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## Technical Advisory Bulletin

### FXM HP Firmware Update Version 1.10 Release

Date: May 13, 2022  
Model #: FXM HP 650-24/650-48/1100/2000  
Part #: 0170022-XXX, 0170023-XXX, 0170024-XXX

#### Issue

This firmware release addresses the issues that have been observed on the FXM HP UPS. The primary correction includes implementation of Standby mode shutdown in low battery situations and an unqualified utility input. This will prevent deep discharge of the battery bank if the power outage lasts for a few days with a typical 100 Ah battery string or a shorter duration outage with a very small capacity battery string. In addition, AC input and battery breaker auxiliary contacts will be used for signaling purposes only and not to qualify the presence of utility or battery input.

#### Corrective Action

We recommend upgrading all FXM HP UPS units with firmware earlier than version 1.00 to this latest version. The firmware update may be easily implemented locally or remotely via the web interface or via the local USB port.

The FXM HP firmware version 1.10, and the Read Me files are available on Alpha's website:

<http://www.alpha.ca/support/support-main-menu/software-firmware-downloads>

The firmware upgrade instructions are available in the readme file.

For additional assistance or if you have any questions regarding this notification, please contact Alpha Technical Support at 1-888-462-7487 or [www.alpha.ca/report-a-problem](http://www.alpha.ca/report-a-problem).

Sincerely,

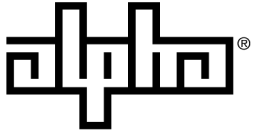
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For more information visit [www.alpha.com](http://www.alpha.com)

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