

## SB, Husqvarna Service Hub – Quick Guide, PC/DM, 2022-06

### SYMPTOM/DESCRIPTION

This service bulletin aims to be a quick guide on how to use Husqvarna Service Hub. This applies to both DM540i and K1 PACE.

### AFFECTED UNITS

DM540i – All units

K 1 PACE – All units

### PROCEDURE

#### To update software on product

1. Connect the product to Husqvarna Service Hub (HSH), refer to service bulletin: B3220007A-07.
2. On the "Overview" page you can see the actual software and also update to new software if needed.
3. Click on "Update Firmware" (figure 1) and follow instructions.

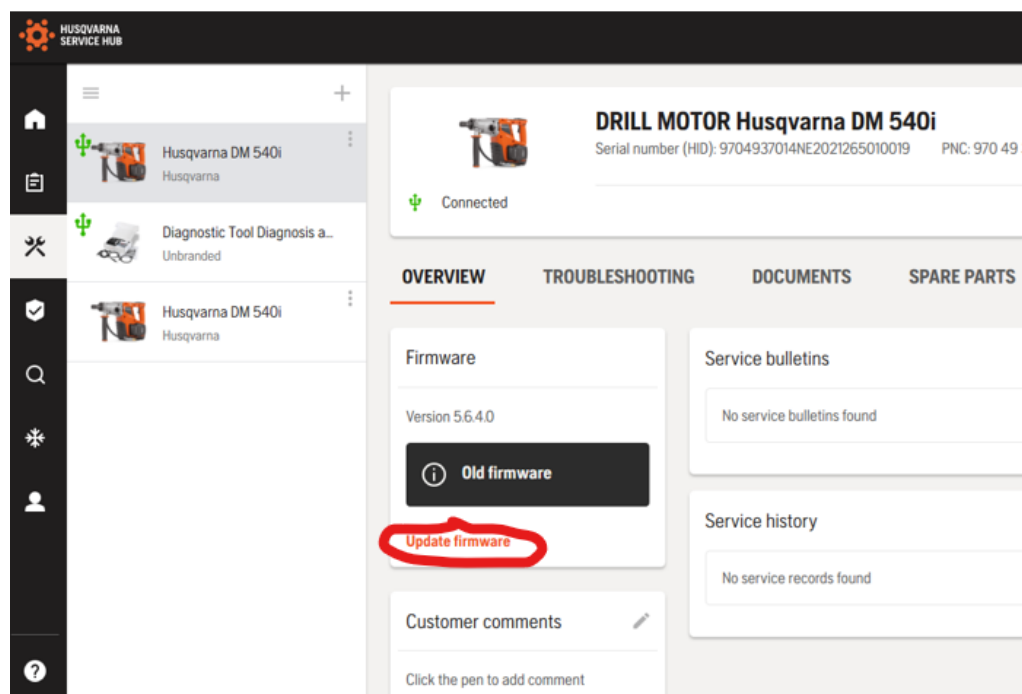


Figure 1:

### To replace the Control Unit or Control Panel and how to pair them with the product

When replacing the Control unit (CU) or Control Panel (UI) on the product, two things must be done in HSH:

- A. New software needs to be loaded into the product.
- B. The new CU and/or UI needs to be paired with the product. CU and UI has their own HID (Husqvarna Identification). Please see information about HID at the end of this Service Bulletin.

Now follow the steps below:

1. Make sure to connect the product to HSH so that HSH will recognize the product and save data from the product. This will be useful later on when you are to load data back to the product.

If HSH does not automatically identify the product, this can be done manually:

