Information Bulletin #2025-1

Factory Default Reset

Equipment: Silentwind Hybrid Boost MPPT models

1. Information

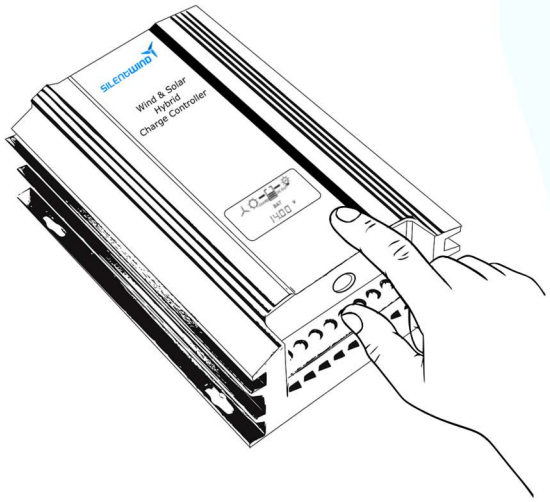
We have identified certain challenges faced by clients when directly interacting with the controller, which occasionally results in unintended modifications to parameters that are typically inaccessible within the application. These parameters are crucial and should remain unchanged, as they significantly impact the controller's performance

Additionally, a rare issue has been reported wherein some 12V and 24V controllers may inaccurately default to an incorrect nominal voltage. For instance, a 12V controller might be misidentified as a 24V unit, or vice versa. This misidentification hinders the application from implementing the correct parameter settings, leading to the controllers being stuck in brake mode or displaying an undervoltage status, thereby preventing the wind generator from generating energy.

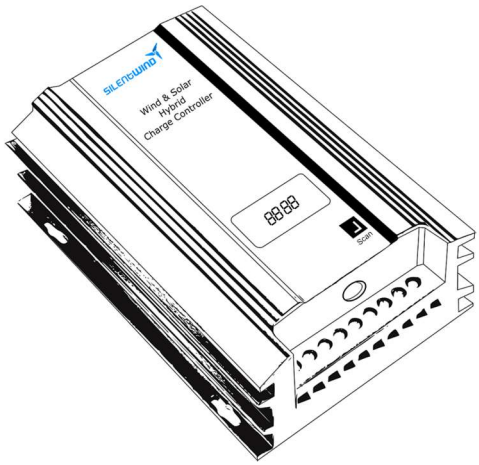
The identified cases were resolved with ease and do not suggest a hardware malfunction. The 12V and 24V controllers are physically identical, differing only in the firmware programmed into the main chip. In rare cases, external factors during initial startup may lead to incorrect voltage detection. Although Silentwind has been unable to replicate the issue internally, it has been observed in the field, and all reported instances were successfully addressed using the specified procedure. To mitigate this, and despite the inclusion of factory reset information in the user manual, we will enhance the information to ensure greater clarity.

2. Factory Default Reset Procedure – Directly on the Charge Controller

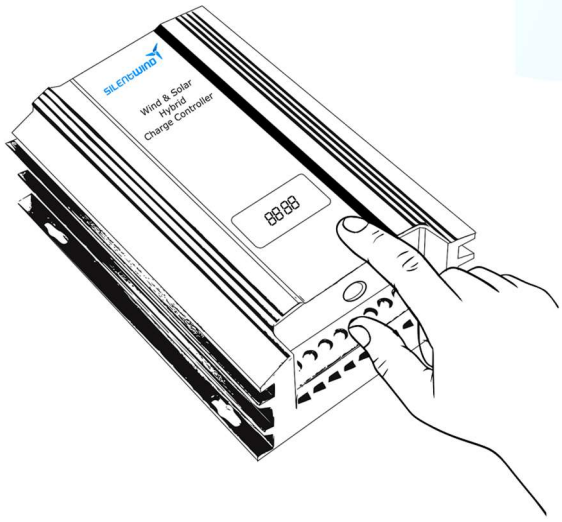
2.1 Continuously Press the “Scan” button for 10 seconds. During this interval, the display will change several times.

