

SOL-ARK UNDERCHARGING BATTERIES

CSB Number	855-0017 REV B
Date	Dec 4, 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 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 occurs 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.

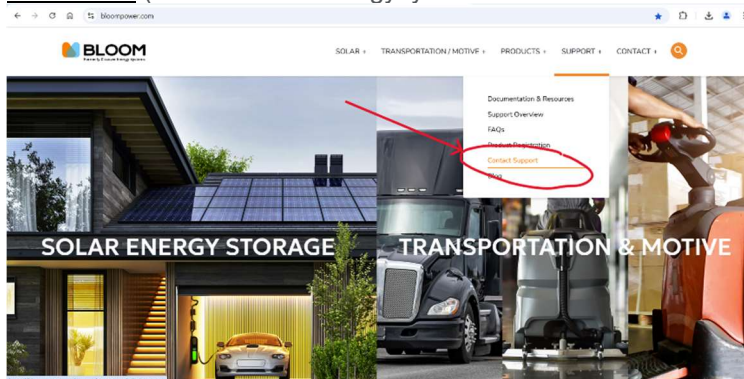
POSSIBLE CAUSE

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

FIELD CORRECTIVE ACTIONS

Update to LYNK Firmware v2.1 or later. If this is not an option or desired, use LYNK ACCESS software for earlier versions to temporarily increase the voltage offset of the Max deltaV parameter to 7000 mV. 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://www.discoverenergysys.com/contact/contact-technical-support) (www.discoverenergysys.com/contact/contact-technical-support).



EOD Page 1 of 1