N1C.HREBM



1. Programmable outlets: connect to non-critical loads.
2. Output receptacles: connect to mission-critical loads.
3. AC input
4. SNMP intelligent slot
5. Emergency power off function connector (EPO)
6. External battery connection
7. Battery breaker

2-2. Operating principle

The operating principle of the UPS is shown as below.



2-4. Setup the UPS

Before installing the UPS, please read below to select proper location to install UPS.

1. UPS should be placed on the flat and clean surface. Place it in an area away from vibration, dust, humidity, high temperature, flammable liquids, gases, corrosive, and conductive contaminants. Install the UPS indoors in a clean environment, where it is away from window and door. Maintain minimum clearance of 100mm from the bottom of the UPS to avoid dust and high temperature.
2. It is required to maintain maximum altitude of 3000m to keep UPS normal operation at full load UPS.
3. The UPS is equipped with a fan for cooling. Therefore, place the UPS in a well-ventilated area. It's required to maintain minimum clearance of 100mm in the front of the UPS and 300mm in the back and two sides of the UPS for heat dissipation and easy maintenance.

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.
- For 100/110/115/120/125/127VAC models: The power cord is attached to the UPS. The input plug is a NEMA 5-20P for 2K model.
- To reduce the risk of fire, connect only to a circuit provided with (@) A maximum branch circuit overcurrent protection in accordance with the National Electrical Code, ANSI/NFPA 70 and the Canadian Electrical Code, Part I, C22.1".

Model	(@)
N1C.HR2000M	20A

Note: Check if the site wiring fault indicator lights up in LCD panel. It will be illuminated when the UPS is plugged into an improperly wired utility power outlet (Refer to Troubleshooting section).

Step 2: UPS output connection

There two kinds of outputs: programmable outlets and general outlets. Please connect non-critical devices to the programmable outlets and critical devices to the general outlets. During power failure, you may extend the backup time to critical devices by setting shorter backup time for non-critical devices.

Step 3: Communication connection

Communication port:

Intelligent slot



The UPS is equipped with an intelligent slot designed for optional SNMP or AS400 cards. When installing either SNMP or AS400 card in the UPS, it will provide advanced communication and monitoring options.

Step 4: Disable and enable EPO function.

This UPS is equipped with EPO function. By default, the UPS is delivered from factory with Pin 1 and pin 2 closed (a metal plate is connected to Pin 1 and Pin2) for UPS normal operation. To activate EPO function, remove two screws on EPO port and metal plate will be removed.

Note: The EPO function logic can be set up via LCD setting. Please refer to program 16 in UPS setting for the details.

Step 5: Turn on the UPS.

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

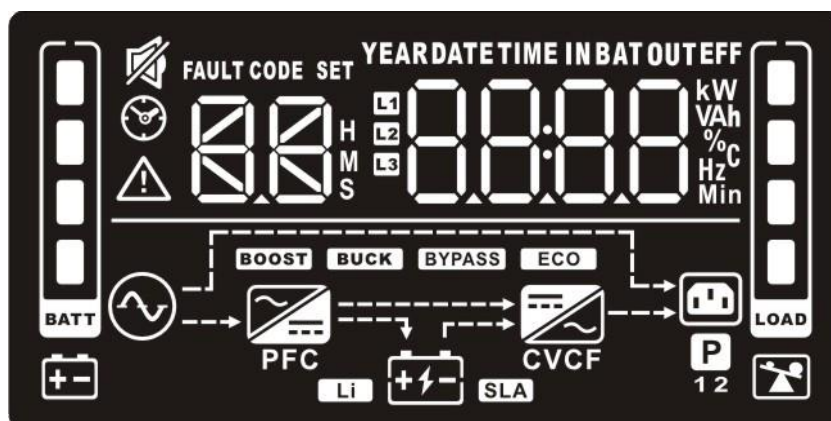
Note: The battery charges fully during the first five hours of normal operation. Do not expect full battery run capability during this initial charge period.





















