

LiFT Pack Technical Bulletin

SUBJECT: Important Updates for LiFT Pack S-Series

This bulletin is intended to communicate important updates to the LiFT Pack S-Series. There are additional hardware issues that have been identified with a solution provided.

1. Identified Issue

Some heated batteries built before September 2018 have a firmware issue which prevents the battery from heating while plugged into a 110V outlet. Flux Power has fixed this issue in many of the affected packs, including large corporate depots in California, Connecticut, Illinois, Iowa, Kansas, Kentucky, Massachusetts, Michigan, Missouri, Ohio, Oklahoma, and Virginia.

NOTE: Heating is fully functional when unplugged. This issue only affects customers who charge in sub zero environments such as refrigerated trailers.

Products Affected

SN 1801650 and earlier not located in the large corporate depots listed above remain at risk for this issue.

How to Fix

If this issue affects you or your customer, contact Flux Power for remediation instructions.

2. Identified Issue

On batteries built between November 1st, 2017 and May 15th, 2018, a temperature sensor in the battery may fail, particularly in moist environments. When this sensor fails, the battery will display a temperature Device Trouble Code (DTC) by flashing the 4th LED on the State of Charge (SOC) gauge. The battery will no longer operate when this issue arises.

Products Affected

SN 170200 to 1701200 are susceptible to this failure.

How to Fix

If this issue affects your or your customer, contact Flux Power for remediation instructions.

3. Identified Issue

Batteries shipped after December 1st, 2018 and operating in wet environments have advanced features which minimize water ingress in the battery.

How to Fix

If you or your customer has a battery in wet environments shipped prior to December 1st, 2018, contact Flux Power for remediation instructions.

Additional Information

Please remember to obtain pre-approval for any warranty work being performed. If you have any questions, please contact a technical support representative at:

Phone: **(877) 505-3589 option 1**

Email: support@fluxpower.com

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