

## SB, Software Update, DE 110, DE 110i, DE 120, 2022-12

### SYMPTOM/DESCRIPTION

We have noticed that some machines can display the red warning triangle and then shut off. This is due to a software issue, the machine thinks that the internal cooling fan has switched off and to protect the circuit board, the machine displays the warning and switches off.

### AFFECTED UNITS

- DE 110: serial number up to 970509402H1U2022376000017.
- DE 120: serial number up to 970514802H1U2022361000015.
- DE 110i: serial number up to 970514902H1U2022485000013.

### CORRECTIVE ACTION

- Connect the machine to a computer with Husqvarna Service Hub (HSH).
- Check error code in HSH.
- If error code is 7 (fan malfunction) → follow this instruction to update firmware.  
Firmware release where this has been resolved:
  - Firmware J for DE 110 and DE 120.
  - Firmware G for DE 110i.

### PROCEDURE

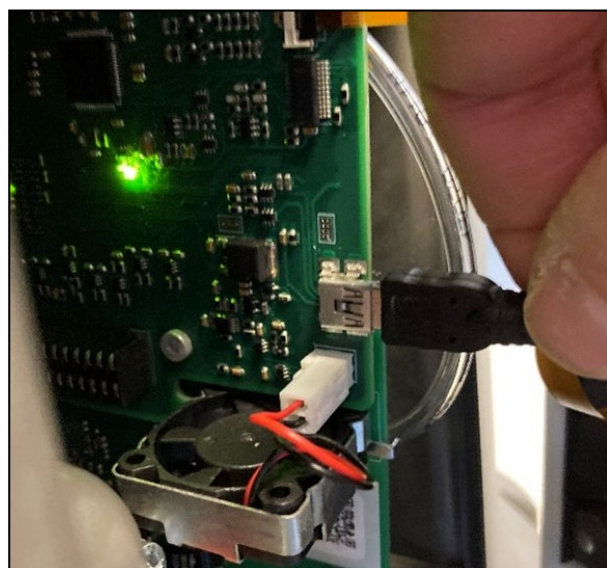
1. Make sure the power cable/battery is connected/removed.
2. Open electrical enclosure.



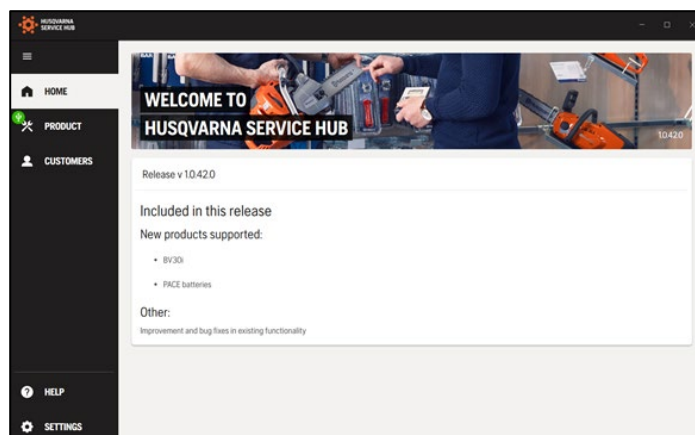
3. Be careful! There is a cable from the HMI-panel attached to the circuit board. Don't disconnect, if not necessary.  
There is a "hanger" in the lid to prevent the lid from falling down. This can be squeezed between the fine filter box and the filter lid.  
Make sure the lid to the electrical enclosure don't hang in the HMI cable.  
Note! It's tricky to put back in place.



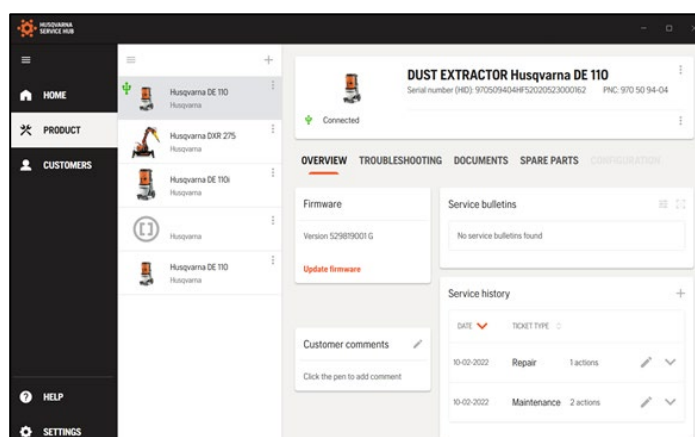
4. The port on the circuit board is of USB-mini B type. Gently connect a cable to the board and then to the computer.  
Note! The USB-port on the circuit board is sensitive.
5. When assembling the cover, make sure that the circuit board is in the correct position, you will not be able to attach the cover if it's in the wrong position (there is a track where the circuit board should slide in to).  
Also make sure not to pinch the sensor tubes.



