# Emergency Service Bulletin

**Date Issued:** June 25, 2026

**Category:** Safety / Battery Charging System

**Priority:** Immediate Action Required

**Title:** Risk of Battery Shutdown After Charging with Smart Charger

## Summary:

Teal Drones, Inc. has identified an issue affecting Smart Chargers (P/N **MA000399-000**) that may increase the risk of unexpected battery shutdown during flights. Any battery previously charged using an affected Smart Charger should be considered at risk.

A corrective firmware update is now available. Customers should update all affected Smart Chargers before resuming use. The update is performed by connecting the Smart Charger to the Ground Control Station (GCS) via the USB-C cable included in the Field Repair Kit (FRK) and following the on-screen instructions. The entire update process takes less than two minutes.

The Smart Charger firmware update must be performed using the **WEB Ground Control Station (GCS)**. On the WEB GCS, navigate to **https://tealdrones.com/support/smart-charger-update** or access the updater through the **Support** section of the Teal website.

## Affected Units:

- All Smart Chargers, P/N MA000399-000
- All batteries that have been charged using a Smart Charger prior to the firmware update

*Figure 1: Smart Charger Product Label (P/N MA000399-000)*

## System Safety Impact:

**HIGH**

Use of an affected Smart Charger may increase the risk of battery shutdown during flight, which could result in:

- Loss of aircraft power
- Loss of mission capability
- Aircraft crash
- Damage to equipment or property


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## Required Operator Action:

**Operational Note:** The Smart Charger firmware update procedure must be performed using a WEB GCS connected to the internet.

*Table 1: Required Equipment*

| Item | Description | Qty |
|---|---|---|
| **Smart Charger** | Charger requiring firmware update | 1 |
| **USB-C Cable** | USB-C data cable | 1 |
| **Ground Control Station (GCS)** | GCS with internet access | 1 |
| **T6 Torx Screwdriver** | Used to remove USB-C port cover | 1 |

Before updating Smart Charger firmware:

1. Verify the WEB GCS has internet access.
2. Verify a USB-C cable is available.
3. Verify a T6 Torx screwdriver is available to remove the USB-C port access cover.
4. Verify the Smart Charger is disconnected from all external power sources.
5. Using the GCS, open the internet browser.
6. Navigate to **https://tealdrones.com/support/smart-charger-update** or access the update page from the **Support** section of the Teal Drones website.

## Procedure

**CAUTION:** Ensure the Smart Charger is disconnected from power before removing the USB-C port access cover.

**Step 1:** Locate the USB-C port access cover on the Smart Charger. *(Figure 2)*

*Figure 2: USB-C Port Access Cover (Closed)*

**Step 2:** Turn the Smart Charger over and locate the access cover retaining screw on the bottom of the charger. *(Figure 3)*

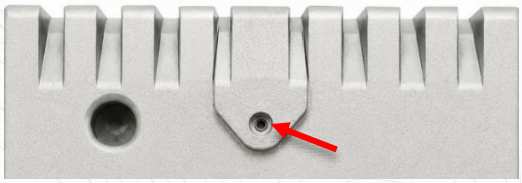

*Figure 3: USB-C Port Cover Retaining Screw Location (Shown from bottom)*


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**Step 3:** Using a T6 Torx screwdriver, remove the retaining screw.

**Step 4:** Remove the USB-C port access cover to expose the USB-C port. *(Figure 4)*

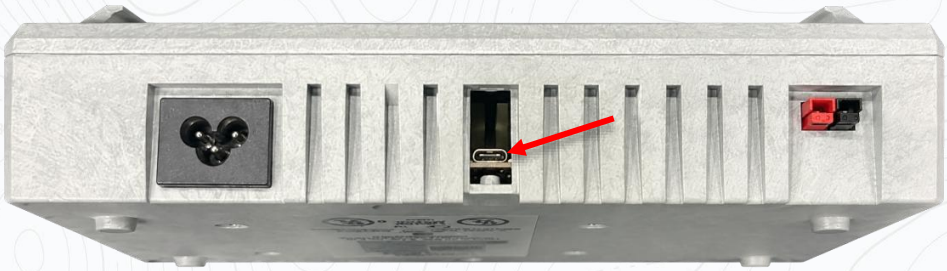

*Figure 4: USB-C Port Access Cover Removed*

**Step 5:** Connect one end of a USB-C cable to the USB-C port on the Smart Charger. (Figure 4)

**Step 6:** Connect the other end of the USB-C cable to an available USB port on the GCS. (Figure 5)

**Step 7:** Plug the Smart Charger into an approved AC electrical outlet using the provided AC power cable.

*Figure 5: Smart Charger connected to the GCS with the USB-C cable*

**Step 8:** On the GCS, Open Google Chrome and navigate to **https://tealdrones.com/support/smart-charger-update**.

**NOTE:** When the Smart Charger Update page first loads, it automatically downloads the required firmware package. During this process, the **Connect Device** button is temporarily replaced by **Downloading...** and cannot be used. Wait **8–10 seconds** for the download to complete before attempting to connect the Smart Charger.

