SOL-ARK UNDERCHARGING BATTERIES

CSB Number	855-0017 REV A
Date	Oct 28, 2024

URGENCY

- 🔴 **HIGH:** Action immediately
- ◯ **MEDIUM:** Action when possible
- ◯ **LOW:** Action if necessary
- ◯ **INFORMATION ONLY**

PRODUCTS AFFECTED

42-48-6650, 44-48-3000, 48-48-5120, 48-48-5120-H, and LYNK II

SYMPTOM OBSERVED

Discover/Bloom Power lithium batteries are being undercharged when they are in closed-loop communication with Sol-Ark inverters and the inverter is in grid interactive mode. Undercharging is occurring because the charge voltage being delivered to the battery is below the required voltage to charge. The condition can be observed by using LYNK ACCESS software to view the actual charge voltage delivered and comparing with the charge voltage displayed by the Sol-Ark Inverter. If a large delta between the target voltage and the actual voltage is observed corrective action is required.
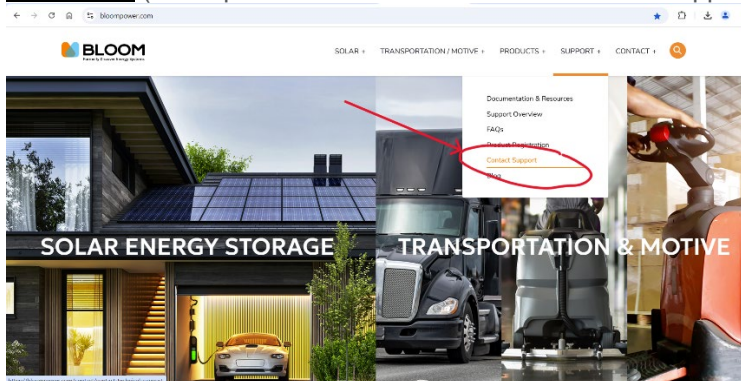
POSSIBLE CAUSE

The inverter is receiving the target charge voltage from the battery's BMS, but the inverter is delivering a lower voltage at the battery terminals. This large voltage drop will prevent full battery charging and is due to an unknown inverter firmware bug or control loop error.

FIELD CORRECTIVE ACTIONS

Use LYNK ACCESS software to temporarily increase the voltage offset of the Max deltaV parameter to 2000 mV, until this issue is resolved. This will raise the charge voltage delivered to the batteries.

To request documentation explaining the procedure to change charging parameters using LYNK ACCESS PC software contact Discover Technical Support by submitting a ticket at: [CONTACT SUPPORT](https://bloompower.com/contact/contact-technical-support) (bloompower.com/contact/contact-technical-support).

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