

M24 Technical Bulletin

SUBJECT: M24 Firmware Issue – Excessive Over-discharge

This bulletin is to communicate a firmware issue which could affect M24 batteries made prior to June 1st, 2019.

Identified Issue

M24 packs that have been over-discharged will continue to over-discharge at an excessive rate until pack voltage is under 5 volts. This is caused by the BMS sleep function not shutting off the CAN line. Excessive over-discharges can permanently affect the capacity of the battery if left for a long period of time.

Products Affected

M24 batteries shipped before June 1st, 2019 are affected if the firmware version is 2.0.1.6

How to Fix

In the event of the above symptom being observed, contact Flux Power to receive a new firmware version (2.0.3.17) and a communication package. Once received contact Flux Power for assistance.



Additional Information

Please remember to obtain pre-approval for any warranty work being performed. Flux Power will cover one hour of repair time. Be sure to include the battery serial number when invoicing. If you have any questions, please contact a technical support representative at:

Phone: **(877) 505-3589**
Email: support@fluxpower.com

*****Repairs should only be performed by authorized technicians*****