

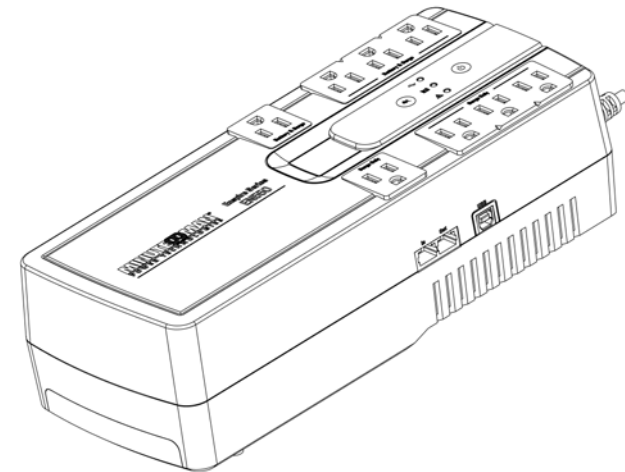


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# Enspire Series UPS EN350 / EN550

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## User's Manual



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# Table Of Contents

<b>1.</b>	<b>Introduction</b>	<b>2</b>
<b>2.</b>	<b>Controls and Indicators</b>	<b>6</b>
<b>3.</b>	<b>Installation</b>	<b>8</b>
<b>4.</b>	<b>Operation</b>	<b>11</b>
<b>5.</b>	<b>Troubleshooting</b>	<b>14</b>
<b>6.</b>	<b>Replacing the Battery</b>	<b>15</b>
<b>7.</b>	<b>Obtaining Service</b>	<b>18</b>
<b>8.</b>	<b>Specifications</b>	<b>19</b>
<b>9.</b>	<b>Limited Product Warranty</b>	<b>21</b>
<b>A1.</b>	<b>Declaration of Conformity</b>	<b>22</b>

## Chapter 1: Introduction

Thank you for purchasing this power protection product. It has been designed and manufactured to provide many years of trouble free service. Please read this manual before installing your Enspire Series UPS, models [EN350](#), [EN550](#) as it provides important information that should be followed during the installation and the maintenance of the UPS system allowing you to correctly set up your system for the maximum safety and performance. Included is information on customer support and factory service, if it is required. If you experience a problem with the UPS system please refer to the Troubleshooting guide in this manual to correct the problem or collect enough information so that the Technical Support Department can assist you.

**IMPORTANT SAFETY INSTRUCTIONS  
SAVE THESE INSTRUCTIONS !  
CONSIGNES DE SÉCURITÉ IMPORTANTES  
SAUVEGARDEZ CES CONSIGNES!**

Veuillez lire ce manuel avant l'installation de l'onduleur modèles [EN350](#), [EN550](#). Il contient de l'information importante qui doit être respectée au cours de l'installation et de l'entretien de l'onduleur et des batteries. Cette information vous permettra de correctement installer le système pour atteindre son rendement maximum en toute sécurité.

**CAUTION!** The maximum ambient operating temperature for this UPS series is 40°C ("0 ~ 40°C" for Ambient Operation).

- The external vents and openings on the UPS are provided for ventilation. To ensure reliable operation of the UPS and to protect the UPS from overheating, these vents and openings must not be blocked or covered. Do not insert any object into any of the vents or openings that may hinder the ventilation.
- Install the UPS system in a well ventilated area, away from excess moisture, heat, dust, flammable gas or explosives.
- Leave adequate space (at least 20cm) around all sides of the UPS system for proper ventilation.
- Before usage, you must allow the UPS system to adjust to room temperature (20°C~25°C or 68°F~77°F) for at least one hour to avoid moisture condensing inside the UPS.

**CAUTION!** This UPS series is **ONLY** intended to be installed in an indoor temperature controlled environment that is free of conductive contaminants. This UPS series is not intended for use in a computer room as defined in the Standard for the Protection of Electronic Computer/Data Processing Equipment ANSI/NFPA 75.

**CAUTION!** Connect the UPS to a two pole, three wire, grounded, utility power AC wall outlet. The receptacle must be connected to the appropriate branch protection (circuit breaker or fuse). Connection to any other type of receptacle may result in a shock hazard and violate local electrical codes. Do not use extension cords, adapter plugs, or surge strips.

**CAUTION!** To reduce the risk of fire, connect only to a utility power circuit provided with 20 amperes maximum branch circuit over-current protection in accordance with the National Electric Code, ANSI/NFPA 70.

**CAUTION!** To reduce the risk of electrical shock with the installation of this UPS equipment and the connected equipment, the user must ensure that the combined sum of the AC leakage current does not exceed 3.5mA.

**CAUTION!** To reduce the risk of electrical shock in conditions where the load equipment grounding cannot be verified, disconnect the UPS from the AC wall outlet before installing a computer interface cable. Reconnect the power cord only after all signaling connections are made.

**WARNING:** This Uninterruptible Power Supply contains potentially hazardous voltages. Do not attempt to disassemble the UPS beyond the battery replacement procedure. This UPS contains no user serviceable parts. Repairs and battery replacement must be performed by **QUALIFIED SERVICE PERSONNEL ONLY**.

**WARNING: Qualified Service Personnel ONLY** must perform the Installation and Servicing of these UPS systems. MINUTEMAN accepts no liabilities and is not limited to: injury to the Service Personnel, or damages to; the UPS, or the connected equipment caused by the incorrect installation or servicing of the UPS system.

**WARNING:** Risk of Electrical Shock. Hazardous live parts inside these power supplies are energized from the battery even when the AC input is disconnected.