3. Operations

3-1. Button operation

Button	Function
ON/Mute Button	<ul style="list-style-type: none"> ➤ 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 3 seconds to disable or enable the alarm system. But it is 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 3 seconds to enter UPS self-testing while in AC mode, ECO mode, or converter mode.
OFF/Enter Button	<ul style="list-style-type: none"> ➤ Turn off the UPS: Press and hold this button at least 2 seconds to turn off the UPS. UPS will be in standby mode under power normal or transfer to Bypass mode if the Bypass enable setting by pressing this button. ➤ Confirm selection key: Press this button to confirm selection in UPS setting mode.
Select Button	<ul style="list-style-type: none"> ➤ Switch LCD message: Press this button to change the LCD message for input voltage, input frequency, input current, battery voltage, battery current, battery capacity, ambient temperature, output voltage, output frequency, load current and load percent. ➤ Setting mode: Press and hold this button for 3 seconds to enter UPS setting mode when Standby and Bypass mode. ➤ Down key: Press this button to display next selection in UPS setting mode.
ON/Mute + Select Button	<ul style="list-style-type: none"> ➤ Switch to bypass mode: When the main power is normal, press ON/Mute and Select buttons simultaneously for 3 seconds. Then UPS will enter to bypass mode. This action will be ineffective when the input voltage is out of acceptable range. ➤ Exit setting mode or return to the upper menu: When working in setting mode, press ON/Mute and Select buttons simultaneously for 0.2 seconds to return to the upper menu. If it is already in top menu, press these two buttons at the same time to exit the setting mode.

3-2. LCD Panel



Display	Function
Backup time information	
	Indicates the estimated backup time. H: hours, M: minute, S: second.
Configuration and fault information	
	Indicates the configuration items, and the configuration items are listed in details in section 3-5.
	Indicates the warning and fault codes, and the codes are listed in details in section 3-7 and 3-8.
Mute operation	
	Indicates that the UPS alarm is disabled.
Input, Battery, Temperature, Output & Load information	
	Indicates the input voltage, input frequency, input current, battery voltage, battery current, battery capacity, ambient temperature, output voltage, output frequency, load current and load percent. k: kilo, W: watt, V: voltage, A: ampere, %: percent, °C: centigrade degree, Hz: frequency
Load information	
	Indicates the load level by 0-24%, 25-49%, 50-74% and 75-100%.
	Indicates overload.
Programmable outlets information	
	Indicates that programmable management outlets are working.
Mode operation information	
	Indicates the UPS connects to the mains.
	Indicates the battery is working.
	Indicates charging status
	Indicates the bypass circuit is working.
	Indicates the ECO mode is enabled.
	Indicates the AC to DC circuit is working.
	Indicates the PFC circuit is working.
	Indicates the inverter circuit is working.
	Indicates the UPS is working in converter mode.
	Indicates the output is working.
Battery information	
	Indicates the battery level by 0-24%, 25-49%, 50-74%, and 75-100%.
	Indicates low battery.

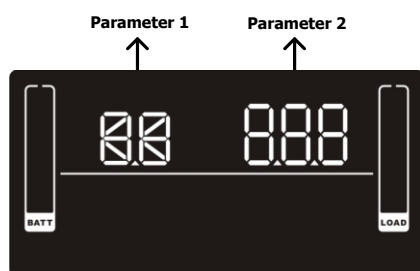
3-3. Audible Alarm

Battery Mode	Sounding every 5 seconds
Low Battery	Sounding every 2 seconds
Overload	Sounding every second
Fault	Continuously sounding
Bypass Mode	Sounding every 10 seconds

3-4. LCD display wordings index

Abbreviation	Display content	Meaning
ENA	ENR	Enable
DIS	di S	Disable
ESC	ESC	Escape
HLS	HLS	High loss
LLS	LLS	Low loss
AO	AO	Active open
AC	AC	Active close
EAT	EAt	Estimated autonomy time
RAT	RAt	Running autonomy time
SD	Sd	Shutdown
OK	OK	OK
ON	ON	ON
BL	bL	Battery Low
OL	OL	Over Load
OI	OI	Over input current
NC	NC	Battery No Connect
OC	OC	Over Charge
SF	SF	Site wiring fault
EP	EP	EPO
TP	TP	Temperature
CH	CH	Charger
BF	bF	Battery Fault
BV	bV	Bypass Out Range
FU	FU	Bypass frequency unstable
BR	bR	Battery Replace
EE	EE	EEPROM error

3-5. UPS Setting



There are multiple parameters to set up the UPS.

