To whom it may concern,

To ensure optimal performance and compatibility of the NEXA 2000 system, all users are required to upgrade the device firmware to the latest version **[09.05.05.04.9000.4014]** prior to operation.

The detailed upgrade guide is outlined below:

1. Pre-Upgrade Preparation: Network Configuration

New Users:

After initial installation, configure the NEXA 2000's network connection by following the NEXA 2000 APP User Guide.

Existing Users:

If the device is already configured but currently offline, reconnect it to the network please, If it doesn't work, please press and hold the IoT button for 6 seconds until the indicator light flashes and turns off. After that, you can press the IoT button again to restart the network configuration process.

2. Firmware Upgrade Process: Automatic Upgrade

Once the NEXA 2000 is online, the firmware upgrade will commence automatically. Maintain uninterrupted internet connectivity throughout the process, which typically requires 10–20 minutes to complete.

Important Notice:

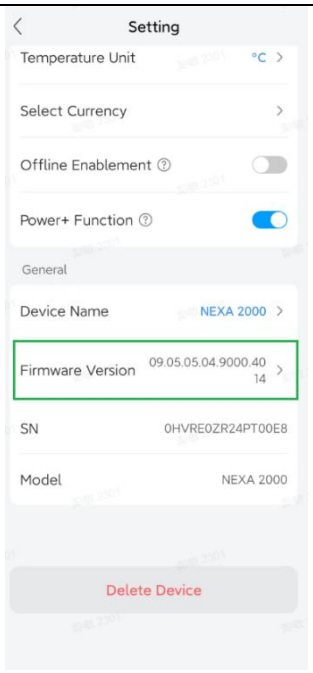
No Operational Interference: During the upgrade, the NEXA 2000 will temporarily disable all configuration functions. Avoid attempting adjustments until the process concludes.

3. Post-Upgrade Verification: Firmware Version Confirmation

After 10–20 minutes, navigate to the Settings Interface and perform the following checks:

Successful Upgrade: If the firmware version displays [09.05.05.04.9000.4014], the device is fully operational.

Upgrade Required: If the version number is lower than [09.05.05.04.9000.4014], you can click to enter the firmware version number details page to upgrade.



Compliance & Support

This upgrade addresses critical performance enhancements.

Technical Assistance: For issues during the upgrade, contact our support team at service.de@growatt.com
Please send the following information to the email address: **service.de@growatt.com**
Subject: NEXA Upgrade

1. Serial number of the NEXA (please include a photo)

2. Photos/Screenshots with the upgrade problems

Note: Please use the exact subject line "**NEXA Upgrade**" and include **all** the information listed above in your email to ensure fast and smooth processing of your request.

Shenzhen Growatt New Energy Co., Ltd.

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