**CAUTION!** To de-energize the outputs of the UPS:

1. If the UPS is on press and release the On/Off Button.
2. Disconnect the UPS from the AC wall outlet.
3. To completely de-energize the UPS, disconnect the battery.

**NOTICE!** The output of this device is not sinusoidal. It has a total harmonic distortion and maximum single harmonic as below:

Model	EN350	EN550
Total harmonic	28%	26%
Single harmonic	20%	16%



**ON / OFF BUTTON:** To turn the UPS on: press and hold the On/Off button until the alarm sounds one beep and then release. Then in approximately twenty seconds the UPS will perform a five second self-test. Once the UPS has passed its self-test the UPS will be ready for normal operation. To turn the UPS off: press and hold the On/Off button until the alarm sounds one beep and then release.

**NOTICE:** This equipment has been tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Sub-part J of Part 15 of FCC Rules and the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference of the Canadian Department of Communications. These limits are designed to provide reasonable protection against such interference in a residential installation. This equipment generates and uses radio frequency and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, this equipment may cause interference to radio and television reception. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Relocate the computer with respect to the receiver.
- Move the computer away from the receiver.
- Plug the computer into a different outlet so that the computer and receiver are on different branch circuits.
- Shielded communications interface cables must be used with this product.

**WARNING:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**NOTE:** These UPSs are shipped with the batteries disconnected. The batteries must be connected before putting these UPSs into service. Refer to Section 3 "Installation" for connecting the batteries.

## Receiving Inspection

After removing your UPS from its carton, it should be inspected for damage that may have occurred in shipping. Immediately notify the carrier and place of purchase if any damage is found. Warranty claims for damage caused by the carrier will not be honored. The packing materials that your UPS was shipped in are carefully designed to minimize any shipping damage. In the unlikely case that the UPS needs to be returned to the manufacturer, please use the original packing material. Since the manufacturer is not responsible for shipping damage incurred when the system is returned, the original packing material is inexpensive insurance. **PLEASE SAVE THE PACKING MATERIALS!**



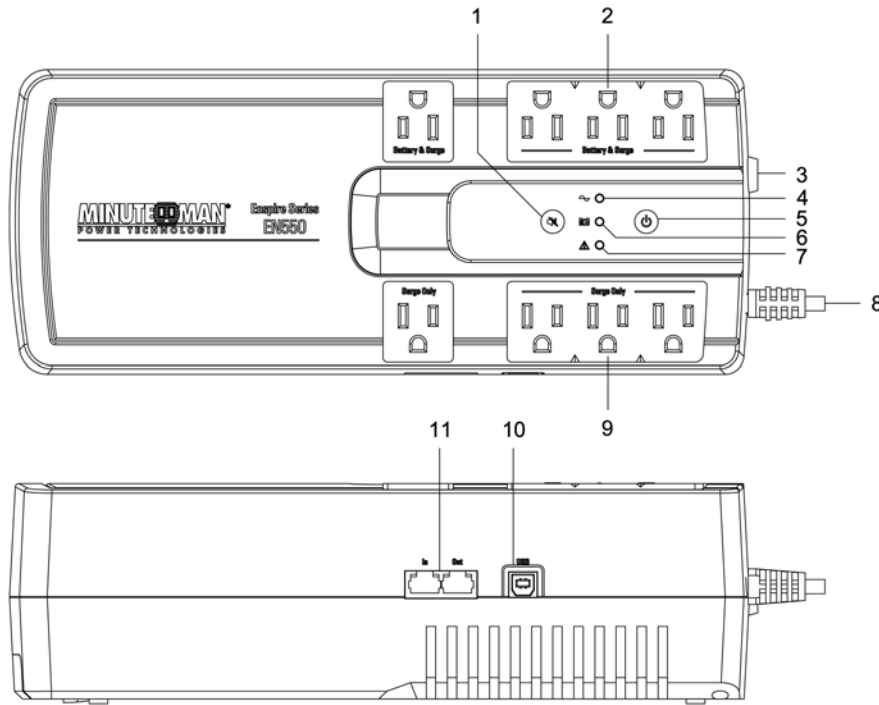
## Life Support Policy

As a general policy, we do not recommend the use of any of our products in life support applications where failure or malfunction of the product can be reasonably expected to cause failure of the life support device or to significantly affect its safety or effectiveness. We do not recommend the use of any of our products in direct patient care. We will not knowingly sell our products for use in such applications unless Para Systems receives, in writing, assurances satisfactory to us that (a) the risks of injury or damage have been minimized, (b) the customer assumes all such risks, and (c) our liability is adequately protected under the circumstances.

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## Chapter 2: Controls and Indicators



1. Alarm Silencer Button: Silences the alarm during the Battery mode.
2. Battery Backup & Surge output receptacles: Mission critical equipment.
3. Input circuit breaker: Protection against an excessive overload.
4. AC normal (Green) LED.
5. On/Off Button: Turns the UPS On or Off.
6. On-Battery (Yellow) LED.
7. Warning / Fault (Red) LED.
8. Input power cord: Connecting to Utility Power.
9. Surge-only output receptacles: Noncritical equipment.
10. USB Communications Port (EN550 only): UPS monitoring and control.
11. RJ11/45 Single line Phone/Network protection port.

Model #	Input Power Cord	Output Power Receptacles
EN350 EN550	NEMA 5-15P W/4 ft cord	4 - NEMA 5-15R Battery Backup & Surge 4 - NEMA 5-15R Surge Only



The AC normal (Green) LED will be on when the UPS is operating in the normal AC mode and will turn off when the UPS is operating in the Battery mode.