Parameter 1: Is for program alternatives. Refer to below table.

Parameter 2: Is the setting options or values for each program.

● 01: Output voltage setting

Interface	Setting
	<p>Parameter 2: Output voltage</p> <p>For N1C.HR2000M model, you may choose the following output voltage:</p> <p>100: presents output voltage is 100Vac 110: presents output voltage is 110Vac 115: presents output voltage is 115Vac 120: presents output voltage is 120Vac (Default) 125: presents output voltage is 125Vac 127: presents output voltage is 127Vac (127 is not applicable to U.S. voltage)</p> <p>For N1C.HR2000G model, you may choose the following output voltage:</p> <p>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</p>


● 02: Frequency Converter enable/disable

Interface	Setting
	<p>Parameter 2: Enable or disable converter mode. You may choose the following two options:</p> <p>CF ENA: converter mode enable CF DIS: converter mode disable (Default)</p>



● 03: Output frequency setting

Interface	Setting
	<p>Parameter 2: Output frequency setting.</p> <p>You may set the initial frequency on battery mode:</p> <p>BAT 50: presents output frequency is 50Hz BAT 60: presents output frequency is 60Hz</p> <p>If converter mode is enabled, you may choose the following output frequency:</p> <p>CF 50: presents output frequency is 50Hz CF 60: presents output frequency is 60Hz</p>


● **04: ECO enable/disable**

Interface	Setting
	<p>Parameter 2: Enable or disable ECO function. You may choose the following two options:</p> <p>ENA: ECO mode enable</p> <p>DIS: ECO mode disable (Default)</p>


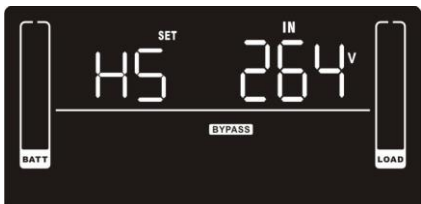
● **05: ECO voltage range setting**

Interface	Setting
 	<p>Parameter 2: Set the acceptable high voltage point and low voltage point for ECO mode by pressing Down key or Up key.</p> <p>HLS: High loss voltage in ECO mode in parameter 2. For N1C.HR2000G model, the setting range in parameter 3 is from +7V to +24V of the nominal voltage. (Default: +12V) For N1C.HR2000M model, the setting range in parameter 3 is from +3V to +12V of the nominal voltage. (Default: +6V)</p> <p>LLS: Low loss voltage in ECO mode in parameter 2. For N1C.HR2000G model, the setting range in parameter 3 is from -7V to -24V of the nominal voltage. (Default: -12V) For N1C.HR2000M model, the setting voltage in parameter 3 is from -3V to -12V of the nominal voltage. (Default: -6V)</p>

● **06: Bypass enable/disable when UPS is off**

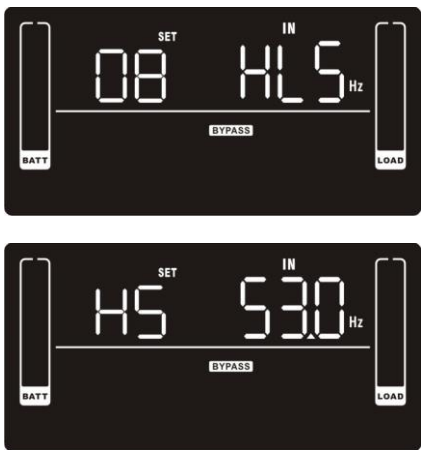
Interface	Setting
	<p>Parameter 2: Enable or disable Bypass function. You may choose the following two options:</p> <p>ENA: Bypass enable</p> <p>DIS: Bypass disable (Default)</p>

