

TECHNICAL SERVICE BULLETIN

Bulletin No.: 197381

Date: 11.11.2025

Version: v1.0



To: BEP Dealers and Distributors

Subject: BEP Smart Battery Hub Overcurrent Issue

Product Code: 80-716-0030-00, 80-716-0031-00, 80-716-0041-00, 80-716-0042-00

Product Name: BEP Smart Battery Hub

Impacted Population: Customers of Navico Group who purchased the BEP Smart Battery Hub before Oct 1, 2025

Condition Overview

Navico Group has identified an issue affecting some BEP Smart Battery Hub (Figure 1) units.

- The root cause has been identified as plating on the terminals used on the shunt connector, causing high resistance which leads to intermittent current measurement errors to be seen on the displays connected to the unit.
- The current monitoring on CZone displays (or any NMEA2K monitoring) will show as the max current, in the region of $\pm 850A$ (Figure 2). The current value may be erratic, switching between the correct value and the max current value or fixed on the max current.
- A solution has been implemented, and a rework plan by Navico Group is already in progress to ensure product reliability.
- The function of the Smart Battery Hub is not affected by the possible incorrect current value(s) shown on the monitor.

Please be aware only Navico Group technicians are responsible for performing the rework. All product shipped since October 1, 2025, are not affected by this bulletin. Products shipped prior to October 1, 2025, may be affected, but is highly unlikely.

Program Terms: This offer covers a one-time solution (repair, replacement, or credit) as outlined in the service bulletin. Unless stated otherwise in this bulletin, any limits, exclusions, policies, or prior approvals required under the original factory warranty are not altered by this service bulletin. Federal or state guidelines may apply.

Updated products have an “ECO-1993” sticker on the product (Figure 3) and on the outer



Figure 1
BEP Smart Battery Hub



Figure 2
Battery at max current

packaging (Figure 4).



Figure 3
Location of part number
on the product



Figure 4
“ECO-1993” sticker on the box.

Customer Notification

In the unlikely event that the monitor has shown a fluctuating current reading or has been fixed on the maximum current value, Navico Group is notifying OEMs, dealers and distributors that products in the field may be replaced on a per-need basis. This may affect the current reading on the monitor only. The voltage, battery, temperature, and other readings on the monitor are not affected.

Due to the limited nature of the fluctuating current reading, Navico Group is not requesting OEMs, dealers, or distributors to test and replace inventory. It is not necessary to replace the Smart Battery Hub unless it manifests a fluctuating current reading or is fixed on the maximum current value. The issue may manifest itself at any time and may not appear on the monitor immediately upon testing.

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Dealer Notification

If the issue presents itself in the field, dealers should contact Navico Group to coordinate an exchange of the Smart Battery Hub. Due to the limited nature of the fluctuating current reading, Navico Group is not requesting that dealers test and replace their current inventory. It is not necessary to replace the Smart Battery Hub unless it manifests a fluctuating current reading or is fixed on the maximum current value. The issue may manifest itself at any time and may not appear on the monitor immediately upon testing.

- The parts and labor for this service will be performed at no charge for the customer.
- Dealers will be reimbursed for:
 - 1 hour of labor at the posted shop labor rate to inspect, remove and replace a single unit.
 - 0.5 hours of labor for each subsequent unit replaced on the same boat. (Federal, state, or international guidelines may apply).

Warranty Contact Information

EMEA:

To submit a claim, please follow the instructions on page 6 of this bulletin.

Navico Group's Commitment

We at Navico Group are committed to continued quality support of our products. We value you as a customer and apologize for any inconvenience this may cause you.