The On-Battery (Yellow) LED will turn on when the UPS is operating in the Battery mode and will turn off when the UPS is operating in the AC normal mode.



The Warning / Fault (Red) LED will turn on when the UPS detects an internal fault, an Overload, a Weak/Bad/Disconnected Battery or a Low Battery Warning. The LED will be off when the UPS is operating normally.

**NOTE:** See the LED and Alarm functions table for more information.



The On/Off Button functions as follows:

When the UPS is in the Off position, press and hold the On/Off button until the alarm sounds one beep and then release to turn the UPS On.

When the UPS is in the On position, press and hold the On/Off button until the alarm sounds one beep and then release to turn the UPS Off.

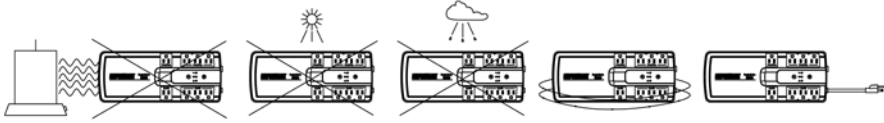


When the unit is operating in Battery mode, pressing the Alarm Silencer Button will silence the audible alarm. Once the UPS reaches the LBW (Low Battery Warning) threshold the alarm will start beeping. The alarm cannot be silenced during the LBW alarm. Once the UPS transfers back to the AC normal mode the alarm will reset back to the default setting.

**NOTE:** With the exception of the On-Battery alarm all the other Warning/Fault alarms cannot be silenced. Once the Warning/Fault condition has been corrected the alarm will reset to default.

# Chapter 3: Installation

## INSTALLATION PLACEMENT



This UPS series is **ONLY** intended to be installed in an indoor temperature controlled environment that is free of conductive contaminants. **DO NOT** operate the UPS in: extremely dusty and/or unclean areas, locations near heating devices, water or excessive humidity, or where the UPS is exposed to direct sunlight. Select a location, which will provide good air circulation for the UPS at all times. Route power cords so they cannot be walked on or damaged. Typical battery life is 3 to 5 years. Environmental factors do affect battery life. High temperatures, poor utility power, and frequent, short duration discharges have a negative impact on battery life. This UPS series is not intended for use in a computer room as defined in the Standard for the Protection of Electronic Computer/Data Processing Equipment ANSI/NFPA 75.

Operating Temperature (Maximum): 0 to 40°C (+32 to +104°F)

Operating Elevation: 0 to 3,000m (0 to +10,000 ft)

Operating and Storage Relative Humidity: 95%, non-condensing

Storage Temperature: -15 to +50°C (+5 to +122°F)

Storage Elevation: 0 to 15,000m (0 to +50,000 ft)

## INSTALLATION

(QUALIFIED SERVICE PERSONNEL ONLY)

Be sure to read the installation placement and all the cautions before installing the UPS. Place the UPS in the final desired location and complete the rest of the installation procedure. These UPSs are shipped with the internal batteries disconnected. The batteries must be connected before putting these UPSs into service. See Connecting the Battery. The primary installation is the Desktop / Office type. These UPSs can be wallmounted. The wallmount configuration allows the user to mount the UPS on the wall. There is a wallmount kit that comes with the UPS. The kit includes the wallmount template and two wallmount screws. See the Wallmount Template for the wallmount installation instructions.

## CONNECTING THE BATTERY

(QUALIFIED SERVICE PERSONNEL ONLY)

Please read all of the **WARNINGS** and **CAUTIONS** before attempting to connect the battery.

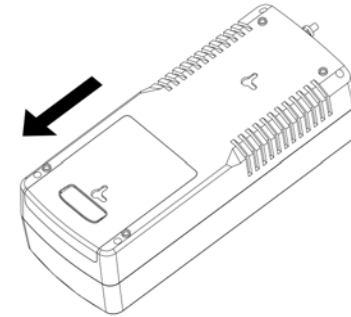
1. Use **CAUTION**, the UPS is heavy. Remove the UPS from the shipping box and set upside down on a desk or a bench top.

**NOTE:** No tools are required for removing or installing the battery door.

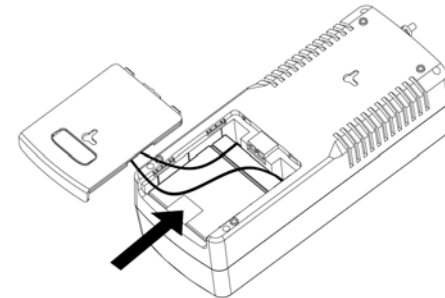
2. Grasp the battery door handle and slide the battery door outward. (FIG. 1)
3. Lift the battery door upwards and then remove the battery by pulling the pull-tab. (FIG. 2)

4. Verify proper polarity. Connect the battery positive (Red) wire to the battery positive (Red) terminal. (FIG. 3)
5. Reinstall the battery.
6. Reinstall the battery door onto the UPS and slide inward.
7. Continue with the rest of the Installation.

