

---

## Technical Bulletin

<b>SUBJECT: Firmware Flash – Current Sensor Incorrect Polarity</b>
--

This bulletin is to communicate a possible issue which could affect batteries flashed in the field.

### Identified Issue

Some current sensors will have their polarity flipped after a firmware flash, affecting the State of Charge (SOC) gauge on the battery. The issue can be noticed by:

- The SOC increasing or scrolling during periods of usage.
- The battery SOC gauge not scrolling during a charge and decreasing in percentage.
- A negative charge profile seen on telematics during a charge event.

This issue can be repaired in the field with a connection kit provided by Flux Power.

### Products Affected

Batteries at risk of being affected if:

- A Flux Power representative has visited a facility (or assisted via telephone) to upgrade firmware since November 2019.

### How to Fix

In the event of the above symptom being observed, contact Flux Power to receive a connection kit. Once the kit is received, contact Flux Power to complete the fix.

### 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](mailto:support@fluxpower.com)

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