MultiPlus-II and EasySolar-II 48V FW Update v570 addresses start-up failures

Technote November 2026 V3

www.victronenergy.com

In rare cases, a MultiPlus-II or EasySolar-II 48V unit can fail when it is switched on. The failure occurs at start-up, regardless of load or system configuration.

The root cause is a component tolerance issue in the power pack. Although the overall failure rate remains low, failures are not evenly spread. They occur only in certain production batches, and even within those batches only in specific subsets of units, where the failure rate can be very high. As a result, some customers have seen excessive failure rates within a single shipment, while other shipments from the same batch are unaffected.

The solution is firmware version v570 (or later); it makes start-up reliable with a start-up time of 12 seconds instead of 5.

Recommended actions

- For new units from **affected batches with increased powerpack failures (table A.)**, it is important to update the firmware to v570 before the unit is switched on for the first time. Victron and Distributors are working hard to ensure we only ship new units with the v570 solution installed.
- For units with **the same powerpack design, but no increased failures observed (table B.)**, we do not advise any action at this point. Distributors and installers may update to v570 to be sure if they prefer.
- For **units installed and working normally**, no immediate action required. We recommend updating to v570 at next service visit or remotely via VRM.

Units that ship updated to v570 can be identified by a round green sticker on the product and packaging. Those units require no further action.





A new hardware version, which prevents the failure from happening is present in batches identified in the ‘updated design’ column.

Applicability

This document is intended for authorized Victron distributors and repair centers. Installers and end users with an affected unit should contact their dealer or distributor.

1. Table A - Batches with increased powerpack failure rates

The powerpack failures have been observed in below models and specific batches.

We have blocked batches in our warehouse that contain a subset of units with excessive powerpack failures. Those will be reworked to ship with the v570 firmware. Reworked units shipping with v570 can be identified by a round green sticker on the box label containing the serial number, and a round green sticker on the inside of the product lid.

For units that have shipped without v570 we advise distributors to update units in stock to firmware v570 before delivery, or ensure installers update new units before switching them on for the first time.

Table A.

Model description	Victron PN	Affected serial number batches[1)]	Updated design from
MultiPlus-II 48/3000/35-32 230V	PMP482305012	HQ2617	HQ2637
MultiPlus-II 48/4k5/55-32 230V	PMP482405012	HQ2546	HQ2633
MultiPlus-II 48/5000/70-50 230V GX	PMP482506020	HQ2616	HQ2630
MultiPlus-II 48/6k5/100-50 230V	PMP482605012	HQ2541, HQ2543, HQ2544, HQ2549, HQ2625	HQ2634
MultiPlus-II 48/6k5/100-50 230V GX	PMP482606000	HQ2546, HQ2604	HQ2623
MultiPlus-II 48/15000/200-100 230V	PMP483150000	HQ2539	HQ2637

1) Format of the serial number is HQyywwzzzzz, in which HQyyww represents the serial number batch (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.

2. Table B - Possibly affected but not observed

The batches below could have the same powerpack failure, but we have not seen it so far.
No action is needed for now. Distributors and installers can update to v570 if they want to be sure.
If you observe excessive powerpack failures during startup from units with batches listed in Table B, you may return them via Repairs with a clear note on the RMA. We will investigate it and update the list if needed and inform relevant distributors.

Table B.