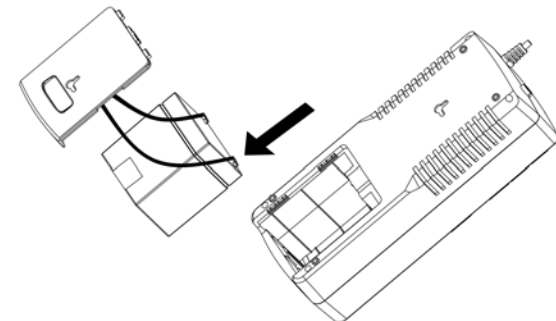
**FIG. 1**



**FIG. 2**



**FIG. 3**



### **CONNECTING YOUR EQUIPMENT**

Plug the mission critical equipment into the Battery Backup & Surge output receptacles on the top panel of the UPS. Plug the noncritical equipment into the Surge Only output receptacles on the top panel of the UPS. Ensure that the connected equipment does not exceed the maximum output rating of the UPS (refer to the information label on the UPS or the electrical specifications in this manual). **DO NOT PLUG EXTENSION CORDS, ADAPTER PLUGS, SURGE STRIPS OR POWER STRIPS INTO THE OUTPUT RECEPTACLES OF THE UPS**, there is a risk of damaging the UPS and/or connected equipment. **CAUTION! DO NOT** connect a laser printer, copier, vacuum cleaner or any other large electrical device into the output of the UPS.

### **CONNECTING THE UPS TO AN AC SOURCE**

**CAUTION** - To reduce the risk of fire, connect only to a utility powered circuit with 20 amperes maximum branch circuit over-current protection in accordance with the National Electric Code, ANSI/NFPA 70. Plug the UPS into a two pole, three wire, grounded receptacle only. **DO NOT PLUG THE UPS INTO EXTENSION CORDS, ADAPTER PLUGS, SURGE STRIPS OR POWER STRIPS. DO NOT CUT THE INPUT PLUG OFF AND ATTEMPT TO HARDWIRE THIS UPS, DOING SO WILL VOID THE WARRANTY.**

### **CHARGING THE BATTERY**

The UPS will charge the internal batteries whenever the UPS is connected to an AC source and there is an acceptable AC voltage present (95 - 140VAC). It is recommended that the UPS's batteries be charged for a minimum of 4 hours before use. The UPS may be used immediately, however, the "On Battery" runtime may be less than normally expected. Typical battery life is 3 to 5 years. Environmental factors do affect battery life. High temperatures, poor utility power, and frequent, short duration discharges have a negative impact on battery life. **NOTE:** If the UPS is going to be out of service or stored for a prolonged period of time, the batteries must be recharged for at least twenty-four hours every ninety days.

### **POWER MONITORING SOFTWARE**

The EN550 supports Minuteman's SentryHD power monitoring software. Please go to our web site at [www.minutemanups.com/support](http://www.minutemanups.com/support), then look under Downloads, and then Software Download Center. Please download (Free of Charge) the latest version of the Minuteman SentryHD software.

### **USB COMMUNICATIONS PORT CONNECTION (OPTIONAL)**

The EN550 supports USB communications. The power monitoring software and interface cable can be used with the UPS. Use only the interface cable that come with these UPSs. The USB communications protocol is HID. The HID USB driver comes standard in the Windows OS. Simply connect the USB cable to the USB communications port on the side panel of the UPS. Connect the other end of the USB cable to the device that will be monitoring/controlling the UPS and then follow the prompts on the screen. **NOTE:** When using the UPS's USB port with Windows XP, 7, 8 or 10 the Power Options in the Control Panel may need to be configured. Connecting to the Communications Port is optional. The UPS works properly without this connection.

### **PHONE/FAX/NETWORK PROTECTION CONNECTION (OPTIONAL)**

Connect a 10/100 Base-T network, single line phone, or fax line to the RJ11/45 modular connectors on the side panel of the UPS. This connection will require another length of telephone or network cable. The cable coming from the telephone service or networked system is connected to the port marked "IN". The equipment to be protected is connected to the port marked "OUT". **NOTE:** Connecting to the Phone/Fax/Network modular connectors is optional. The UPS works properly without this connection.

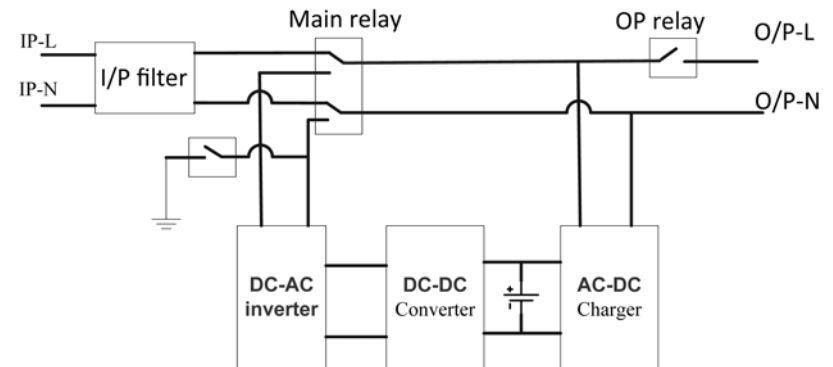
## **Chapter 4: Operation**

### **SYSTEM OVERVIEW**

This Standby UPS protects computers, servers, telecom systems, VoIP systems, security systems, and a variety of electronic equipment from blackouts, brownouts, overvoltages, and surges. During normal AC operation, the UPS will quietly and confidently protect your system from power anomalies.

The UPS will charge the batteries with the UPS in the on or off position as long as the UPS is plugged into the wall outlet and there is an acceptable AC voltage present (95 - 140VAC). When a blackout, brownout, or an overvoltage condition occurs; the UPS will transfer to the battery mode, the On Battery indicator will illuminate and the audible alarm will sound once every five seconds indicating that the commercial power is lost or unacceptable. When the commercial power returns or is at an acceptable level, the UPS will automatically transfer back to the AC normal mode and start recharging the batteries. During an extended outage when there is approximately two minutes of backup time remaining the audible alarm will sound twice every five seconds. This Low Battery Warning is informing the user that they should save all open files, turn off their computer and then turn off the UPS. When the batteries reach the predetermined level the UPS will automatically shutdown protecting the batteries from over discharging. Once the commercial power returns the UPS will automatically restart, providing safe usable power to the connected equipment and start recharging the batteries.

