

7. Troubleshooting

The table below describes the most common faults when operating the charging station. Contact Autel technical support if the fault encountered is not in this table.

| Item | Problems | Solutions |
|------|---------------------------|--|
| 1 | Over-voltage | Use the multimeter to check whether the voltage on the power input is too high. If the result is greater than or equal to 115 % of the rated voltage (264 V), contact local power grid company. |
| 2 | Under-voltage | Use the multimeter to check whether the voltage on the power input is not sufficient. If the result is less than or equal to 70 % of the rated voltage (161 V), contact local power grid company. |
| 3 | Ground fault | Ensure the charging station is grounded correctly. |
| 4 | Power failure | Ensure the switch to the circuit breaker is on. |
| 5 | Over-heating | <p>Check whether the EV charging cable is securely connected.</p> <p>Ensure the operating temperature is within the specified range on the product label.</p> <p>Stop charging. Restart charging until it is within the operation temperature range.</p> |
| 6 | Residual current detected | Unplug the vehicle and plug in again. If the problem persists, contact customer support. |
| 7 | Internet connection fails | <p>Try to connect another device to the same Internet, verifying the Internet connection is working properly.</p> <p>If the problem persists, contact customer support.</p> |