● **07: Bypass voltage range setting**


Interface	Setting
 	<p>Parameter 2: Set the acceptable high voltage point and acceptable low voltage point for Bypass mode by pressing the Down key or Up key.</p> <p>HLS: Bypass high voltage point For N1C.HR2000G model: 230-264: setting the high voltage point in parameter 3 from 230Vac to 264Vac. (Default: 264Vac) For N1C.HR2000M model: 120-140: setting the high voltage point in parameter 3 from 120Vac to 140Vac. (Default: 132Vac)</p> <p>LLS: Bypass low voltage point For N1C.HR2000G model: 170-220: setting the low voltage point in parameter 3 from</p>

	170Vac to 220Vac. (Default: 170Vac) For N1C.HR2000M model: 85-115: setting the low voltage point in parameter 3 from 85Vac to 115Vac. (Default: 85Vac)
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● **08: Bypass frequency range setting**

Interface	Setting
	<p>Parameter 2: Set the acceptable high frequency point and acceptable low frequency point for Bypass mode by pressing the Down key or Up key.</p> <p>HLS: Bypass high frequency point For 50Hz output frequency models: 51-55Hz: setting the frequency high loss point from 51Hz to 55Hz (Default: 53.0Hz) For 60Hz output frequency models: 61-65Hz: setting the frequency high loss point from 61Hz to 65Hz (Default: 63.0Hz)</p> <p>LLS: Bypass low Frequency point For 50Hz output frequency models: 45-49Hz: setting the frequency low loss point from 45Hz to 49Hz (Default: 47.0Hz) For 60Hz output frequency models: 55-59Hz: setting the frequency low loss point from 55Hz to 59Hz (Default: 57.0Hz)</p>


● **09: Programmable outlets enable/disable**

Interface	Setting
	<p>Parameter 2: Enable or disable programmable outlets.</p> <p>ENA: Programmable outlets enable DIS: Programmable outlets disable (Default)</p>


● **10: Programmable outlets setting**

Interface	Setting
	<p>Parameter 2: Set up backup time limits for programmable outlets.</p> <p>0-999: setting the backup time limits in minutes from 0-999 for programmable outlets which connect to non-critical devices on battery mode. (Default: 999)</p>


● **11: Autonomy/backup time limitation setting**

Interface	Setting
	<p>Parameter 2: Set up backup time on battery mode for general outlets.</p> <p>0-999: setting the backup time in minutes from 0-999 for general outlets on battery mode.</p> <p>DIS: Disable the autonomy limitation and the backup time will depend on battery capacity. (Default)</p> <p>Note: When setting as "0", the backup time will be only 10 seconds.</p>


● **13: Maximum charger current setting**

Interface	Setting
	Parameter 2: Set up the charger maximum current. 1/2/4/6/8: setting the charger maximum current 1/2/4/6/8 in Ampere. (Default: 4A)


● **16: EPO logic setting**

Interface	Setting
	Parameter 2: Set up the EPO function control logic. AO: Active Open (Default). When AO is selected as EPO logic, it will activate EPO function with Pin 1 and Pin 2 in open status. AC: Active Close. When AC is selected as EPO logic, it will activate EPO function with Pin 1 and Pin 2 in close status.


● **17: Site fault detection enable/disable**

Interface	Setting
	Parameter 2: Enable or disable site fault detection. You may choose the following two options: ENA: Site fault detection enable(Default for 120 models) DIS: Site fault detection disable


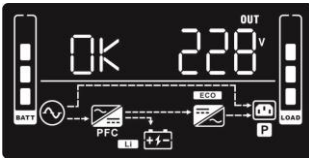
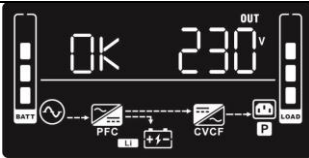

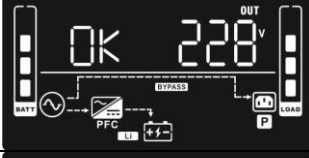

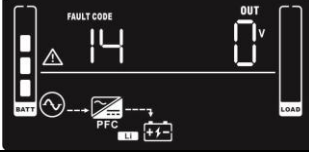
● **18: Display setting for autonomy time**

Interface	Setting
	Parameter 2: Set up the display setting for autonomy time EAT: If EAT is selected, it will display the remaining autonomy time. (Default) RAT: If RAT is selected, it will show accumulated autonomy time so far.


