

## LYNK II POWER ISSUE with HELIOS ESS

CSB Number	855-0020 REV A
Date	July 23, 2025

### URGENCY

☐ **HIGH:**  
Action immediately

☐ **MEDIUM:**  
Action when possible

☒ **LOW:**  
Action if necessary

☐ **INFORMATION ONLY**

Action when the LYNK II Gateway does not power ON when connected to a HELIOS ESS lithium battery (equipped with an LCD display screen).

### PRODUCTS AFFECTED

52-48-16000 HELIOS ESS lithium battery models with an LCD display screen (with a serial number before DLPHD48B251790001).

### SYMPTOM OBSERVED

The LYNK II Gateway will not power ON even though it is connected via its LYNK port to one of the HELIOS ESS battery's LYNK ports (COM3 or COM4).

### POSSIBLE CAUSE

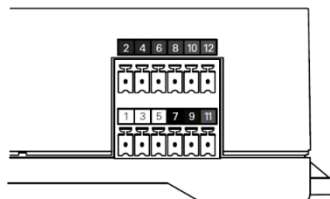
The BMS power supply is not able to provide enough power for both the LCD display screen and the LYNK II Gateway during the LYNK II Gateway power ON process. The LYNK II Gateway requires less power to remain on after the power ON process.

### FIELD CORRECTIVE ACTIONS

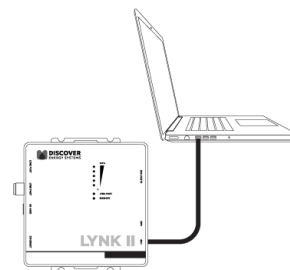
This condition can be overcome using one of the following procedures (During this procedure the LYNK II Gateway must remain connected to the Helios ESS (COM3 or COM4) and the Helios ESS must be turned on):

- Connect an external 13-90 Vdc power supply to pins 7 (GND) and 9 (Vin) on the LYNK II's 12-pin Phoenix Connector.
- Connect a computer to the LYNK II Gateway USB port.

Once powered ON, the LYNK II Gateway will remain on.



Phoenix Connector



USB Port