

7 Troubleshooting

Item	Problems	Solutions
1	The charging station is successfully added, but the Bluetooth connection fails.	Check whether the QR code on the charging station is consistent with the QR code on the <i>Quick Reference Guide</i> . If so, make sure the Bluetooth is enabled on your mobile device; if not, contact customer support.
2	The charge session does not start as scheduled.	Do not insert the connector into your EV charging port before setting up a charging schedule for the first time. Insert the EV charging cable after the schedule is set up.
3	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.
4	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.
5	Ground fault	Ensure the charging station is grounded correctly.
6	Power failure	Ensure the switch to the circuit breaker is on.
7	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.
8	Residual current detected	Unplug the vehicle and plug in again. If the problem persists, contact customer support.
9	Bluetooth communication failure	➤ Ensure the Bluetooth is enabled on your mobile device and the charging station is powered on and operating properly. ➤ Forget the charging station in the Bluetooth settings on your mobile device and pair the charging station to your device via Bluetooth again. ➤ If the problem persists, contact customer support.

10	Update Bluetooth failure via	➤ Make sure the charging station is in idle status. ➤ Make sure the Bluetooth connection is working properly. ➤ If the problem persists, contact customer support.
11	Internet connection failure	➤ Try to connect another device to the same Internet, verifying the Internet connection is working properly. ➤ If the problem persists, contact customer support.