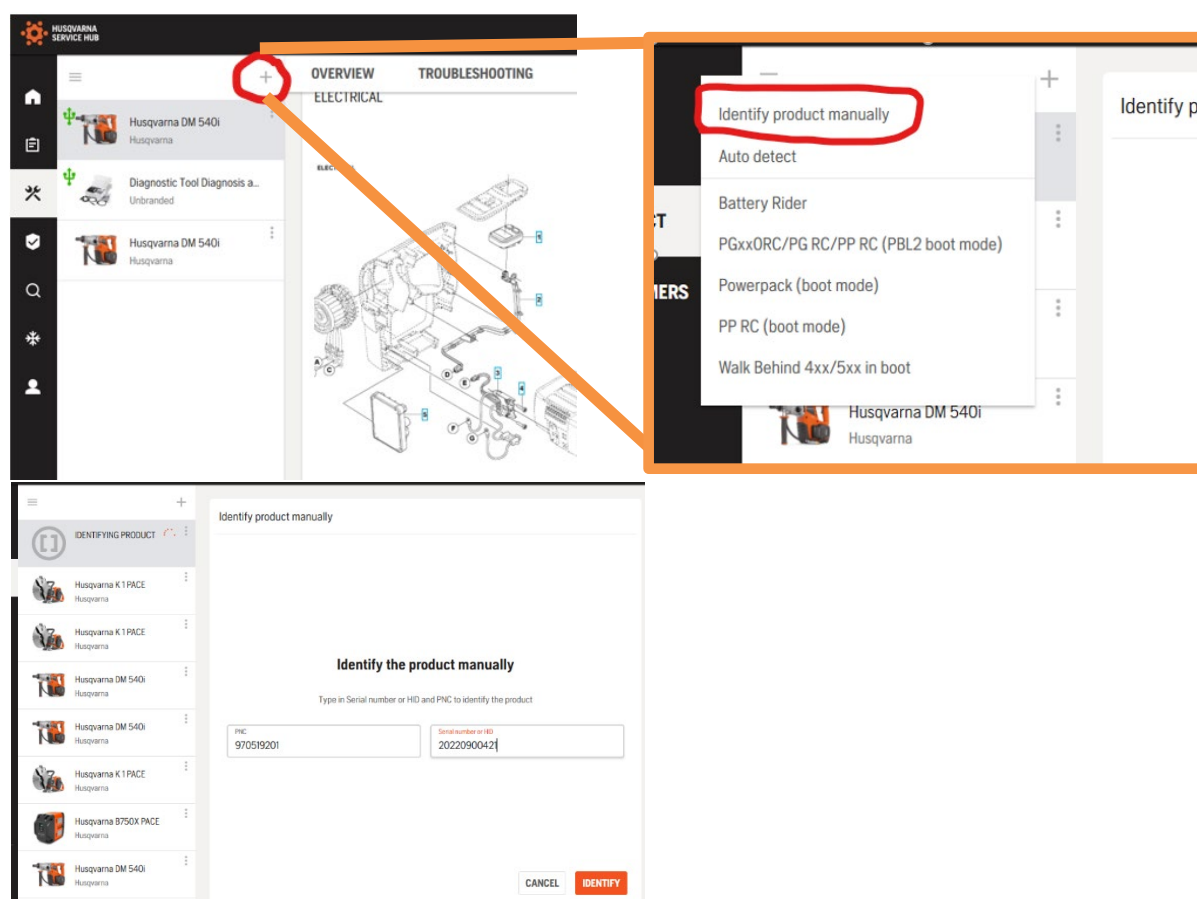


Figure 2: Identify a product manually.

2. When HSH has identified the product, disconnect the product from HSH.
3. Before replacing CU or UI, please write down the part's HID. The HID is written on the part and can be found according to examples in figure 3.



Figure 3: Where to find the HID.

4. Physically replace the part on the product.
5. Connect the product to HSH.
6. Select the product in HSH from the list on the left (the product will be found there since it was identified in step 1)

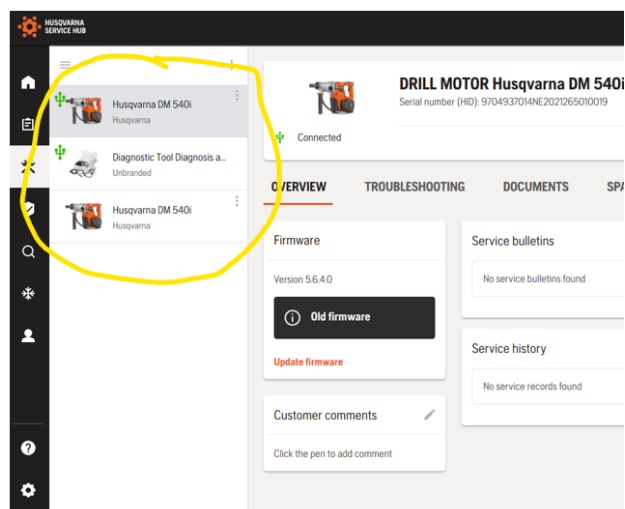


Figure 4:

7. Go to the Spare Part page in HSH and locate the replaced part in the IPL. Next to the part there are two arrows. Click on the arrows for the part you have replaced.

