Subject:

Compatibility limitations between the FXC remote panel 808-0817-01 and Freedom XC PRO 2000W and Freedom XC PRO 3000W models

Description:

FXC remote panels (part number: 808-0817-01) with older Firmware versions, when connected to Freedom XC PRO 2000W or Freedom XC PRO 3000W models, may present issues such as unavailability of configuration options, displaying incorrect error codes.

FXC remote panels (part number: 808-0817-01) with Serial Number 98001812100281 or greater are fully compatible with Freedom XC PRO 2000W (part number 818-2010) model.

FXC remote panels (part number: 808-0817-01) with Serial Number 98002004101190 or greater are fully compatible with Freedom XC PRO 3000W (part number 818-3010) model.

FXC remote panels with Serial Numbers older than the ones listed above may present compatibility issues.

All FXC Bluetooth remote panels (part number: 808-0817-02) are fully compatible with Freedom XC PRO 2000W and Freedom XC PRO 3000W models.

How can I resolve the problem?

Customers can call Xantrex Technical Support and request RMA (Return Material Authorization) to exchange their older remotes with newer version.

Customers can also choose to exchange the older remotes with the Bluetooth enabled remotes (part number: 808-0817-02) for an additional price.