MultiPlus-II and EasySolar-II 48V FW Update v570 addresses start-up failures

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1. Summary

In rare cases, a MultiPlus-II or EasySolar-II 48V unit can fail when it is switched on. The failure occurs at start-up, regardless of load or system configuration.

The root cause is a component tolerance issue in the power pack. Although the overall failure rate remains low, failures are not evenly spread. They occur only in certain production batches, and even within those batches only in specific subsets of units, where the failure rate can be very high. As a result, some customers have seen excessive failure rates within a single shipment, while other shipments from the same batch are unaffected.

This issue does not pose a safety risk.

The short-term solution is firmware version v570 (or later); it makes start-up reliable with a start-up time of 12 seconds instead of 5. New systems should be updated with VEFlash before they are switched on for the first time, as described in chapter 3.

We apologise to our customers and distributors for the inconvenience.

Applicability

This document is intended for authorized Victron distributors and repair centers. Installers and end users with an affected unit should contact their dealer or distributor.

2. Models / batches with increased failure rate

The powerpack failures have been observed in below models and specific batches.

Model description	Victron PN	Affected serial number batches[1]
MultiPlus-II 48/3000/35-32 230V	PMP482305012	HQ2617
MultiPlus-II 48/4k5/55-32 230V	PMP482405012	HQ2546
MultiPlus-II 48/5000/70-50 230V GX	PMP482506020	HQ2616
MultiPlus-II 48/6k5/100-50 230V	PMP482605012	HQ2625
MultiPlus-II 48/6k5/100-50 230V GX	PMP482606000	HQ2604

[1] Format of the serial number is HQyywwzzzzz, in which HQyyww represents the serial number batch (yy is the year, ww is the week number), and zzzzz is random alphanumeric.

The serial number (SN) can be found on the label on the enclosure, on the VRM Portal in the Device list, as well as on the label on the carton.

3. How to update firmware

- End users: please contact your installer.
- Professionals: update the firmware as described below:

Important notes:

- For units that are switched off: to minimize the chance for a device failure, it should be prevented at all times that the device switches on before the update is done.
  Therefore, the update procedure should be done with VEFlash.

  VictronConnect is not suitable because it requires a unit to be switched on in order to recognise it.

- For units that are already up and running and connected to VRM: then the update can be safely updated in any way: remotely via GX and VRM, or with VictronConnect and an MK3-USB.

Update procedure:

Using VEFlash, for units that are switched off:

1. Make sure the front switch of the Multi is off and stays off until step 6.j.
2. Download firmware v570 from Victron Professional
3. If not on your computer yet, download VEFlash via: Software downloads (choose "VE Configuration tools for VE.Bus Products")
4. Connect your MK3-USB to the PC
5. Make sure you know the correct COM port the MK3 is attached to.
   (use "Device manager" under "Ports", the MK3 will show up as "USB serial Port")
   This is important because VEFlash instructs the unit to stay off. If you are using the wrong COM port the unit might not stay off and that might result in a failure.
6. Follow the next steps carefully:
   a. Make sure the front switch of the Multi is off
   b. Connect mains voltage to AC-Input or use a DC power supply. (Keep front switch off!)
   c. Connect the MK3 to the Multi via the VE.Bus cable.
   d. Start VEFlash (keep the front switch of the Multi off!)
   e. Click "Start" -> "Next" -> "Next".
   f. Browse for the correct v570 file and click "Next"
   g. On the "Prepare your system" screen click "Next"
   h. Make 100% sure to select the correct COM port.
      Do not use "Auto detect comport" because that would require the unit to be switched on.
   i. Click "Next"
   j. Keep the unit in the off position when the screen is at "Connect part 1"
      Just click "Next"
   k. At the "Connect part 2" screen it is safe to switch on the device.
      Please do so and click "Next"
   l. Follow the rest of the procedure to update the unit to v570

During the 12s start-up, the inverter LED flashes. The LED is lit as usual once the unit is fully switched on.

Via VRM, for units that are already up and running and connected to VRM: remote firmware update

4. Units that have failed

Units that have failed because of this issue are covered through the normal RMA procedure, with a warranty replacement or a credit note.

Installers and end users: contact your dealer or distributor.

5. Units that are already in the field

No immediate action is required for units that are installed and working normally.

For units from the affected ranges, we recommend updating to firmware v570 or later. This is one of the cases where Victron recommends a firmware update. The best moment is the next service visit.