### **Block Diagram of the Basic Wiring and Internal Circuit Configuration**



## **TURNING THE UPS ON / OFF**

To turn the UPS on: press and hold the On/Off button until the alarm sounds one beep and then release. Then in approximately twenty seconds the UPS will perform a five second self-test. Once the UPS has passed its self-test the UPS will be ready for normal operation. To turn the UPS off: press and hold the On/Off button until the alarm sounds one beep and then release. The UPS will continue to charge the batteries whenever it is plugged into a wall outlet and there is an acceptable AC voltage present (95 - 140VAC).

## **ALARM SILENCER BUTTON**

When the unit is operating in Battery mode, pressing the Alarm Silencer Button will silence the audible alarm. Once the UPS reaches the LBW (Low Battery Warning) threshold the alarm will start beeping. The alarm cannot be silenced during the LBW alarm or any fault condition. Once the UPS transfers to the AC mode the alarm will be reset to default.

## **LED and ALARM FUNCTIONS**

Description	AC Normal (Green) LED	On-Battery (Yellow) LED	Warning / Fault (Red) LED	Audible Alarm
AC Mode	ON	OFF	OFF	OFF
Battery Mode	OFF	ON	OFF	1-Beep every 5-seconds
Low Battery Warning	OFF	ON	ON	2-Beeps every 5-seconds
Overload AC Mode	ON	OFF	ON	1-Beep every 0.5-seconds
Overload Battery Mode	OFF	ON	ON	1-Beep every 0.5-seconds
Weak / Bad / Disconnected Battery	ON (AC Mode)	OFF (AC Mode)	ON (AC Mode)	3-Beeps every 5-minutes
	OFF (Unit off, but plugged in)	OFF (Unit off, but plugged in)	ON (Unit off, but plugged in)	
Internal Fault	OFF	OFF	ON	Constant Beeping
The unit is off, plugged into the wall outlet and charging the battery	OFF	OFF	OFF	OFF

## **ALARMS**

### **BATTERY MODE**

When the UPS is operating in the Battery mode, the AC normal LED will turn off, the On-Battery LED will turn on and the alarm will sound one beep every five seconds. Once the UPS returns to the normal AC mode, the alarm will stop, the On-Battery LED will turn off and the AC normal LED will turn on.

### **LOW BATTERY WARNING**

When the batteries reach the predetermined level, the Warning/Fault LED will turn on and the alarm will sound two beeps every five seconds. The audible alarm cannot be silenced during the LBW alarm. This information is to inform the user that there is approximately two minutes of runtime remaining before the UPS shuts down. This condition will continue until either AC returns or the UPS's self protection circuit shuts the UPS down to protect the battery from over discharging.

### **WEAK / BAD / DISCONNECTED BATTERY**

The UPS automatically tests the battery's condition. If the battery is weak, bad or disconnected, the Warning/Fault LED will turn on and the alarm will sound three beeps every five minutes until the battery is either reconnected, replaced or passes a self-test. The audible alarm cannot be silenced during the Weak/Bad/Disconnected Battery alarm. It is recommended that the UPS be allowed to charge overnight before performing a battery test to confirm a Weak/Bad Battery condition.

### **OVERLOAD**

When the amount of load attached to the UPS exceeds its power rating, the Warning/Fault LED will turn on and the alarm will sound one beep every half a second (AC and Battery modes). This alarm will remain on until the excess load is removed or the UPS's self protection circuit shuts the UPS down. If the UPS has shutdown, remove part of the load and then press the On/Off button to turn the UPS on. The audible alarm cannot be silenced during the Overload alarm.

### **UPS FAULT**

When the UPS detects an internal fault, the Warning/Fault LED will turn on and the alarm will sound continuously and the output will be turned off. The audible alarm cannot be silenced during the Fault alarm. The fault condition, in some instances, may be cleared by turning the UPS off and then back on again. If the fault condition does not clear the UPS must be sent in for service. See the Troubleshooting section.



## Chapter 5: Troubleshooting

Symptom / Error Code	Cause / What To Do
UPS will not turn on.	Press the On/Off button and release after one beep.
UPS operates in battery mode only, even though there is AC present.	Reset the input circuit breaker by pressing the plunger back in. If the input circuit breaker trips after the UPS restarts, reduce the load on the UPS.
Low Battery Warning.	The UPS's battery reserve is low. This condition will continue until AC returns or the UPS shuts down from battery exhaustion.
UPS does not provide expected runtime.	Charge the batteries for 8-hours and retest. If the runtime is still less than expected, the batteries may need to be replaced.
The AC normal LED is illuminated, but there is no output.	Disconnect the computer cable from the UPS, press the On/Off button. If UPS works normally, the software had control of the UPS.
The Warning / Fault LED is illuminated and the alarm is sounding continuously.	The UPS has an internal problem. Call for service.
The Warning / Fault LED is illuminated and the alarm is sounding 1-beep every 0.5 seconds.	Check the specifications and remove part of the load. If the UPS shuts down because of an Overload, remove part of the load and then press the On/Off button to turn the UPS on.
The Warning / Fault LED is illuminated and the alarm is sounding 3-beeps every 5 minutes.	Check the battery connections, charge the batteries for 8-hours and retest, or replace the batteries.