Model description	Victron PN	Serial number batches[1]	Updated design from
MultiPlus-II 48/3000/35-32 230V	PMP482305012	HQ2611, HQ2619, HQ2620, HQ2624, HQ2627, HQ2628, HQ2630, HQ2633	HQ2637
MultiPlus-II 48/3000/35-32 230V GX	PMP482306000	HQ2315, HQ2320, HQ2330, HQ2507, HQ2509, HQ2513, HQ2524, HQ2527, HQ2533, HQ2540, HQ2552, HQ2610, HQ2614, HQ2615, HQ2623	HQ2634
MultiPlus-II 48/4k5/55-32 230V	PMP482405012	HQ2521, HQ2529, HQ2537, HQ2538, HQ2620, HQ2622, HQ2624, HQ2625	HQ2633
MultiPlus-II 48/4k5/55-32 230V GX	PMP482406000	HQ2536, HQ2539, HQ2550, HQ2619	HQ2623
MultiPlus-II 48/5000/70-50 230V	PMP482505012	HQ2617, HQ2618, HQ2619, HQ2620, HQ2621, HQ2622, HQ2623, HQ2624, HQ2626, HQ2628	HQ2631
MultiPlus-II 48/5000/70-50 230V GX	PMP482506020	HQ2613, HQ2621, HQ2625	HQ2630
MultiPlus-II 48/6k5/100-50 230V	PMP482605012	HQ2525, HQ2527, HQ2534, HQ2537, HQ2548, HQ2605, HQ2616, HQ2627, HQ2630	HQ2634
MultiPlus-II 48/6k5/100-50 230V GX	PMP482606000	HQ2538, HQ2541, HQ2614, HQ2619	HQ2623
MultiPlus-II 48/8000/110-100 230V	PMP482805000	HQ2542, HQ2545, HQ2548, HQ2603, HQ2604, HQ2606, HQ2608, HQ2610, HQ2621	HQ2633
MultiPlus-II 48/10000/140-100 230V	PMP483105000	HQ2542, HQ2545, HQ2549, HQ2602, HQ2608, HQ2613, HQ2615, HQ2619, HQ2622, HQ2629, HQ2630, HQ2634	HQ2636
MultiPlus-II 48/15000/200-100 230V	PMP483150000	HQ2541, HQ2548, HQ2602, HQ2603, HQ2604, HQ2605, HQ2607, HQ2609, HQ2614, HQ2622, HQ2623, HQ2626	HQ2637
EasySolar-II 48/4k5/55-32 MPPT 250/70 GX	PMP482457010	HQ2615, HQ2619, HQ2625	HQ2629
EasySolar-II 48/6k5/100-50 MPPT 250/100 GX	PMP482657010	HQ2620, HQ2625	HQ2629
EasySolar-II 48/4k5/60-32 MPPT 250/70 GX	PMP482457012	HQ2625, HQ2627	HQ2635
EasySolar-II 48/6k5/100-50 MPPT 250/100 GX	PMP482657012	HQ2625, HQ2627	HQ2635

3. Firmware update procedure

Before starting:

- End users: please contact your installer
- Professionals: update the firmware as described below.

How to update:

For units that are already up and running, the unit can be safely updated in the normal methods, which is either remotely via a GX device and the VRM Portal: remote firmware update. Or by using the VictronConnect App in combination with a MK3-USB.

For all units that are switched off, follow the procedure described here to update without first switching the unit on:

- There is a reliable 36V process (which is listed in the appendix); or
- A 48V process which must be followed carefully, documented below.

The 48V process (follow the steps carefully)

This procedure works for one to three units connected to the same VE.Bus. In case of multiple units, they will be updated one after another.

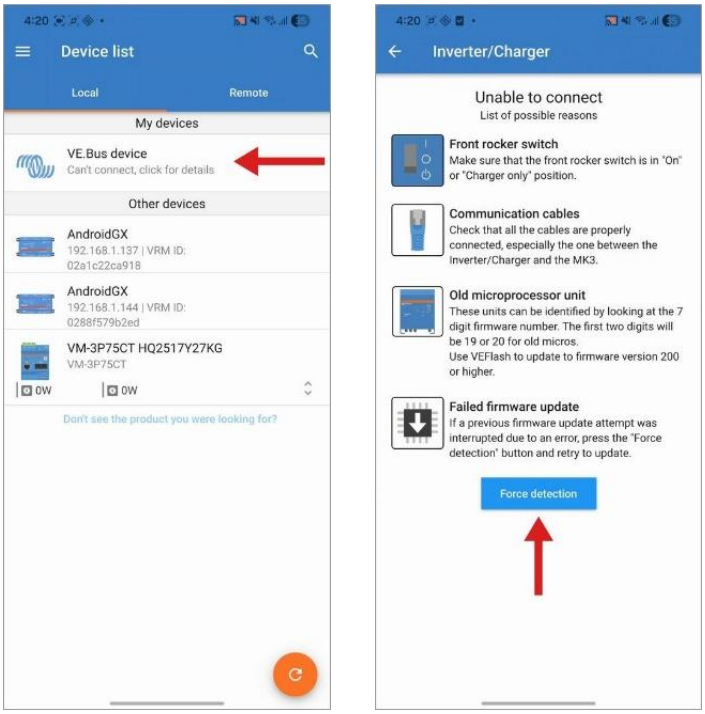
Before you start:

- Install or update VictronConnect (to v6.43.1 or later) on the phone/tablet/laptop. Firmware v570 is included in VictronConnect.
- Ensure all units are switched off with their front switch.
- Power the units from 48V batteries or connect a 48V DC power supply to perform the update.
- Connect the MK3-USB to the VE.Bus port of one of the units, and to the phone/tablet/laptop.

