We have released a firmware update which fixes an issue in the fan control affecting some of the units in the models and batches indicated below. The change reduces the audible noise generated by the fan when running at reduced speed.

Determining if the 507 firmware update is recommended

1. Check if the serial number is in the range in the table below. If not, no need to update. If it is, then:

2. Check if the serial number is in the list, "202311 – MP-II serial numbers with FAN calibration issue.xlsx", available on the Victron Professional portal. When listed, we recommend the firmware be updated to v507 or later.

Part number	Article description	507 Firmware update
PMP242305010	MultiPlus-II 24/3000/70-32 230V	HQ2228 up to and incl. HQ2337
PMP482305010	MultiPlus-II 48/3000/35-32 230V	HQ2226 up to and incl. HQ2339
PMP482505010	MultiPlus-II 48/5000/70-50 230V	HQ2225 up to and incl. HQ2317

Units not matching the criteria in above table, or when the serial number is not in the Excel list, will **not** benefit from installing the update. The update can still be installed without any issue. For example, when commissioning new systems, we recommend to always start with updating the firmware to the then latest available version.

Serial number is in the Retrofit kit range

The 507 firmware update does not apply to units in below ranges. Instead, see the tech note from May 2023 regarding installing the retrofit kit. This kit also reduces the audible noise generated by the fan when running at reduced speed.

Part number	Article description	Retrofit kit
PMP242305010	MultiPlus-II 24/3000/70-32 230V	HQ0000 up to and incl. HQ2227
PMP482305010	MultiPlus-II 48/3000/35-32 230V	HQ0000 up to and incl. HQ2225
PMP482505010	MultiPlus-II 48/5000/70-50 230V	HQ0000 up to and incl. HQ2224

How to update firmware

WARNING: updating the firmware of (VE.Bus) inverter/chargers is strongly advised to be carried out by trained personnel only. Doing the update will cause all settings to be reset to their default: requiring the product to be reconfigured.

For further information:

- End-users: please contact your installer.
- Professionals: use either VRM Remote Firmware updates or VictronConnect.

  Firmware version v507 will be included in VictronConnect v5.98, available mid November. We recommend to either update the firmware via the VRM Portal or await that new version of VictronConnect.

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