

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	Check whether the EV charging cable is securely connected. Ensure the operating temperature is within the specified range on the product label. Stop charging. Restart charging until it is within the operation temperature range.
6	Residual current detected	Unplug the vehicle and plug in again. If the problem persists, contact customer support.
7	Internet connection fails	Try to connect another device to the same Internet, verifying the Internet connection is working properly. If the problem persists, contact customer support.