● **00: Exit setting**

Interface	Setting
	Exit the setting mode.















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. The UPS will also charge the battery at ECO mode.	
Frequency Converter mode	When input frequency is within 40 Hz to 70 Hz, the UPS can be set at a constant output frequency, 50 Hz or 60 Hz. The UPS will still charge battery under this mode.	
Battery mode	When the input voltage is beyond the acceptable range or power failure, the UPS will backup power from battery and alarm is sounding every 5 seconds.	
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 seconds.	
Standby mode	UPS is powered off and no output supply power, but still can charge batteries.	
Fault mode	When a fault has occurred, the ERROR icon and the fault code will be displayed.	

3-7. Faults Reference Code

Fault event	Fault code	Icon	Fault event	Fault code	Icon
Bus start fail	01	x	Battery voltage too high	27	x
Bus over	02	x	Battery voltage too low	28	x
Bus under	03	x	Charger output short	2A	x
Inverter soft start fail	11	x	Over temperature	41	x
Inverter voltage high	12	x	Overload	43	
Inverter voltage Low	13	x	Charger failure	45	x
Inverter output short	14	x	Over input current	49	x













3-8. Warning indicator

Warning	Icon (flashing)	Code	Alarm
Low Battery		bL	Sounding every 2 seconds
Overload		OL	Sounding every second
Over input current		OI	Sounding 2 beep every 10 seconds
Battery is not connected		nc	Sounding every 2 seconds
Over Charge		OC	Sounding every 2 seconds
Site wiring fault		SF	Sounding every 2 seconds
EPO enable		EP	Sounding every 2 seconds
Over temperature		TP	Sounding every 2 seconds
Charger failure		CH	Sounding every 2 seconds
Battery fault		bF	Sounding every 2 seconds (At this time, UPS is off to remind users something wrong with battery)
Out of bypass voltage range		b ^v	Sounding every 2 seconds
Bypass frequency unstable		FU	Sounding every 2 seconds
Battery replacement		b ^t	Sounding every 2 seconds
EEPROM error		EE	Sounding every 2 seconds

NOTE: “Site Wiring Fault” function can be enabled/disabled via software. Please check software manual for the details.

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 the warning code  flash on LCD display and alarm is sounding every 2 seconds.	EPO function is activated.	Set the circuit in closed position to disable EPO function.
The icons of  and  and the warning code  flash on LCD display. Alarm is sounding every 2 seconds.	Line and neutral conductors of UPS input are reversed.	Rotate mains power socket by 180° and then connect to UPS system.
The icons of  and  and the warning code  flash on LCD display. Alarm is sounding every 2 seconds.	The external or internal battery is incorrectly connected.	Check if all batteries are connected well.
Fault code is shown as 27 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 on LCD display and alarm is continuously sounding.	Battery voltage is too low, or the charger is fault.	Contact your dealer.
The icons  and  and the warning code  flash on LCD display. Alarm is sounding 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 49 on LCD display and alarm is continuously sounding.	UPS is over input current.	Remove excess loads from UPS output.
Fault code is shown as 43 and the icon  is lighting on LCD display. 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.

Symptom	Possible cause	Remedy
Fault code is shown as 14 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.
Fault code is shown as 01, 02, 03, 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 persists, consult your dealer.
	Batteries defect	Contact your dealer to replace the battery.
Fault code is shown as 2A on LCD display and alarm is continuously sounding.	The short circuit occurs on the charger output.	Check if battery wiring of connected external pack is in short circuit status.
Fault code is shown as 45 on LCD display. At the same time, alarm is continuously sounding.	The charger does not have output and battery voltage is less than 10V/PC.	Contact your dealer.