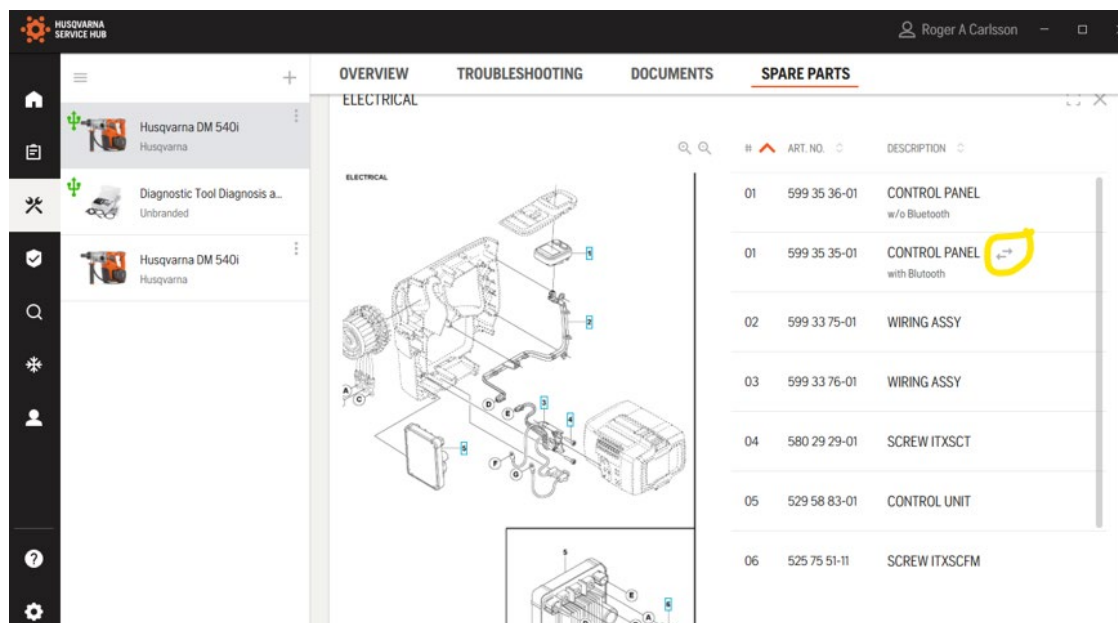


Figure 5:

8. A work flow will start and when it has started, connect the product to HSH. The following window is displayed (figure 6). Click "Next".

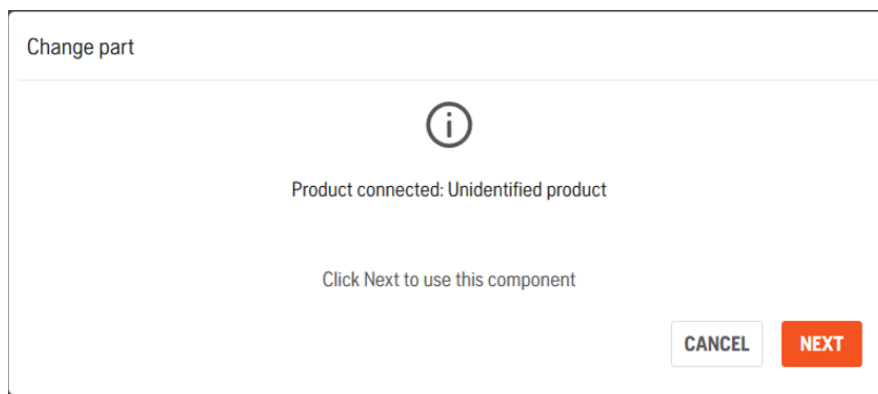
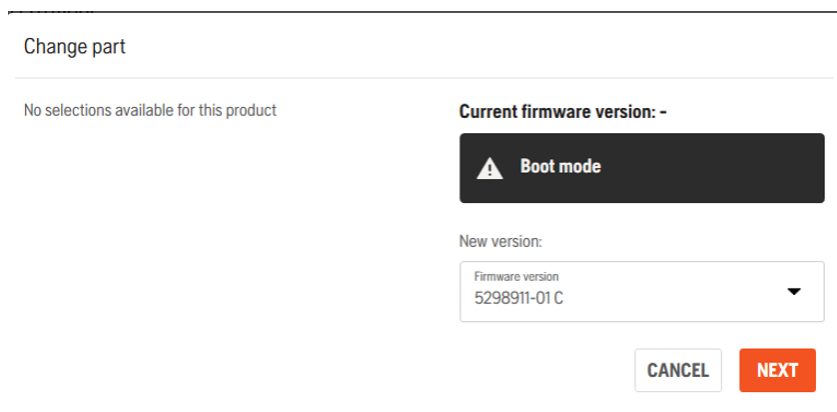


