

November 8, 2024

LCD Clock Set Failure

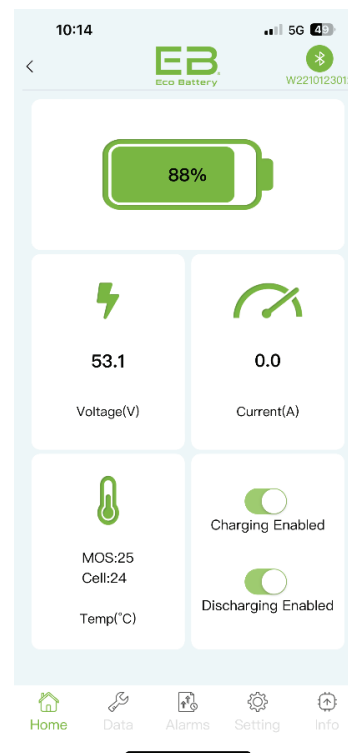
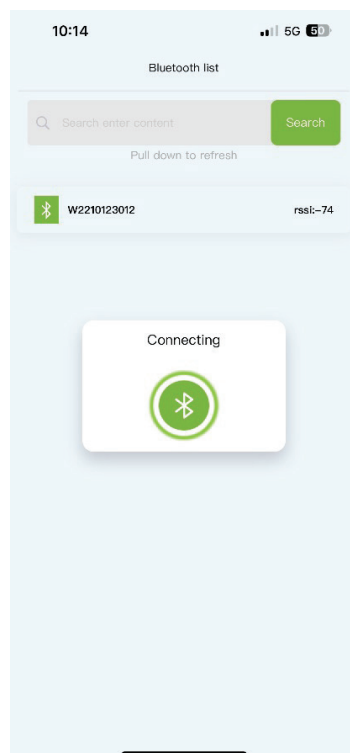
This instruction document applies for end users without the Eco Battery Tech Tool whose clock on their MadJax[®] vehicle immediately resets after setting the clock via the procedure in the owner's manual.

If a Tech Tool is available, updating the battery to v3.0.1 or higher will resolve the issue of the clock resetting to BMS time, and the normal procedure can be used.

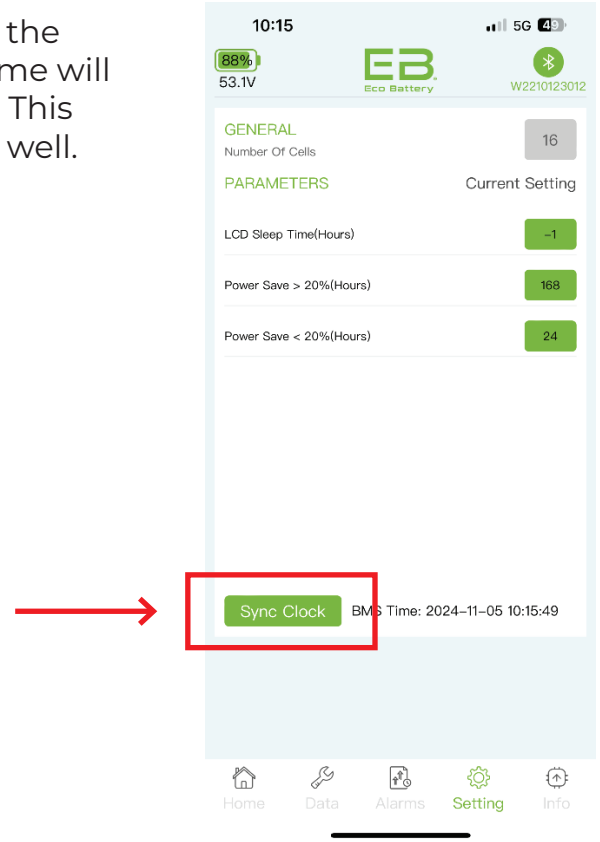
NOTE: The BMS clock in Gen 2 Eco Batteries will reset when the battery goes to sleep (by default, after 7 days if above 20% SOC, or after 24 hours if below 20% SOC, and must be synced again when it is turned back on). Even if the battery is updated, the clock will still reset when the battery goes to sleep but can be set using the procedure in the owner's manual.

SERVICE PROCEDURE:

1. Download the Eco Battery app from Google Play store or Apple iOS App Store. Ensure the device's Bluetooth is turned on.
2. Turn the battery power switch on.
3. Locate the battery serial number and find and click the matching number in the app. You may need to allow the app to use Bluetooth connections on your device. The app will indicate it is connecting to the battery then go to the home screen.



4. The Setting screen will show a button to sync the BMS clock. Press “Sync Clock” and the BMS time will update to match your device’s date and time. This will update the clock on the vehicle screen as well.



5. If the vehicle clock screen does not update, use the EB Power app with Eco Tech Tool to update firmware on the battery to at least v3.0.1.