Only switch the units on when VictronConnect asks for it (step 3).
NB: The update resets the settings of the units to factory default.

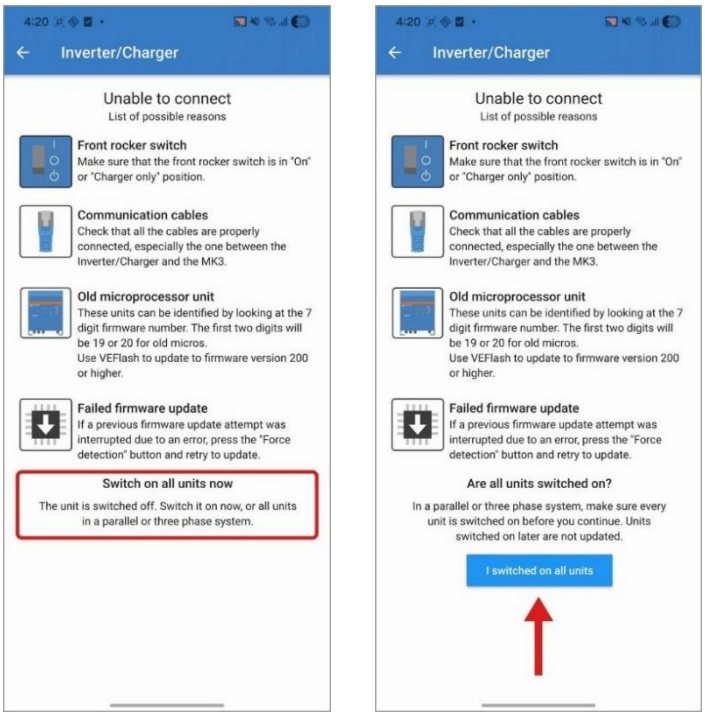
Step by step procedure (48V process):

1. Open VictronConnect. The units are off, so after a while the VE.Bus device under "My devices" shows "Can't connect, click for details". Tap it.
2. On the "Unable to connect" screen, tap "Force detection".



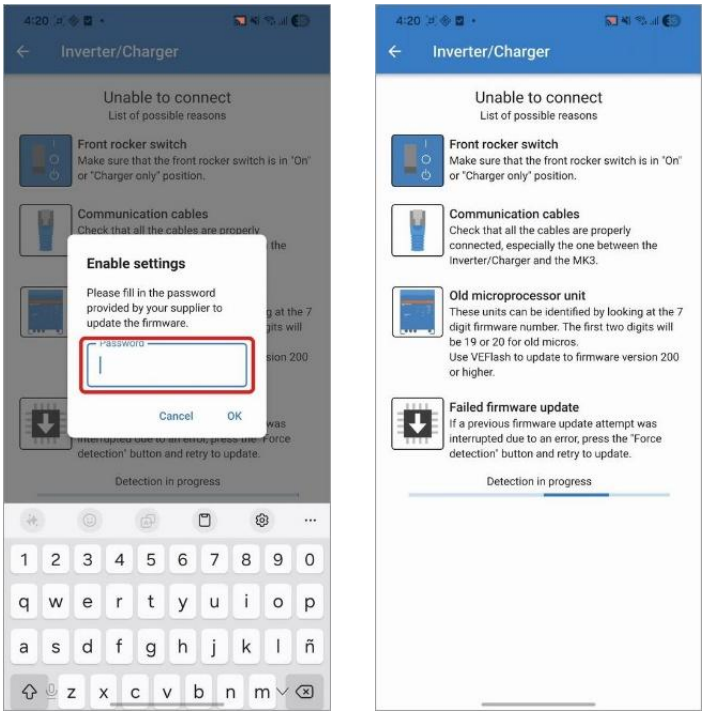
Left (step 1): tap the VE.Bus device under "My devices". Right (step 2): tap "Force detection".

3. When "Switch on all units now" appears in the app, switch on every unit with its front switch. The units start in update mode, so they do not start inverting or charging.
4. After a few seconds the question "Are all units switched on?" appears. Check that every unit is on, then tap "I switched on all units". A unit that is switched on later is not updated.



