

# EVCS Display not function correctly

Tech note – July 2024

www.victronenergy.com

## 1. Summary

On some EVCS units, there are issues with the LCD functionality.

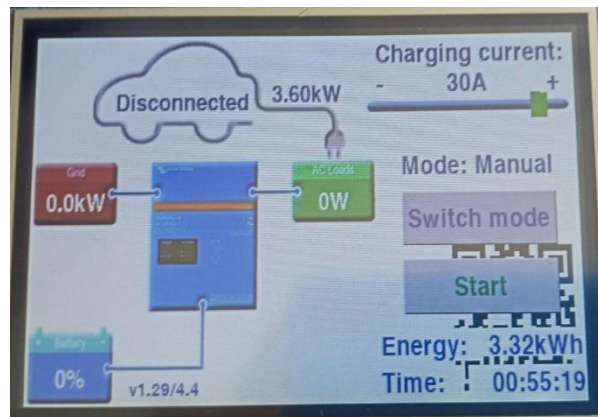
The reason for these issues is that some displays have a higher power consumption than initially measured.

Examples of behaviour when the consumption of the display is too high:

- 'System data ERROR!' message on the LCD (Picture 1)
- GUI layout problems (Picture 2)
- LCD flickering



Picture 1



Picture 2

### Applicability

Note that this document is intended for authorised Victron distributors and installers. In case you are an end-user, then please contact your dealer.

## 2. Affected model and serial numbers

Part number	Article description	Affected serial numbers range <sup>(1)</sup>
EVC300400300	EV Charging station (with display)	All

(1) Format of the serial number is HQyywwzzzzz in which 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 and in the VictronConnect App.

## 3. Solution

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To solve the issues mentioned above, we developed an external driver to power the LCD screen (Picture 3).



Picture 3

To obtain the driver, please create an e-RMA. During the RMA process, click Self Repair 'YES' and select the spare part number: SPR00103 'External screen driver for EVCS'.

We will then send you the driver Free of Charge. Installation of the driver is easy to do yourself. Instructions can be found in the Appendix on the following pages.

Contact your Victron Energy Sales Manager if you have any questions about this issue.

# 1. Appendix – Installing the LCD driver

## Tools needed:

- Phillips head (PH2) screwdriver



Before installing a new LCD driver – make sure to disable EVCS power and disconnect the AC power wires. Be sure that the EVCS is not powered to avoid risks of electric shocks, personal injuries or equipment damage.

1. Turn off EVCS power if it is installed and powered.
2. Open the EVCS case.
3. Find the LCD connector on the EVCS PCB and disconnect it, see picture 4 below.

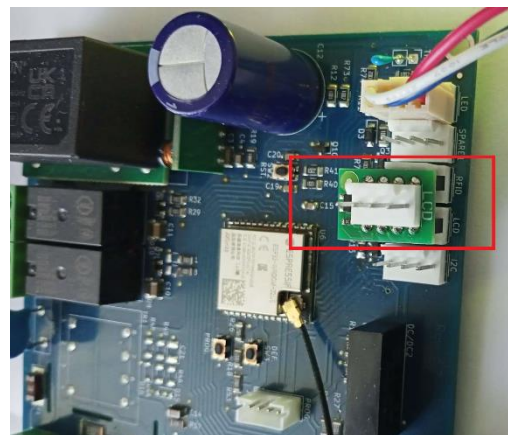


Picture 4 - LCD connector

4. Install the new LCD driver as shown in pictures 5 and 6 below. It must be plugged into the two connectors labeled LCD and RFID. The text LCD from the driver must be aligned with the text LCD from the main PCB.

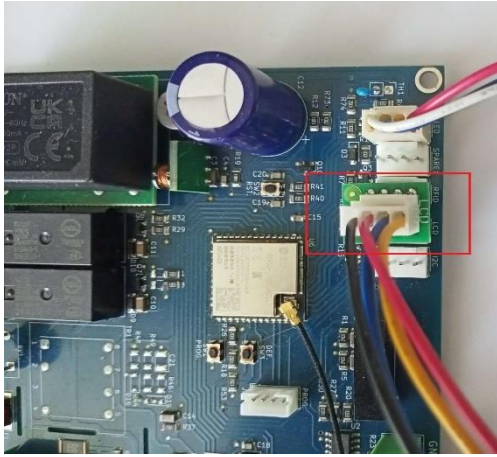


Picture 5 - Wires are disconnected from the PCB



Picture 6 - New LCD connector on the EVCS

5. Connect the LCD wires to the new LCD connector.



Picture 7 - New LCD connector with connected wires

All done. Reconnect the AC power and close the EVCS case. The EVCS can now be powered and is ready to continue charging EVs.

It might be necessary to upload the EVCS firmware again, so the screen firmware gets updated.