

# NOTICE

## READ THIS FIRST

The FLEXnet DC requires your OutBack MATE to be running firmware version 4.0 or higher.

To verify your MATE's firmware version:

- Unplug the MATE
- Plug it back in
- Read the code (firmware) version on the screen during the start-up procedure



OutBack will update for free any pre-4.0 MATE with the latest revision of firmware.

To request your free upgrade:

- Call us at (360) 435-6030 and request a MATE firmware upgrade for the FLEXnet DC
- OutBack Power Systems will issue a Return Material Authorization (RMA) Number

To issue an RMA, we will need the following information:

- MATE model and serial numbers
- Your shipping address

When the RMA number is issued:

- Pack the functioning MATE in the original shipping container or in packaging providing equal protection
- Mark the outside clearly with the RMA number
- You are responsible for shipping and insurance charges
- OutBack Power Systems will ship your upgraded MATE back to you
- OutBack does not cover labor costs related to uninstalling and re-installing the MATE