



TECHNICAL SERVICE BULLETIN

Nilfisk

Number: TSB-FC-2017-062

Symptom: Battery deactivated, 3 red flashes.

Date: 15 Sept. 2017

Urgency: Low

Author: Alberto Rastelli

Urgency:

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HIGH: Rework needs to be done immediately

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MEDIUM: Rework needs to be done by next possible occasion

☒

LOW: Rework to be done if necessary

☐

GENERAL: General information

SYMPTOM:

Battery deactivated, 3 red flashes.

PRODUCTS:

SC250, SCRUBTEC 334C, MA30 13B.

SYSTEM:

Electrical system

ISSUE:

Battery deactivated (3 red flashes) due to "false" defect bit set for a over voltage.

ROOT CAUSE

The battery internal BMS (Battery Management System) detects a too high voltage of one of the 10 cell-block and thereby disconnect the cells to protect the user.

PRODUCTION CORRECTIVE ACTIONS:

New BMS firmware update, it is more robust towards false detections.

PRODUCTION SOLUTION IMPLEMENTATION DATE and / or SERIAL NUMBER:

Implementation W27, 2017 by battery supplier – starting battery S/N 885242720170001

FIELD CORRECTIVE ACTIONS:

Replace the battery if a failure occurs (fix as fails).

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SPARE PARTS or Kits Needed:

P/N 9100002070— BATTERY LI SIP

P/N 9100002056— BATTERY LI KIT INCL CHARGER EU UK

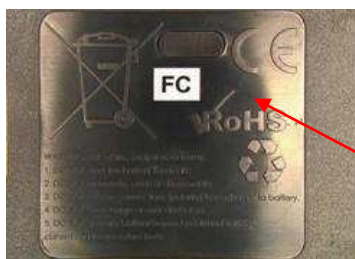
P/N 9100002057— BATTERY LI KIT INCL CHARGER US

Same PN's. Battery packs in production and DC's stocks are updated with new firmware.



COMPONENT LOCATIONS / PICTURES:

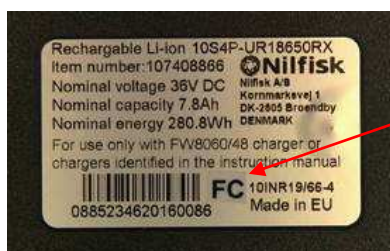
Identification label added on the machine box



NOTE

Battery with the new firmware uploaded and **FC** mark are fully compatible with the fast charger option (coming soon)

Reworked battery—add-on label



New production battery—print directly on the existing label.