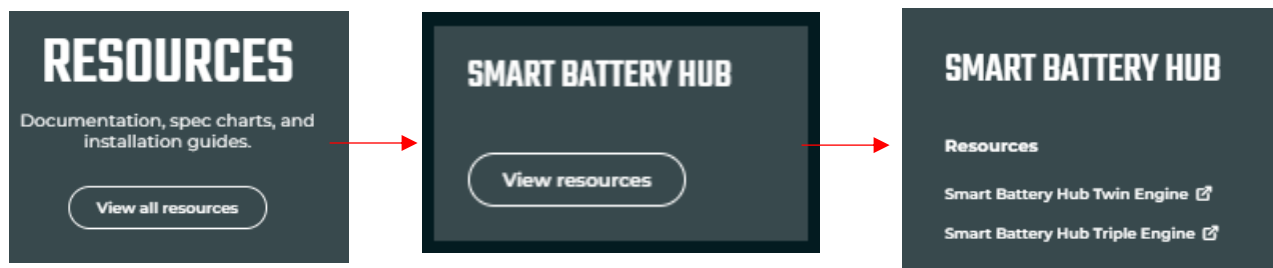
Service Bulletin Work Instructions

Removal and Replacement of BEP SMART BATTERY HUB

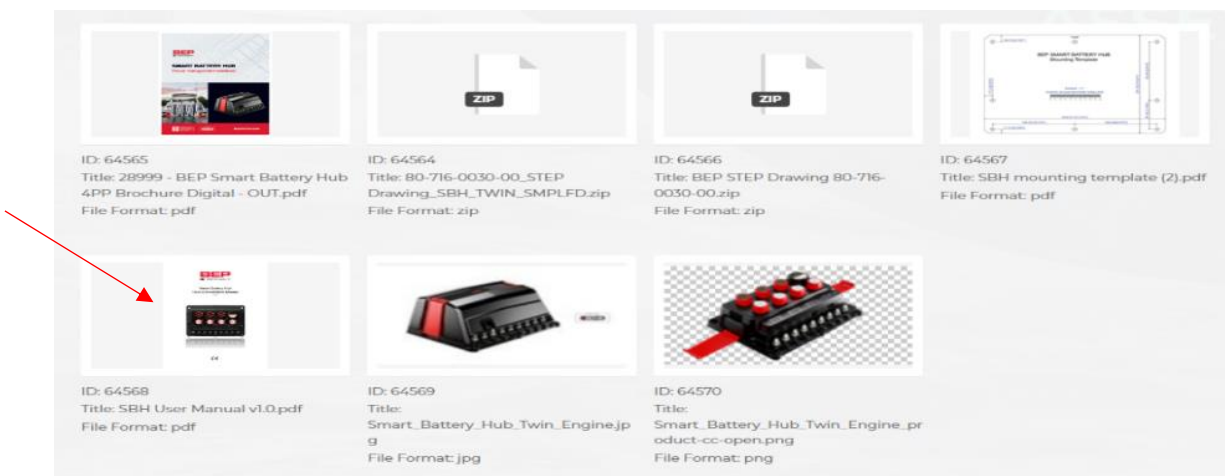
1. For instructions on removal and installation of the BEP Smart Battery Hub, please see the following user manual:
 - a. Smart Battery Hub Twin and Triple Engine User Manual: [SBH User Manual v1.0.pdf \(navico.com\)](#)

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- The User Manual may also be found by visiting the product page on the BEP Marine website ([Products | BEP \(navico.com\)](#)) and following the steps below.
- From the BEP Products page, scroll down to Resources and click “View all resources.” Under Smart Battery Hub, click “View resources” then choose the either hub (twin or triple engine). The user manuals are identical.



- Select the resource with title, “SBH User Manual v1.0.pdf”



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EMEA WARRANTY CLAIMS

Please submit a single **Warranty Replacement Claim** via the form on our [Customer Portal](#).

1. Go to Claims & Returns section.
2. Register the required information
3. Submit the claim

A tip for the optimal experience when submitting claims with multiple lines is to use the import data feature on the Template:

4. Using the link under the bright blue button **Import**, download the Template.
5. Fill in the template with relevant details and save it on your PC.
6. Use the button **Import** to upload the filled template from your PC into the claim form.
7. The portal will highlight any missing mandatory fields before allowing you to proceed to the next step.
8. Complete the claim submission as usual.

If a customer reports an issue consistent with this bulletin, follow the standard Warranty Replacement Claim process. If you need assistance with submitting claim or have questions, please contact Technical Service at ts.emea@navicogroup.com.

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