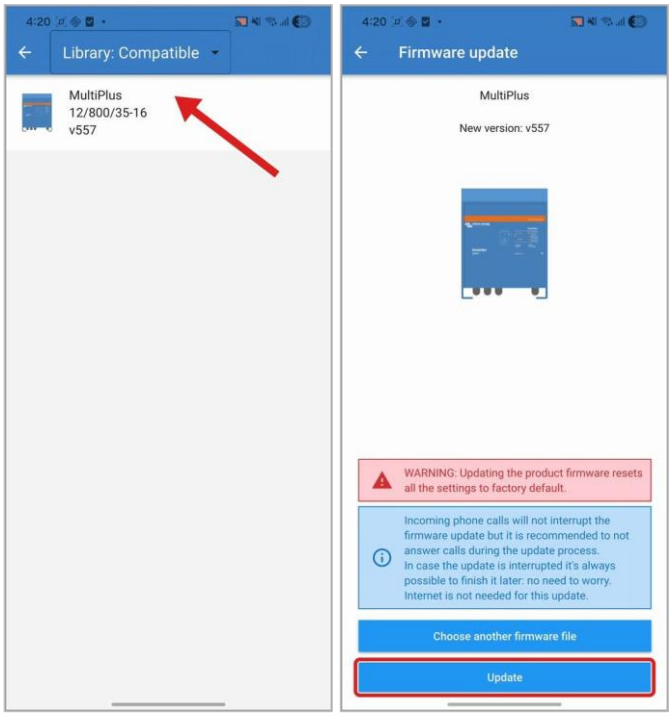
Left (step 3): "Switch on all units now". Right (step 4): confirm with "I switched on all units".

5. Enter the password zzz and tap OK. It is only asked once while VictronConnect is open.
6. VictronConnect now detects all units ("Detection in progress"). Wait until it has finished; the firmware list then opens by itself.



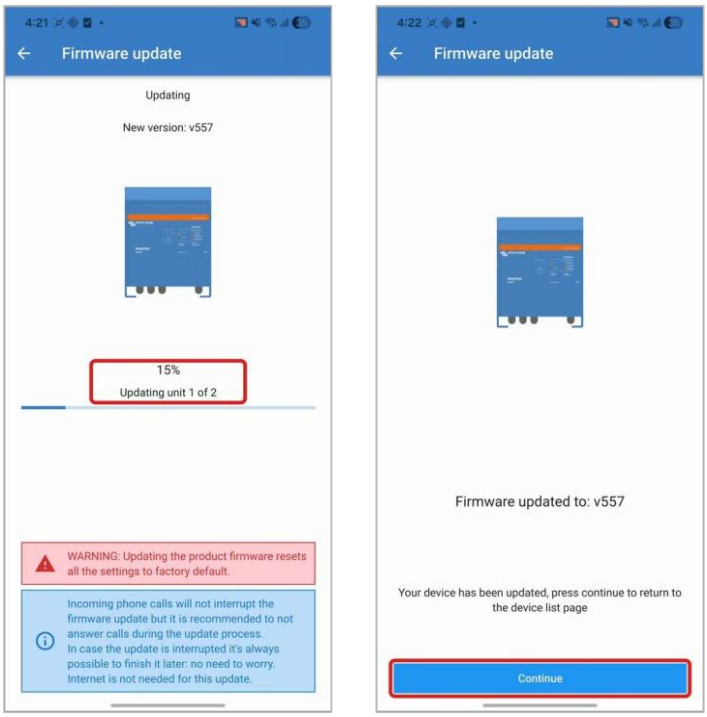
Left (step 5): enter password zzz. Right (step 6): detection in progress.

7. Tap the firmware file v570 in the list (Library: Compatible).
8. Tap "Update" and confirm the warning with OK. Note: the update resets all settings to factory default.



Left (step 7): select the firmware file. Right (step 8): tap "Update". The screenshots show an example unit and firmware version; for this tech note, select v570.

9. Do not disconnect anything during the update. With more than one unit, the screen shows which unit is being updated (e.g. "Updating unit 1 of 2"); the percentage is for all units together. With one unit, only the percentage is shown. If the update is interrupted, it can always be finished later.
10. When "Firmware updated to: v570" is shown, all units restart with the new firmware. Tap "Continue" and check in "Product info" that the firmware is now v570.



Left (step 9): update in progress, unit 1 of 2. Right (step 10): update finished, tap "Continue".

4. Units that have failed

Units that have failed because of this issue are covered through the normal RMA procedure, with a warranty replacement or a credit note.

