

# 6 Troubleshooting and Service

## 6.1 Troubleshooting Table

Item	Problems	Solutions
1	If the 485 communications cables are not needed to the distribution box.	Use the electrical tape to coil the 485 communications cables respectively.
2	The charging station is successfully bound, but the Bluetooth connection fails.	Check whether the QR code on the charging station is consistent with the QR code on the Quick Reference Guide. If so, make sure the Bluetooth is enabled on your mobile device; if not, contact customer support.

<b>3</b>	The charge session does not start as scheduled.	The EV charge cable cannot be inserted into the EV charge port when scheduling the charge for the first time. Insert the EV charge cable after the schedule is set up.
<b>4</b>	The charge card is lost.	Go to <i>Account &gt; Charger &gt; Charge via Card</i> to delete your card to avoid fraudulent use. Five charge cards can be bound to your account at most.
<b>5</b>	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 (263 V), contact local power grid company.
<b>6</b>	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.
<b>7</b>	Missing phase	Check the wires in the distribution box. If two wires are connected together accidentally, separate the wires.

<b>8</b>	Inputs incorrectly wired: possibly Line and Neutral are inverted	Correct the wiring.
<b>9</b>	Ground fault	Ensure the charging station is earthed correctly.
<b>10</b>	Power failure	Ensure the switch to the circuit breaker is on.
<b>11</b>	Over-heating	<ul style="list-style-type: none"> <li>➤ Check whether the EV charge cable is securely connected.</li> <li>➤ Ensure the operating temperature is within the specified range on the product label.</li> <li>➤ Stop charging. Restart charging in half an hour.</li> </ul>
<b>12</b>	Residual current detected	Unplug the vehicle and plug in again. If the problem persists, contact your local representative.
<b>13</b>	Abnormal pilot voltage	Unplug the vehicle and plug in again.
<b>14</b>	Contactor fault	Contact your local representative.
<b>15</b>	Over current	Unplug the vehicle and plug it again.

<b>16</b>	Pilot fault	Use an Autel diagnostics tool to scan fault, and contact the vehicle manufacturer to clear fault.
<b>17</b>	No Proximity Pilot (PP) connection or PP fault	<ul style="list-style-type: none"> <li>➤ Examine the connection of the EV charge cable.</li> <li>➤ Ensure both EV charge cables are not broken or frayed.</li> <li>➤ If the problem persists, contact your local representative.</li> </ul>
<b>18</b>	E-lock failure	<ul style="list-style-type: none"> <li>➤ Examine the connection of the EV charge cable.</li> <li>➤ If the problem persists, contact your local representative.</li> </ul>
<b>19</b>	Bluetooth module communication failure	<ul style="list-style-type: none"> <li>➤ Make sure the Bluetooth is enabled on your mobile device and the charging station is powered on and operating properly.</li> <li>➤ Forget the charging station in the Bluetooth settings on your mobile device and pair the charging station to your device via Bluetooth again.</li> <li>➤ If the problem persists, contact your local representative.</li> </ul>

<b>20</b>	Power relay fault	Contact a qualified electrician.
<b>21</b>	Update failure via Bluetooth	<ul style="list-style-type: none"> <li>➤ Make sure the charging station is in idle status.</li> <li>➤ Make sure the Bluetooth connection is working properly.</li> <li>➤ If the problem persists, contact your local representative.</li> </ul>
<b>22</b>	Internet connection fails	<ul style="list-style-type: none"> <li>➤ You may use another device to connect to the same Internet, checking whether the Internet connection is working properly.</li> <li>➤ If the problem persists, contact your local representative.</li> </ul>
<b>23</b>	Home power system only supports single-phase. How to connect the power supply wiring?	Connect the L1, N, and PE wires to the charging station's terminal block as specified. Wiring to the distribution box is the same.

## 6.2 Service

If you cannot find solutions to your problems with the aid from the table above, please contact our technical support.

### **AUTEL Europe**

- **Website:** [www.autelenergy.eu](http://www.autelenergy.eu)
- **Phone:** +49 (0) 89 540299608 (Monday-Friday, 9:00AM-6:00PM Berlin Time)
- **Email:** [evsales.eu@autel.com](mailto:evsales.eu@autel.com); [evsupport.eu@autel.com](mailto:evsupport.eu@autel.com)
- **Address:** Landsberger Str. 408, 4. OG, 81241 Munich, Germany