## Chapter 6: Replacing the Battery

### REPLACING THE BATTERY

(QUALIFIED SERVICE PERSONNEL ONLY)

Please read all of the **WARNINGS** and **CAUTIONS** before attempting to service the batteries. Typical battery life is 3 to 5 years. Environmental factors do affect battery life. High temperatures, poor utility power, and frequent, short duration discharges have a negative impact on battery life.

**WARNING!** This UPS contains potentially hazardous voltages. Do not attempt to disassemble the UPS beyond the battery replacement procedure. This UPS contains no user serviceable parts. Repairs and battery replacement must be performed by **QUALIFIED SERVICE PERSONNEL ONLY**.

**CAUTION:** Do not open or mutilate batteries. Released electrolyte is harmful to the skin and eyes and may be toxic.

**CAUTION:** Do not dispose of batteries in a fire. The batteries may explode. The batteries in this UPS are recyclable. Dispose of the batteries properly. The batteries contain lead and pose a hazard to the environment and human health if not disposed of properly. Refer to local codes for proper disposal requirements or return the battery to the supplier.

**CAUTION:** The battery system can present a risk of electrical shock. These batteries produce sufficient current to burn wire or tools very rapidly, producing molten metal. Observe these precautions when replacing the batteries:

1. Remove watches, rings, or other metal objects.
2. Use hand tools with insulated handles.
3. Wear protective eye gear (goggles), rubber gloves and boots.
4. Do not lay tools or other metal parts on top of batteries.
5. Disconnect the charging source prior to connecting or disconnecting the battery terminals.
6. Determine if the battery is inadvertently grounded. If the battery is, remove the source of the grounding. Contact with any part of a grounded battery can result in an electrical shock. The likelihood of such shock will be reduced, if such grounds are removed during installation and maintenance.

**CAUTION:** Replace the batteries with the same number and type as originally installed in the UPS. These batteries have pressure operated vents. These UPSs contain sealed non-spillable maintenance-free lead acid batteries.

Model #	EN350	EN550
Battery Module Part #	BM0067	

## BATTERY REPLACEMENT PROCEDURE

(QUALIFIED SERVICE PERSONNEL ONLY)

### PLEASE READ THE CAUTIONS AND WARNINGS BEFORE ATTEMPTING TO REPLACE THE BATTERY MODULE.

Hot-swappable batteries mean that the battery module can be replaced without powering down the whole UPS system.

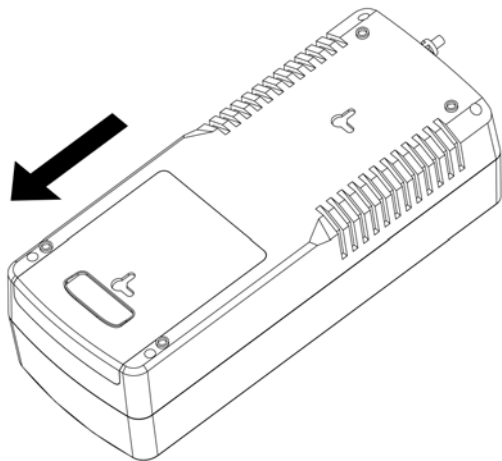
**NOTE:** If there is a power interruption while replacing the hot-swappable battery module, with the UPS on, the load will not be backed up. To hot-swap the battery module start with step number 6.

1. Turn off the equipment that is plugged into the output of the UPS.
2. Turn off the UPS.
3. Unplug the UPS's AC power cord from the AC wall outlet.
4. Unplug the equipment from the output receptacles of the UPS.
5. Unplug the computer interface cable from the side panel of the UPS.

**NOTE:** No tools are required for removing or installing the battery door.

6. Grasp the battery door handle and slide the battery door outward. (FIG. 1)

**FIG. 1**



7. Lift the battery door upwards, remove the battery module by pulling the pull-tab, and then set aside. (FIG. 2)

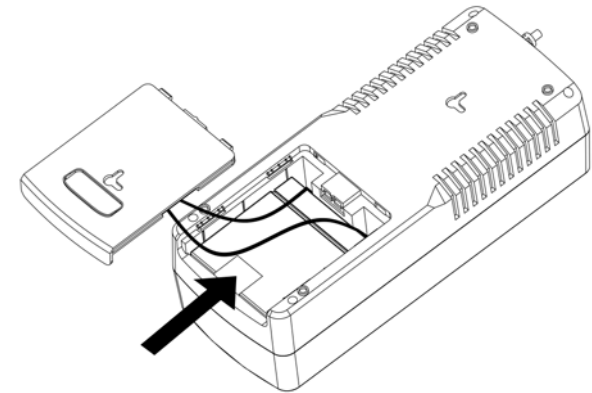
**CAUTION:** DO NOT pull the battery module out by pulling on the battery wires.