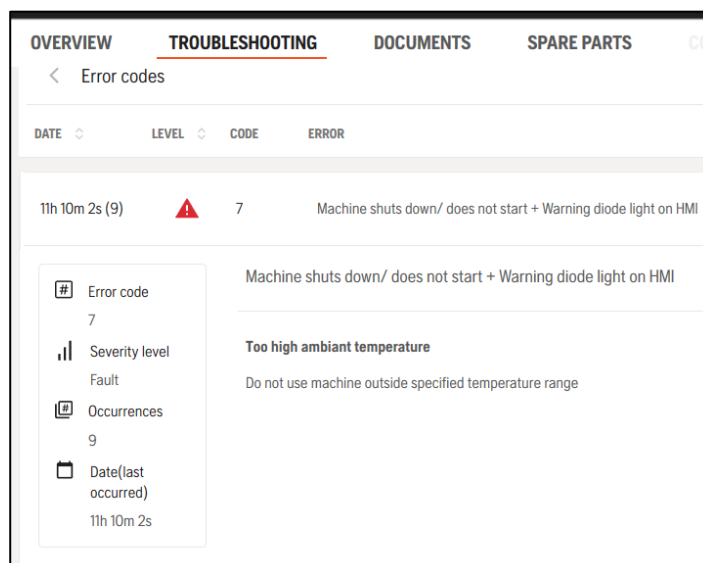
6. Open Husqvarna Service Hub.
7. Green USB symbol shows that a product is connected.



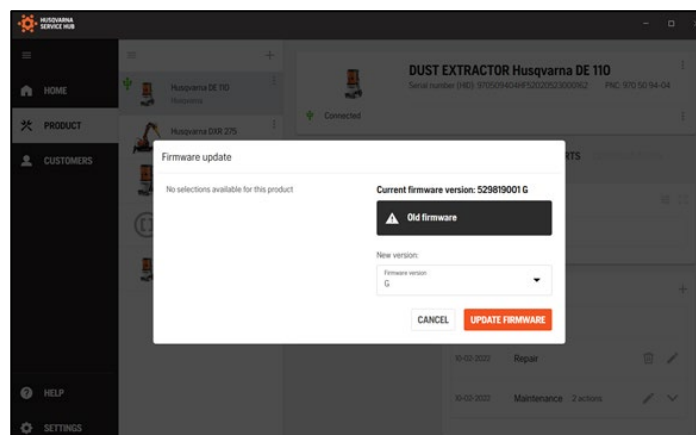
8. On *Overview* you can:
  - see what firmware that is installed
  - see if there is a newer one available
  - update (click *update firmware*)



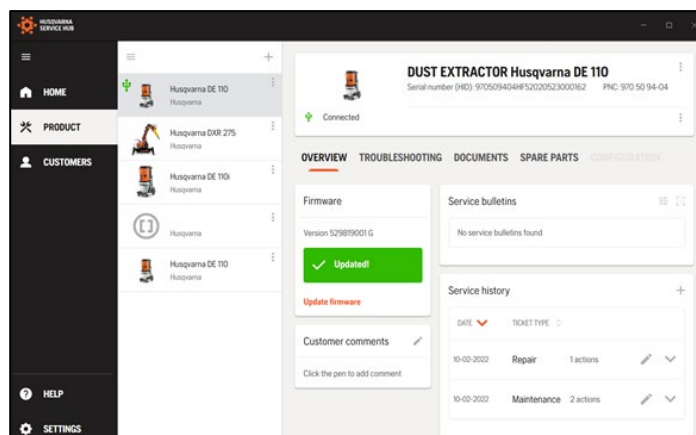
9. Troubleshooting – Error codes will show.
10. If the error code found in HSH show up as on the screenshot to the right, → error code 7, then a firmware update will solve the issue.



11. To update firmware, click on *update firmware* on the *Overview* page.
12. Choose firmware J or G, depending on variant (see under *Corrective action* above).



13. When the green "updated" box appears the new firmware has been installed.



## WARRANTY INFORMATION

Normal warranty applies.

### Revision History

Rev.	Date	Order id.	Description
A	2022-12	00026183	Created