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
35°C ~ 45°C	Every months	1 hours @5~35°C
25°C ~ 35°C	Every 1-3 months	1 hours@5~25°C
-10°C ~ 25°C	Every 3-12 months	1 hours@5~25°C

6. Specifications

MODEL (RT UL model)		N1C.HR2000M	N1C.HR2000G
CAPACITY*		2000VA/1800W	
INPUT			
Voltage Range	Low Line Transfer	80VAC/70VAC/60VAC/55VAC ± 5 % (based on load percentage 100% - 80 % / 80 % - 70 % / 70 - 60 % / 60 % - 0)	208-240VAC
	Low Line Comeback	87VAC/77VAC/67VAC/62VAC ± 5 %	
	High Line Transfer	150 VAC ± 5 %	
	High Line Comeback	145 VAC ± 5 %	
Frequency Range		50/60 Hz	
Phase		Single phase with ground	
Power Factor		≥ 0.99 @ full load	
THDi		≤ 5% @ 160-265VAC or 80~140VAC THDU < 1.6% @ input and full linear load condition	
OUTPUT			
Output voltage		100/110/115/120/125/127 VAC**	208-240VAC
AC Voltage Regulation		± 1% (Batt. Mode)	
Frequency Range		50 Hz/60 Hz	
Current Crest Ratio		3:1	
Harmonic Distortion		≤ 2 % THD (Linear Load) ; 4 % THD (Non-linear Load)	
Transfer Time	AC Mode to Batt. Mode	Zero	
	Inverter to Bypass	< 4 ms	
Waveform (Batt. Mode)		Pure Sinewave	
EFFICIENCY			
AC Mode @ full charged battery		≥ 91%	
ECO Mode@ full charged battery		≥ 96%	
Battery Mode		≥ 89%	
BATTERY(N1C.HREBM)			
Battery Type		LIFE-485000	
Numbers		2	
Recharge Time		2 hours recover to 100% capacity @ 4A charging current	
Charging Current		1/2/4(Default)/6/8A	
Charging Voltage		52.5 VDC ± 1%	
PHYSICAL (UPS)			
Dimension, D X W X H (mm)		445.1 x 223 x 88	
Net Weight (kgs)		6.4kg	
PHYSICAL (N1C.HREBM)			
Dimension, D X W X H (mm)		445.1 x 223 x 88	
Net Weight (kgs)		12.2kg	
ENVIRONMENT			
Operation Humidity		5-90 % (non-condensing)	
Temperature		32-104°F (0-40°C)	
Pollution Degree		PD2	
Overvoltage Category		OVC II	
Protection Class		Class I	
Noise Level		Less than 50dBA @ 1 Meter (With fan speed control)	
IP Rating of Enclosure		IP20	
Reference to Standard		IEC EN 62040-1	
Earthing System		TN	
MANAGEMENT			
Smart RS-232 or USB		Supports Windows® 2000/2003/XP/Vista/2008/7/8/10, Linux, Unix and MAC	
Optional SNMP		Power management from SNMP manager and web browser	

* Derate capacity to 90% of capacity when the output voltage is adjusted to 100VAC.

**For 120VAC system, the output power ratings are different based on different input voltage. Please check output power rating table for the details. (127 is not applicable to U.S. voltage)

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

Output Power Rating Table (only for 100/110/115/120/125 VAC system)

Model name	Input rating	Output rating
N1C.HR2000M	100-125Vac, 50/60Hz, 16A, 1Ø	100/110/115/120/125Vac, 50/60Hz, 1Ø 2000VA/1800W,16A (@125Vac input) ; 2000VA/1800W,16.7A (@120Vac input) ; 2000VA/1740W,17.4A (@115Vac input) ; 2000VA/1640W,18.2A (@110Vac input) ; 1800VA/1500W,18A (@100Vac input)