Figure 6:

9. Select the latest firmware (figure 7) and click "Next" to load the new firmware.



Change part

No selections available for this product

**Current firmware version: -**

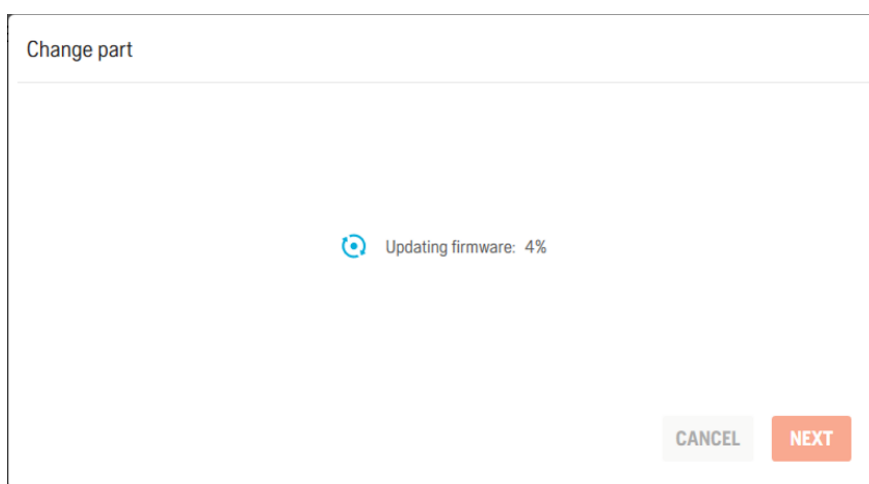
**Boot mode**

New version:

Firmware version  
5298911-01 C

CANCEL NEXT

Figure 7: Select latest firmware.



Change part

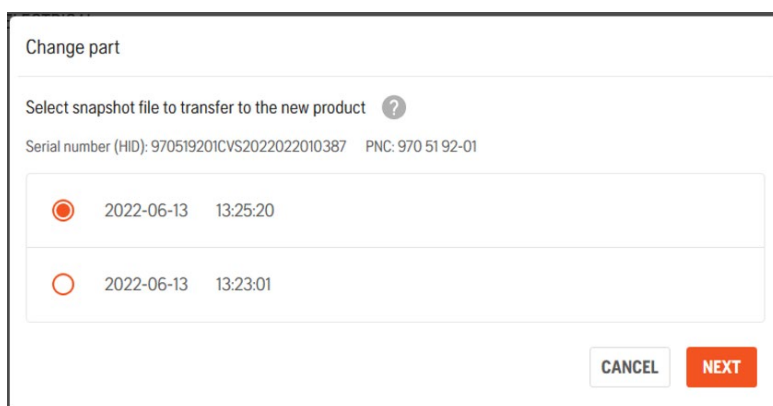
Updating firmware: 4%

CANCEL NEXT

Figure 8: Firmware is loaded.

- When the firmware is loaded, HSH will ask to transfer a snap shot file. The snap shot file contains information from the old part that was replaced. This could be runtime, logs and other operational data.

Select latest date and click "Next" (figure 9).



Change part

Select snapshot file to transfer to the new product ?

Serial number (HID): 970519201CVS2022022010387 PNC: 970 51 92-01

<input checked="" type="radio"/>	2022-06-13	13:25:20
<input type="radio"/>	2022-06-13	13:23:01

CANCEL NEXT

Figure 9:

11. It is now time to enter the HID of the new part that has replaced the old one. Enter the HID of the new part and click “Next” (figure 10).