Installers and end users: contact your dealer or distributor.

5. Units that are already in the field

No immediate action is required for units that are installed and working normally.

For units from the affected ranges, we recommend updating to firmware v570 or later. This is one of the cases where Victron recommends a firmware update. The best moment is the next service visit.

Appendix - Update using a 36V power supply

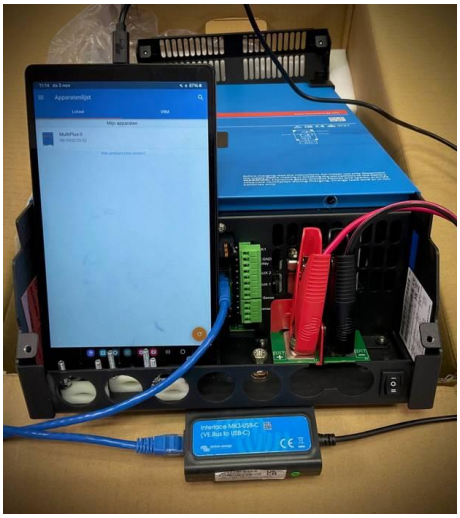
Using VictronConnect, for units that are connected to a 36 VDC power supply (max. 5 A):

1. Make sure the DC power supply is off. Set it to 36 V with a current limit of 5 A.
2. Connect the power supply to the DC-Input of the Multi: red to plus (+), black to minus (–). Double-check the polarity, then switch the power supply on.

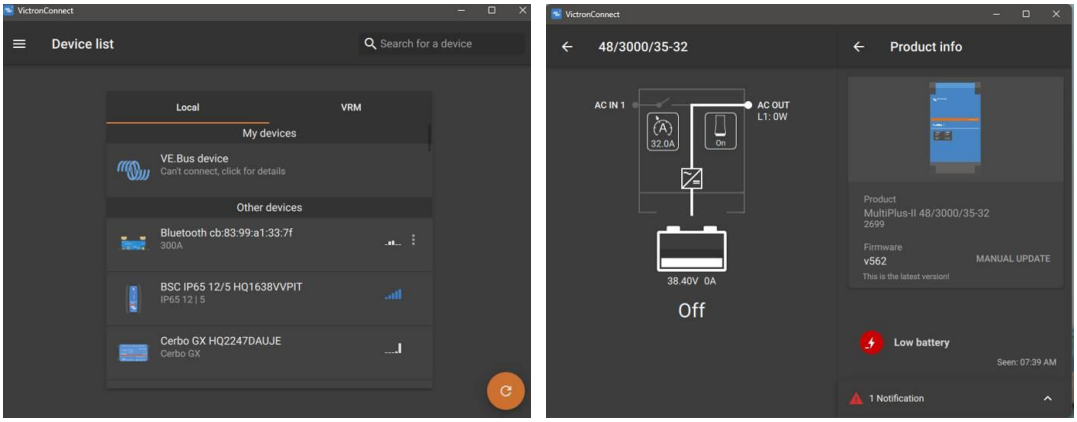


Power supply connected to DC-Input: red on BAT+, black on BAT–; MK3 cable in the VE.Bus port.

3. Switch the front switch of the Multi on. At 36 V the unit stays off (input voltage too low), but it can be programmed.
4. Connect the MK3-USB to the VE.Bus port and to your laptop or tablet, open VictronConnect and select the VE.Bus device under “My devices”. The status is “Off”; the “Low battery” message is normal.

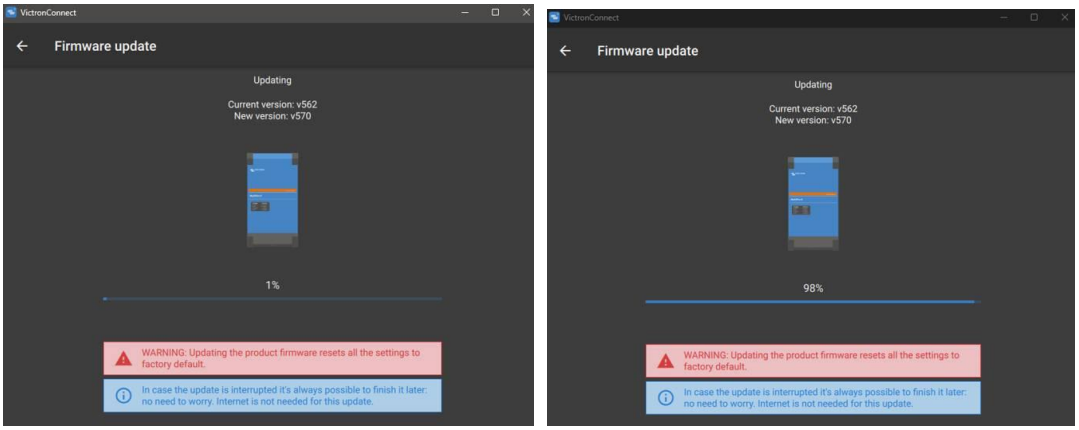


Unit with MK3-USB and tablet running VictronConnect.



