

# Multiplus-II/Easysolar-II GX display reset while charging

Tech note

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## Summary

The MultiPlus-II GX and EasySolar-II GX systems have an integrated GX device. This GX device is used for the display and network communication. When charging and the battery voltage rises above 55V, some of the GX devices restart. This can be noticed by a startup screen of the display and there may be some glitches visible in the data on VRM. The systems will keep working, only the network communication and display functionality are temporarily disrupted. An update to the GX design was made to fix this problem.

## Affected models

Part number	Model
PMP482307010	EasySolar-II 48/3000/35-32 MPPT 250/70 GX
PMP482507010	EasySolar-II 48/5000/70-50 MPPT 250/100 GX
PMP482306000	MultiPlus-II 48/3000/35-32 GX
PMP482506000	MultiPlus-II 48/5000/70-50-GX

## Related changes in production and stock

Per serial number HQ2112 the GX device pcba was modified to solve this issue. We start shipping updated models in the second half of 2021. The format of the serial number is HQyywwzzzz in which yy is the year, ww is the week number, and zzzz is random. The serial number (SN) can be found on the label on the side of the product, on the label on the carton, as well as in the VictronConnect App and on the VRM Portal.

## How to know if this affects a system

Please check the part and serial number first. To determine if a system is affected you can check the display when the battery voltage is exceeding 55V. If you notice a startup screen on the display, you have the following options:

## Solutions for affected models

- 1) If the current behaviour is not bothering, you can choose to do nothing. The system will keep working, only the network communication and display functionality are temporarily disrupted in some situations
- 2) Replace the internal GX device pcba of the MultiPlus-II/EasySolar-II GX system for the following service parts:  
SPR00074 GX device pcba for MultiPlus-II GX systems.  
SPR00077 GX device pcba for EasySolar-II GX systems.
- 3) Send the unit in for Repair. Repair will be free of charge as it is covered by warranty.
- 4) Self-repair the GX device pcba by replacing a resistor, see appendix for details.

Contact your dealer for more information.

# Appendix – GX device PCBA repair instructions

These instructions are provided to help anyone for whom it is more convenient to self-repair the GX device pcba rather than sending it in for repair/replacement. When in doubt, do not hesitate and send it in for repair. The resistor depicted below on the GX device pcba, must be replaced by a 39Kohm shape is 0603.