8. Disconnect the battery positive (Red) wire. (FIG. 3)
9. Disconnect the battery negative (Black) wire and set the old battery module aside. (FIG. 3)

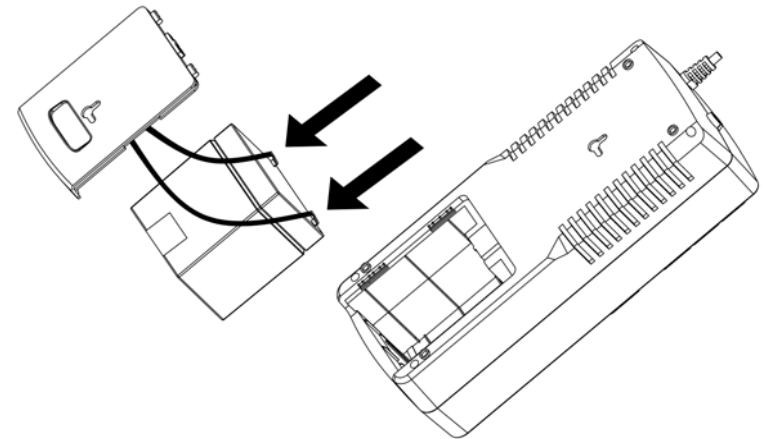
**CAUTION:** Do not short the battery positive wire to the battery negative wire.

10. Verify proper polarity. Connect the battery negative (Black) wire to the battery negative (Black) terminal on the new battery module. (FIG. 3)
11. Verify proper polarity. Connect the battery positive (Red) wire to the battery positive (Red) terminal on the new battery module. (FIG. 3)

**FIG. 2**



**FIG. 3**



12. Slide the new battery module into the UPS.

13. Reinstall the battery door on the UPS.

**NOTE:** Some sparking might occur this is normal.

14. Properly dispose of the old battery module at an appropriate recycling facility or return them to the supplier in the packing material for the new battery module.

15. The UPS is now ready for the normal operation.

**NOTE:** If the UPS has a Weak/Bad Battery Alarm after replacing the battery module, a battery test must be performed to clear the Weak/Bad Battery Alarm. A battery test can be performed by using the software or by disconnecting the power cord from the wall outlet for 10-seconds and then reconnecting the power cord back to the wall outlet.

## Chapter 7: Obtaining Service

### IF THE UPS REQUIRES SERVICE

1. Use the Troubleshooting section to eliminate obvious causes.
2. Verify there are no tripped circuit breakers and that the batteries are good. A tripped circuit breaker and defective batteries are the most common issues.
3. Call your dealer for assistance. If you cannot reach your dealer, or if they cannot resolve the issue call or fax the Technical Support department at the following numbers; Voice phone (972) 446-7363, FAX line (972) 446-9011 or visit our Web site at [www.minutemanups.com](http://www.minutemanups.com) the "Discussion Board". Before calling the Technical Support Department have the following information available:
  - a) Contact name and address.
  - b) Where and when the unit was purchased.
  - c) All of the model information about your unit.
  - d) The serial number of your unit.
  - e) Any information on the failure, including LEDs that may be illuminated or error codes displayed.
  - f) A description of the protected equipment including model numbers, if possible.
  - g) A technician will ask you for the above information and if possible, help solve the issue over the phone. In the event that the unit requires factory service, the Technical Support Representative will issue you a Return Material Authorization Number (RMA #). **NOTE: We must have the model number and the serial number of the product to issue an RMA #.**
  - h) If the unit is under warranty, the repairs will be done at no charge. If the unit is not under warranty there will be a charge for the repair.
4. Pack the unit in its original packaging. If the original packaging is no longer available, ask the Technical Support Representative about obtaining a new set. It is important to pack the unit properly in order to avoid damage in transit. Never use Styrofoam beads for a packing material.
  - a) Include a letter with your name, address, day time phone number, RMA number, a copy of your original sales receipt, and a brief description of the problem.
5. Mark the RMA # on the outside of all packages. The factory cannot accept any package without the RMA # marked on the outside of the package.
6. Return the unit by insured, prepaid carrier to:

Para Systems Inc.  
 MINUTEMAN UPS  
 1809 W. Frankford Road, Suite 150  
 Carrollton, TX 75007  
 ATTN: RMA # \_\_\_\_\_

## Chapter 8: Specifications

SYSTEM SPECIFICATIONS		
Model Number	EN350	EN550
Topology	Standby, Simulated Sine Wave	
Maximum Power Capacity	350VA 200W	550VA 300W
INPUT		
Number of Phase	Single (1Ø 2W +G)	
Nominal Voltage	120VAC	
Acceptable Input voltage	0 - 150VAC	
Voltage Range	95 - 140VAC	
Frequency Limits	60 Hz, +/-6Hz	
Low Voltage Transfer Point	95V resets to Utility Power at 99V or higher	
High Voltage Transfer Point	140V resets to Utility Power at 136V or lower	
Input Protection	Resettable Circuit Breaker	
OUTPUT NON-BATTERY OPERATION		
Voltage Range	95 - 140VAC	
Voltage Regulation	120VAC: -20.8% - +16.7%	
Frequency Range	60Hz: 54 - 66Hz	
Efficiency (Line Mode)	>96% (Full Load)	
OUTPUT BATTERY OPERATION		
Waveform Type	Simulated Sine Wave	
Nominal Voltage	120VAC	
Voltage Regulation	+/-5% (until Low Battery Warning)	
Frequency	60Hz, +/-0.5Hz (unless synchronized to utility)	
Transfer Time	6 ms Typical	
Overload Capacity	AC Mode: 105% for 1-minute then shutdown, 115% Shutdown Immediately DC Mode: 105% for 20-seconds then shutdown, 115% Shutdown Immediately	
Protection	Over-Current, Short-Circuit Protected and Latching Shutdown	
REGULATORY COMPLIANCE		
Safety and Approvals	cTUVus (Conforms to UL1778 5th Edition & CSA 22.2 no. 107.3-14 / R: 2014), FCC Class B, CE certified, RoHS2 (EU Directive 2011/65/EU & 2015/863/EU)	