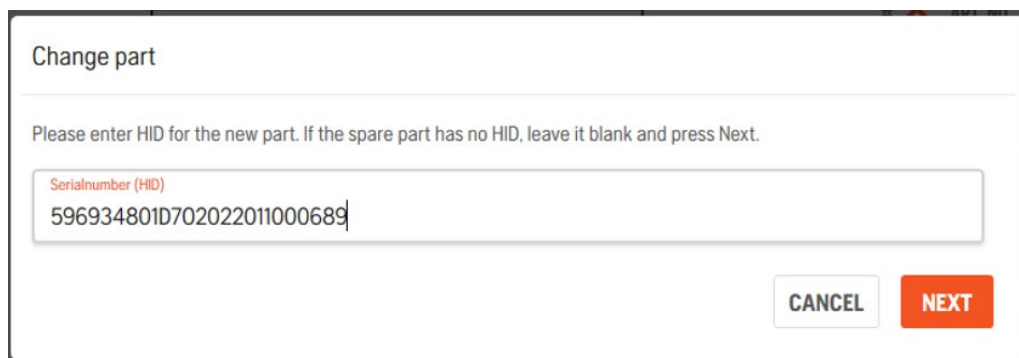


Figure 10:

12. The job is now complete, and the new part is paired with the product (figure 11).

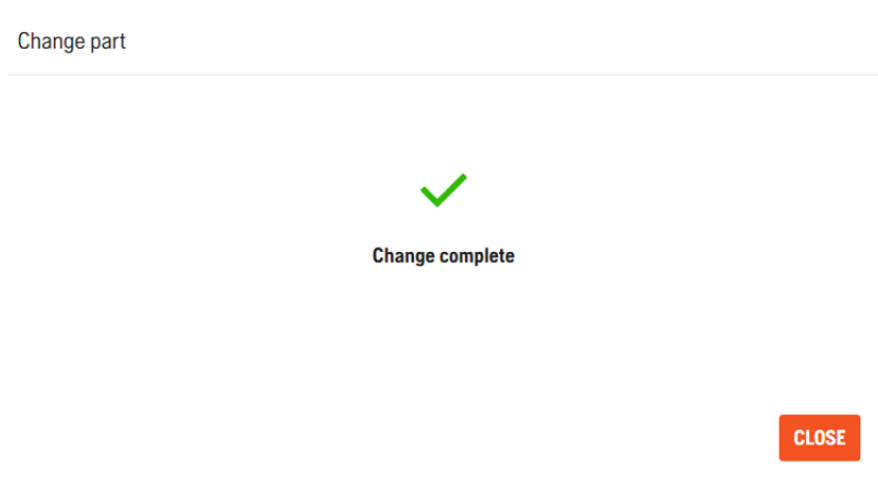


Figure 11:

### Additional information about HID

HID stands for Husqvarna ID. In the following text a DM540i will be used as an example. The HID consists of the Husqvarna PNC-number (967910303) followed by the new serial number. The new serial number is made out of 16 characters and can look like this:

U8J 2020025 00025 5

where:

- U8J = Factory code
- 2020025 = YYYYWWD; Year = 2020, Week = 02, Day = 5 (Friday)
- 5 = Control number.

The complete HID for this particular DM540i is:

967910303U8J2020025000255

The HID is unique for each and every product we produce.

So, what is this used for?

For each machine with HID, a digital twin of the product is created in the cloud. The HID enables us to connect the product (via the digital twin) to different digital services as Fleet, Common Service Tool (CST) and others. In the future we will be able to connect specific spare parts list to each unique product if needed. We will also be able to connect information about the product, like OM, WM, SB, IPLs etc.

For DM540i; the Product, Control Unit and Control Panel has an HID. This means that when a CU or UI is replaced, we can track this on each individual machine.

## **WARRANTY INFORMATION**

The normal warranty policy applies.

### ***Revision History***

<b><i>Rev.</i></b>	<b><i>Date</i></b>	<b><i>Order id.</i></b>	<b><i>Description</i></b>
<b><i>A</i></b>	<b><i>2022-06</i></b>	<b><i>00021126</i></b>	<b><i>Created</i></b>