

Important note on the firmware of Pylontech batteries US2000C / US 3000C

Due to the crisis of semiconductors, a new chip had to be used in the newly produced US2000C and US3000C battery storage systems. As a result, the firmware is unfortunately no longer compatible between the battery storage devices with the “old” chip and the “new” chip. Before updating the firmware, the serial number must now be used to differentiate which chip was used. The **8th and 9th digits** on the serial number sticker on the front panel indicate which chip was installed. As soon as the designation „E2“or „C3“ appears, the new chip is installed.

Here is an example:



E2 or C3 = new chip

Please make sure that only the new firmware e.g. “US_C_NT_V1.4_Crc” is installed on the battery storage with the new chip and only the “old” firmware e.g. “us_c_V2.7_CRC” is installed on devices with the “old” chip. A firmware update to the wrong firmware will destroy the battery storage, so it is essential to check the chip version for compatibility with the firmware to be installed. All warranty claims are void if updates are installed incorrectly.

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