<b>BATTERY SYSTEM</b>	
Battery Type	Sealed, Non-Spillable, Maintenance Free, Value Regulated Lead Acid
Typical Recharge Time	8-hours to 90% capacity from a full load discharge
Typical Battery Life	3 to 5 years. Environmental factors do affect battery life. High temperatures, poor utility power, and frequent, short duration discharges have a negative impact on battery life.
Battery Module Part #	BM0067
Runtime: Full Load (minutes)	3
Runtime: Half Load (minutes)	12
<b>SURGE PROTECTION AND FILTERING</b>	
Surge Energy Rating	500 J
Surge Current Capability	10000 Amps total (one time 8 to 20us waveform)
Surge Response Time	0 ns (instantaneous) normal mode; <5 ns common mode
Surge voltage let-through (as a percentage of an applied ANSI C62.41 Cat. A +/-6 kV)	< 14%
Noise Filter	>45db normal and common mode EMI/RFI suppression
Audible Noise at 1 m (3 ft.)	<45 dBA
<b>ENVIRONMENTAL</b>	
Operating Temperature	0 to 40°C (+32 to +104°F)
Operating Elevation	0 to 3000m (0 to +10,000 ft)
Operating/Storage Humidity	0 - 95% Non-Condensing
Storage Temperature	-15 to +45°C (+5 to +113°F)
Storage Elevation	0 to 15,000m (0 to +50,000 ft)
<b>PHYSICAL</b>	
Size - Net L X W X H	12.4 x 5.1 x 3.7" 316 x 130 x 94 mm
Weight - Net	6.2 lbs 2.8 Kgs
Size - Shipping L X W X H	14.7 x 5.6 x 8.3" 374 x 143 x 210 mm
Weight - Shipping	6.8 lbs 3.1 Kgs
Power Cord	NEMA 5-15P W/4 ft cord
Output Receptacles	4 - NEMA 5-15R Battery Backup & Surge 4 - NEMA 5-15R Surge Only

## Chapter 9: Limited Product Warranty

Para Systems, Inc. (Para Systems) warrants this equipment, when properly applied and operated within specified conditions, against faulty materials (excluding the batteries) or workmanship for a period of three years from the date of purchase. Para Systems Inc. (Para Systems) warrants the batteries for a period of two years from the date of purchase. For equipment sites within the United States and Canada, this warranty covers depot repair or replacement of defective equipment at the discretion of Para Systems. Depot repair will be from the nearest authorized service center. The customer pays for shipping the product to Para Systems. Para Systems pays ground freight to ship the product back to the customer. Replacement parts and warranty labor will be borne by Para Systems. For equipment located outside of the United States and Canada, Para Systems only covers faulty parts. Para Systems products that are depot repaired or replaced pursuant to this warranty shall only be warranted for the unexpired portion of the warranty applying to the original product. This warranty applies only to the original purchaser who must have properly registered the product within 10 days of purchase.

The warranty shall be void if (a) the equipment is damaged by the customer, is improperly used, is subjected to an adverse operating environment, or is operated outside the limits of its electrical specifications; (b) the equipment is repaired or modified by anyone other than Para Systems or Para Systems approved personnel; or (c) has been used in a manner contrary to the product's User's Manual or other written instructions.

Any technical advice furnished before or after delivery in regard to use or application of Para Systems' equipment is furnished without charge and on the basis that it represents Para Systems' best judgment under the circumstances, but it is used at the recipient's sole risk.

EXCEPT AS PROVIDED HEREIN, PARA SYSTEMS MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Some states do not permit limitation of implied warranties; therefore, the aforesaid limitation(s) may not apply to the purchaser.

EXCEPT AS PROVIDED ABOVE, IN NO EVENT WILL PARA SYSTEMS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF THIS PRODUCT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. Specifically, Para Systems is not liable for any costs, such as; labor for on-site installation, on-site maintenance or on-site service, lost profits or revenue, loss of equipment, loss of use of equipment, loss of software, loss of data, cost of substitutes, claims by third parties, or otherwise. The sole and exclusive remedy for breach of any warranty, expressed or implied, concerning Para Systems' products and the only obligation of Para Systems hereunder, shall be depot repair or replacement of defective equipment, components, or parts; or, at Para Systems' option, refund of the purchase price or substitution with an equivalent replacement product. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

No employee, salesman, or agent of Para Systems is authorized to add to or vary the terms of this warranty.

**A1. DECLARATION OF CONFORMITY**

**Notes:**

Application of Council Directive(s): 2004/108/EC, 2006/95/EC, cTUVus (for UL1778)

Standard(s) to which Conformity is declared: EN61000-3-2, EN61000-3-3, EN62040-2, IEC61000-2-2 IEC61000-4-2, IEC61000-4-3, IEC61000-4-4, IEC61000-4-5, IEC61000-4-6, IEC61000-4-8, IEEE C62.41 Category A1, UL1778, CSA 22.2 no. 107.3-14 / R: 2014, FCC Class B

Manufacturer's Name: Para Systems, Inc. (MINUTEMAN UPS)

Manufacturer's Address: 1455 LeMay Drive  
Carrollton, Texas 75007 USA

Type of Equipment: Uninterruptible Power Supplies (UPS)  
Model No: EN350, EN550

Year of Manufacture: Beginning July 1, 2016

I hereby declare that the equipment specified above conforms to the above Directive(s).

Robert Calhoun  
(Name)

Manager Engineering  
(Position)

Place: Carrollton, Texas, USA

Date: July 1, 2016



Notes:



Notes: