

Batteries issues of the FC-6000 after firmware update

We have noticed there are some issues with the batteries of the FC-6000. After the latest firmware update. If the battery works with firmware EC 1.16 then the battery doesn't work with EC 1.24.



Juniper is aware of this, and they are working on a new firmware which would address this issue. The EC 1.24 firmware was designed to take a better care of the battery balancing, however if the battery was already going bad and the latest firmware is applied, this might detect issues and would disconnect the batteries from the system. *Juniper is offering to replace these batteries if they are within one year from their shipping date, instead of the standard 3 months warranty. *You can check the shipping date here: <https://junipersys.com/support> / My product / Check product status.

Also, we've been told that a new firmware is on the way to address this issue definitively. This update would also interact with the firmware running in the battery itself to cope with this issues. This is expected to get released by 1st of November. So, for the tablets not recognizing the removable battery after firmware update and out of the special 1-year warranty, you could revert the firmware to the older version and wait for the next release to come. In case a tablet not recognizing the removable battery after EC update and is within 1 year from Juniper's shipping date, you may go ahead and request an RMA to get a free replacement.