*Figure 6: Smart Charger Update Landing Page – No device connected*

**Step 9:** After the firmware package finishes downloading, select **Connect Device**.

**Step 10:** In the device selection dialog, select **DFU** in **FS Mode**, then select **Connect**.

**Step 11:** If prompted, select **OK** to allow the browser to access the device.

**Step 12:** Select **Flash** and wait for the firmware update to complete.

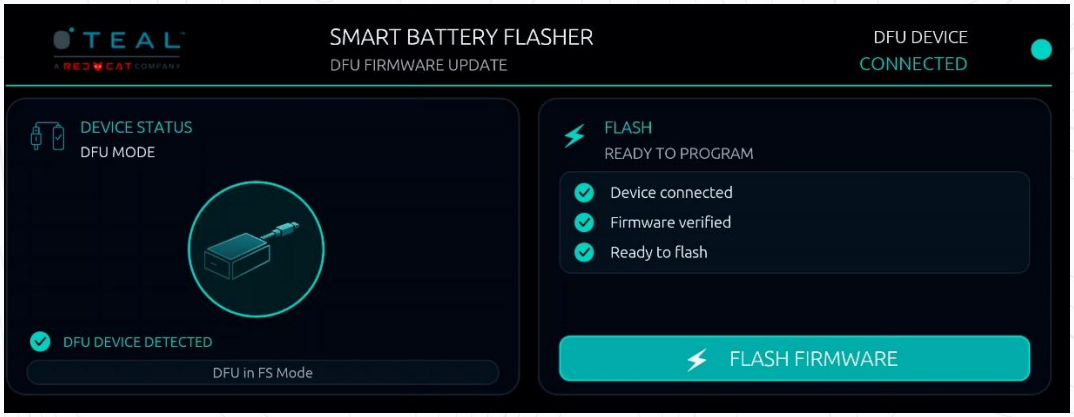


*Figure 7: Smart Charger device connected and ready to flash*

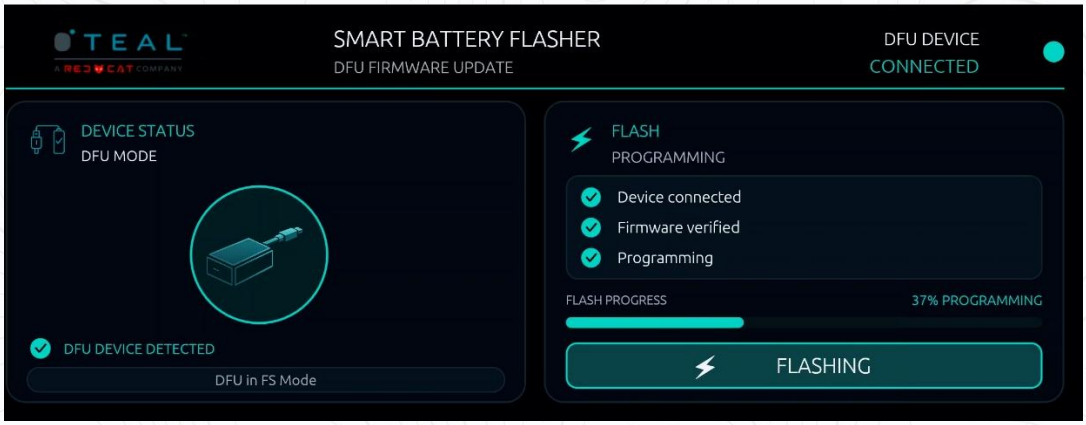


*Figure 8: Firmware flash in progress screen*

*Figure 9: Firmware update complete*

**Step 13:** When the update is complete, disconnect the USB-C cable.

**Step 14:** Power cycle the Smart Charger by disconnecting and reconnecting external power.

**Step 15:** Verify the Smart Charger powers on and operates normally.

**Step 16:** Reinstall the USB-C port access cover.

**Step 17:** Reinstall and tighten the retaining screw using a T6 Torx screwdriver.

**NOTE:** To update another Smart Charger or reflash the same Smart Charger, refresh the browser page before reconnecting the device. The **Flash Again** button may not recognize a newly connected device after a previous update. Refreshing the page reloads the firmware package and restores normal operation.

## Contact Support:

Contact Teal Drones Technical Support, Program Manager, or other point of contact for further information.

**Teal Drones Technical Support:** +1 (385) 281-8415 | support@tealdrones.com