

1. Introduction

Two batches of GlobalLink 520 contain units that cannot connect to the internet.

What makes this quite a bit more difficult than normal, is that it is not possible to fix this via a setting or firmware update using our normal tooling such as VictronConnect.

Affected units need to be replaced by sending it in under warranty.

This document is intended for authorised Victron distributors and repair centres. In case you are an end-user or installer, and have (one of) these issues, then please contact your dealer.

2. Affected models

GlobalLink520, part number ASS030543020.

Affected serial numbers: HQ2239 and HQ2242 (*), and then only when firmware version v2.05 is loaded and not reworked in stock. Reworked units are marked with a label containing the text “QIS230414MVA01 patch”, see photos on the next page. Any unit with serialnumber HQ2239 or HQ2242, firmware version v2.05 and containing that label is no longer affected and thus not need to be RMAd.

When loaded with FW version v2.06, also all is OK and there is no need to take any further action.

Steps to see if a GlobalLink 520 needs to be replaced:

1. Check the serial number. Starts with HQ2239 or HQ2242? Then continue to step 2. If not: not affected.
2. Check the firmware version. Is it v2.05? Then continue to step 3. Other version? not affected
3. Check unit or carton for the label “QIS230414MVA01 patch”. Is that label present? Not affected.

Otherwise, return the GlobalLink for a replacement, which will be done under warranty.

(*) Format of the serial number is HQyywwzzzzz in which yy is the year, ww is the week number, and zzzzz is random. The serial number (SN) can be found on the label on the product, on the label on the box and in the VictronConnect App.

Labels that mark a fixed unit. Labels are applied both to the unit itself as well as the carton:

