


## 14. Troubleshooting

Symptom	Cause	Solution
Display is blank	<ul style="list-style-type: none"> <li>There is no power to the unit</li> </ul>	<ul style="list-style-type: none"> <li>Check for correct supply voltage at the supply screw terminals (220 - 260V AC)</li> </ul>
In ECO+ mode, the charge does not start, the display is always showing <b>Waiting for Surplus</b> and the export power is 0W	<ul style="list-style-type: none"> <li>Grid Sensor incorrectly installed</li> <li>Faulty Grid Sensor</li> <li>No signal from harvi (if used)</li> </ul>	<ul style="list-style-type: none"> <li>Check the grid sensor is connected to a CT terminal in the zappi or any CT input in the harvi</li> <li>Check the Grid CT sensor is installed on the correct cable</li> <li>Check resistance of the sensor - it should be around 200Ω when not connected (remove the sensor from the cable before testing resistance)</li> <li>If using harvi, check that the CT input has been set to Grid in the harvi settings (under Linked Devices / Devices in the zappi Advanced Settings menu)</li> </ul>
In ECO+ mode, the charge does not start, the display is always showing <b>Waiting for Surplus</b> , yet the export power is showing correctly	<ul style="list-style-type: none"> <li>Export Margin set too high</li> </ul>	<ul style="list-style-type: none"> <li>Check Export Margin setting (default is 0W)</li> </ul>
Generation power is always 0kW	<ul style="list-style-type: none"> <li>Generation CT not installed</li> </ul>	<ul style="list-style-type: none"> <li>Install generation sensor and connect to one of the CT inputs</li> <li>Alternatively, if there is no Generation CT, the Generation and House consumption figures can be hidden on the main screen by changing the Icons setting in the Settings / Display &amp; Sound menu</li> </ul>
<b>Installation Limit !</b> displayed Display will show the phase(s) that is(are) overloaded and the prospective current that would be drawn if the zappi were allowed to start charge at the minimum current	<ul style="list-style-type: none"> <li>The measured Grid Current is greater than the Grid Limit set in the zappi</li> </ul>	<ul style="list-style-type: none"> <li>Check the Grid Limit setting</li> <li>Reduce the load in the property</li> <li>In a three phase installation, consider rebalancing the property load across the three phases</li> </ul>
<b>Installation Limit ! CT displayed</b>	<ul style="list-style-type: none"> <li>The Grid CT has become disconnected or is not clamped correctly around the grid supply cable</li> </ul>	<ul style="list-style-type: none"> <li>Check CT is installed correctly.</li> </ul>

## 15. Fault Codes

If any of the following fault messages are displayed, follow the action described.

Displayed Message	Description	Action
<b>Unknown Cable !</b>	zappi has detected an unknown EV cable (untethered units only) Make sure you are using genuine IEC 62196-2 compliant plugs. Range supported: 32A, 20A and 13A.	zappi will automatically retest the cable after 5 seconds. If the issue persists, unplug the cable check for dirt in the plug and try again.
<b>Pilot problem !</b>	zappi has detected an issue with the "Control Pilot" signal on the cable between the zappi and the EV.	zappi will automatically retest the cable after 5 seconds. If the issue persists unplug the cable, check for dirt in the plug and try again.
<b>Lock Failure ! Fault code 23</b>	The socket lock actuator couldn't lock/unlock the inserted plug as expected (untethered units only).	This message can happen when the plug is not fully inserted or if it is twisted or pulled from the socket. Push the plug fully into the zappi to release the plug, then press and hold the  button to reset the unit.
<b>Output Fault ! Fault code 24</b>	zappi has detected a wrong output voltage. e.g. a voltage has been detected when it should be off.	Unplug the EV, press and hold the  button to reset the unit.
<b>PE Fault ! Fault code 25</b>	zappi has detected a problem with the main earth connection to the unit. The earth is either disconnected or the impedance of the earth connection is too high.	Unplug the EV, check the earth connection to the zappi and then hold the  button to reset the unit. If the electricity supply is "IT earthed" check the Supply Grid / Earthing menu setting.
<b>Comms Fault ! Fault code 26</b>	zappi has detected an issue with the built-in protection components.	Unplug the EV, press and hold the  button to reset the unit.
<b>SelfTest Failed ! Fault code 27</b>	The built-in protection devices couldn't be tested or failed the test prior to a charge.	Unplug the EV, press and hold the  button to reset the unit.
<b>Contactor Fault ! Fault code 28</b>	The relay inside the zappi has a welded contact. The secondary relay is open to make sure that the supply to the EV is isolated.	Unplug the EV, press and hold the  button to reset the unit.
<b>PEN Fault! Fault code 29</b>	The internal protection against the loss of the PEN conductor on the electricity supply has tripped.	Unplug the EV, make sure that the fault has been removed then press and hold the  button to reset the unit.
<b>Overload ! Fault code 30</b>	The EV is drawing too much current – the output is switched off.	Unplug the EV, press and hold the  button to reset the unit.
<b>Bad Voltage Range ! Over Voltage! Under Voltage! Fault code 31</b>	zappi has detected that the supply voltage is too high/low and has disconnected the EV to protect it.	Unplug the EV, make sure that the fault has been removed and hold the  button to reset the unit.
<b>Overheating!</b>	The zappi unit is too hot – the output is switched off.	Make sure that the zappi is properly ventilated (e.g. has not been covered). Charge will resume once the unit has cooled down again.

<b>Voltage Mismatch ! Fault code 32</b>	The output voltage detected by zappi and the built-in protection components is not the same.	Unplug the EV, press and hold the  button to reset the unit
<b>Charge Blocked !</b>	zappi has detected that the EV has repeatedly tried to start a charge even though the EV has previously reached "Charge Complete" i.e. The battery is full, the battery has reached a charge level set in the EV, or the charge has been stopped by a timer in the EV.	Unplug the EV Charging will continue when the EV is plugged in again

If any of the above faults persist then stop using zappi and contact your supplier or myenergi Technical Support.

## 16. Warranty

Full details of the myenergi product warranty are available on our web site or by using this QR code.



<https://myenergi.com/product/extended-warranty/>

## 17. Product Registration

Please register your new myenergi devices at <https://myaccount.myenergi.com/registration>