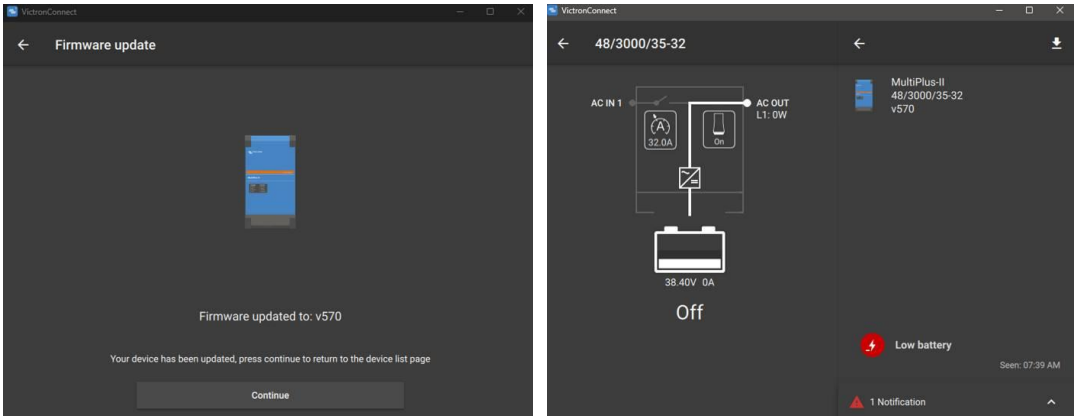
Left: select the VE.Bus device under "My devices". Right: unit off at 38 V, "MANUAL UPDATE" in Product info.

5. Open "Product info", choose "MANUAL UPDATE" and update to v570. Do not disconnect anything or switch off the power supply during the update.



Firmware update in progress (left: 1%, right: 98%). The warning about factory default settings is normal.

6. When "Firmware updated to: v570" appears, click "Continue" and check in "Product info" that the firmware is now v570.

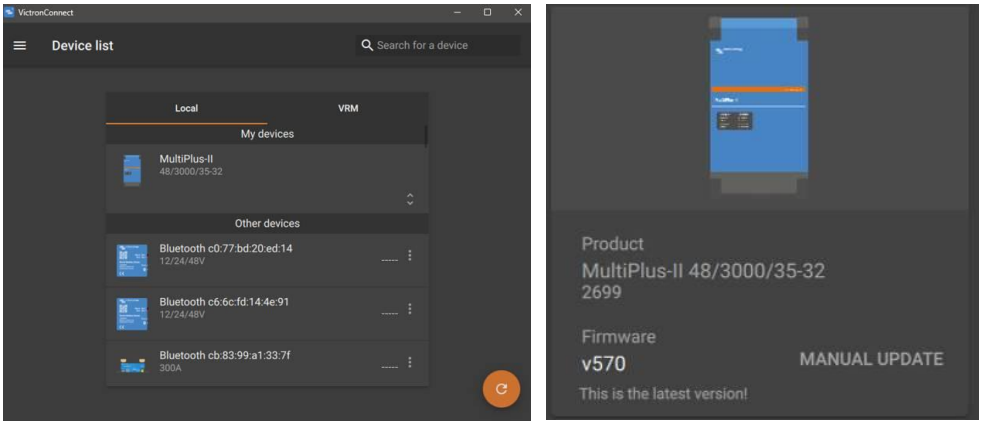


Left: update finished, click "Continue". Right: firmware v570 confirmed.

7. Switch the unit off and disconnect all wires.

<u>Optional function test</u>:

Ensure the DC power supply remains connected to the unit. Set to 50V DC. Switch the unit on. After approx. 12 seconds a relay click is heard and the LED shows the unit is on.



At 50 V: the unit is shown as MultiPlus-II under "My devices" (left) with firmware v570 (right).