Technical Bulletin

Firmware 2.0.12.11 Maintenance Release

This bulletin is to notify the user of all Flux Power battery models that a firmware update on specified batteries.

Batteries Affected
All of the following models: S8, S24, M24, M36, C24, C48, L48 and X48. You can find this models name on the battery's I.D. plate which is typically located on the top, or front of the battery, and for some models an additional label on the back of the battery.

Identifying the Issue
We have identified enhancements to all UL and Non-UL listed battery firmware versions prior to 2.0.12.11:

Issue	Description
a) **CAN Node drop.**	For BDI packs, you would see DTC 6,11,12 & 23. For 6 LED internal SOC packs, you can observe DTC 3 flashing. Pack wont charge or energize its ports.
b) **SOC drop & Over-Discharge latch due to pack going into Sleep Mode.**	For BDI packs, you would see DTC 6,11,12 & 24 and SOC at 3%. For 6 LED internal SOC packs, you can observe DTC 3 flashing and SOC at 0%. Pack wont charge or energize its ports.
c) **SPC dropping by 1% after every power cycle.**	For BDI packs, you would see the SOC of the pack go down by 1% per power cycle. For 6 LED internal SOC packs, you can observe the SOC go down by a LED light every 10 power cycles.
d) **Quantum balancing high voltage threshold issue.**	You could not use your pack for an extensive period of time after a topo charge, due to cell voltages being higher than 3.55V.
e) **AC detection after charge issue.**	For BDI packs, you would see DTC 11& 12. Pack wouldn't energize its ports. You would then need to power cycle the pack for it to work properly.

Therefore, above list of batteries in the field and under warranty shall be updated to firmware release 2.0.12.11 as soon as possible to avoid potential operational impact. Please refer to the "Flux Power Software Update User Guide" posted on the Flux Power support website (https://www.fluxpower.com/support) for instructions on how to update the firmware on your particular model(s).

Updating Packs to firmware 2.0.12.11 will correct known issues as well as previous fixes that have been deployed in the past.
The overall estimated time to complete this process differs per model and typically takes between 10 minutes and up to 30 minutes per battery, once the process is understood.

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