

EP500Pro FAQ's

Q1: Can it connect to the BLUETTI B230/B300 expansion batteries?

A1:

Yes. You can connect it with B230/B300 battery with the DC input cable and P090D to MC4 cable*.

* Sold separately.

Q2: Does EP500Pro support App control?

A2:

Yes. Once connected via WiFi or Bluetooth, the BLUETTI App will enable you to control the EP500ProPro remotely, like switching the working mode and upgrading the firmware.

Q3: Can I use EP500Pro as a UPS?

A3:

Yes. It supports four UPS modes:

1. Standard UPS.
2. Time Control UPS (Pay less for higher electricity consumption).
3. PV Priority UPS (Recommended for regions with sufficient solar energy).
4. Customized UPS.

Q4: How do I connect this to my home main panel?

A4:

BLUETTI recommends a competent and trained licensed electrician undertake the task. Connect the wires of critical equipment from your house electric panel to BLUETTI Smart Home Panel*.

Then connect EP500Pro to the Smart Home Panel.

* Sold separately.

Q5: What is the UPS switching time?

A5:

There are two types of working conditions of UPS for EP500Pro system.

- 1) No delay for online UPS;
- 2) 20ms from standby UPS.

Q6: What is the maximum input charging power of the BLUETTI EP500Pro?

A6:

4,000W Max.

Q7: How can it reach 3,000W AC recharging?

A7:

Plug it to a 30A wall socket with the 30A AC charging cable*.

* Sold separately. (Click here to learn more.)

Q8: What kind of solar panels should I choose for EP500Pro?

A8:

PV input requirements for EP500Pro:

Open Circuit Voltage: 12-150V

Input Power: 2,400W Max.

Include MC4 connectors.

Highly Recommended:

6x BLUETTI PV120: ≈8hrs*.

5x BLUETTI PV200: ≈6hrs*.

3x BLUETTI PV350: ≈5.5hrs*.

* For reference ONLY.

Q9: Can I use my solar roof to charge the EP500Pro?

A9:

Yes, but please note your solar roof should have:

1. NO micro-inverter
2. an open-circuit voltage of 12-150V
3. MC4 connectors

However, when the OCV falls in 150-550V, you can also use BLUETTI D300S* to step down the voltage and achieve solar charging.

* Sold separately.

Q10: Can I connect two EP500Pro together for more power (240V Split Phase Bonding)?

A10:

Yes. With the Fusion Box (P030A), you can connect two EP500Pro in series for 240V/6,000W output.

Q11: Can EP500Pro connect with EP500?

A:

No. Only EP500 to EP500, or EP500Pro to EP500Pro is acceptable.

Q12: Can it charge and discharge at the same time?

A9:

Yes.

Q13: How do I know whether my appliance can work well with the EP500Pro?

A13:

Calculate the total wattage of your devices. EP500Pro should work if the load doesn't exceed its rated 3,000W.

Q14: How long can it run my device?

A14:

Running time = Battery capacity × DoD × η ÷ Device rated power

DoD refers to Depth of Discharge and η is local inverter efficiency.

For EP500Pro, both DoD and η are 90%. If you run a 1,000W microwave oven with it, the running time will be:

$5,100\text{Wh} \times 90\% \times 90\% \div 1,000\text{W} \approx 4.1\text{hrs}$ Note:

1) The formula is NOT suitable for inductive loads with compressors, like refrigerator, air conditioner, etc.

2) The above data is for reference ONLY.

Q15: Is the EP500Pro power station waterproof?

No. Also, please do NOT store it in a humid environment for a long time.

Q16: When I keep the power plugged in, will EP500Pro stop charging automatically when fully charged?

Yes. And when the SOC is less than 100%, EP500Pro will automatically charge again without damage to the battery.

Q17: Is it possible to replace the built-in battery?

No. If the internal battery pack is faulty or even dead, please contact BLUETTI Customer Service.

Q18: How is it different from the EP500?

The main differences are:

1) Output power : 3,000W AC power for EP500Pro, while 2,000W for EP500.

2) Solar Input: 2,400W for EP500Pro, while 1,200W for EP500.

3) AC Input: 3,000W for EP500Pro, while 600W for EP500.

4) Output Port: EP500Pro has one more 100W USB-C port and 1 NEMA L14-30 port.

5) Recharging: EP500Pro supports charging from car cigarette lighter and lead-acid battery, while EP500 doesn't.

Q19: How is it different from the AC300?

The main differences are: 1) Battery: AC300 has no built-in battery and must work with B300, while EP500Pro connects with B300 only for capacity expansion. 2) 30A AC Output: EP500Pro has an L14-30 port while AC300 has a TT-30 port. 3) Maximum Input: 5,400W for AC300 with two B300, 3,000W with one B300, while 4,000W for EP500Pro. 4) Weight and Dimensions: AC300 is smaller.