Technical Bulletin

SUBJECT: False State of Charge (SOC) Gauge Levels

This bulletin is to communicate a proper way to fix a false reading on an SOC gauge:

Identified Issue

If a battery is reporting very low State of Charge (one red flashing light) connect to the battery with a Flux Communication package. If cell voltage readings are showing 0 volts the BMS has locked up.

How to Fix

Please contact Flux Power before performing any warranty work. A Flux Communication Package is needed for this repair.

1. Plug the 12-pin Deutsch into the data port of the battery.
2. Plug the PCAN dongle into your computer
3. Open the Flux Connect GUI (If using the LiFT Pack GUI press **Run**)
4. Ensure the cell voltages are reading 0 volts
5. Measure the actual voltage of the battery and ensure it is above 3.00V per cell
6. On the bottom left side of the BMS there is a Molex connector labeled Cell Voltages. Remove the connector and plug it back in, ensuring proper connection.
7. Reboot the battery and GUI. Cell voltages should now be reporting properly
8. Plug the battery in to charge and recalibrate the SOC gauge if needed
9. Contact Flux Power for a new BMS. This is a temporary fix and may occur again if a new BMS is not installed.

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:

Repairs should only be performed by authorized technicians

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