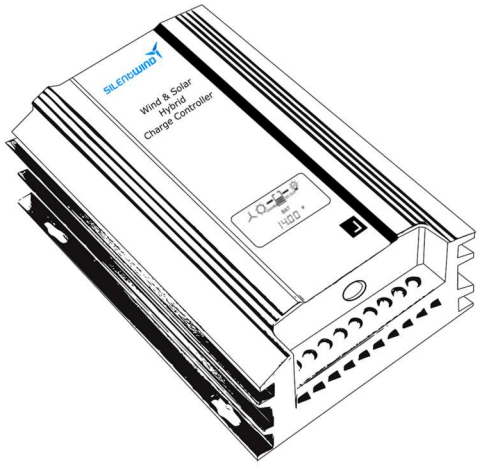


2.2 After **10 seconds**, the display will show "**8888**". Stop pressing the button at this moment.



2.3 To finish this procedure and go to the default screen, press the Scan button once. The reset process is complete.





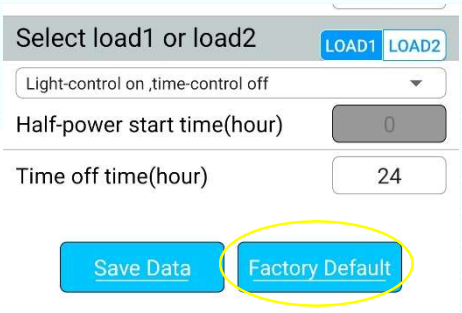
3. Factory Default Reset Procedure – Using the Silentwind APP*

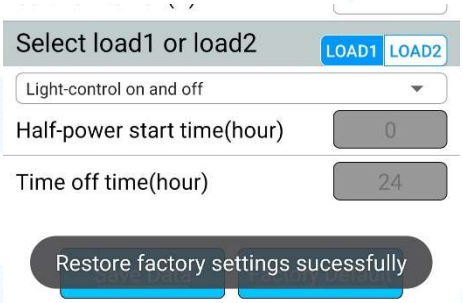
**Valid for all Hybrid Boost models*

Start the app as usual and select your model. Pair the device as you normally would and ensure the connection is properly established.

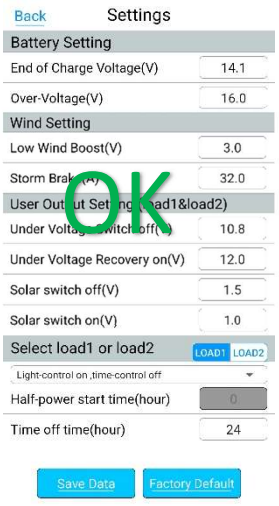
At the bottom of the page, in the Parameters section, you'll find the “Factory Default” button. Once you press it, a success message will appear, indicating the process is complete.

Close the app and log back in to confirm that the reset was successful and that the parameters have returned to their factory default settings.





It's crucial to ensure the pairing between the controller and the app is done correctly. If the parameters show as all zeros, any actions within the app will not affect the controller. The process will not work unless the pairing between the controller and the mobile device is properly established.



4. Conclusion

If there are any doubts about the effectiveness of the factory reset, through the app, enter a value different from the usual one in the parameters. After the reset, these values should return to the factory default settings. For example, the End of Charge Voltage is set to 14.4V by default. If a different value is set, after the reset, it will revert to 14.4V, which is the factory setting.

Silentwind has consistently succeeded in performing factory resets using these steps on the first try. However, if the nominal voltage is not automatically detected after the reset, it is recommended to repeat the process. Once done, disconnect the controller from the batteries for about one minute, then reconnect. Then, check if the reset was successful and if the nominal voltage is correctly identified.

As mentioned earlier, no instances of incorrect nominal voltage detection have been reported in our facilities; therefore, this advice is provided as additional information.

It is important to follow the safety procedure outlined in our user manual and the document titled "*Information Bulletin #2023-1 - How to safely disconnect.pdf*" when disconnecting the controller from the batteries.