

6. TROUBLESHOOTING

The failures that may happen to the charger and the methods to solve the problems are listed in the table below. If the problems still exist and cannot be solved, please contact our service department.

Failure	Suggested range
The power LED is not on	<ul style="list-style-type: none">• No power supply- Check if the parent MCB+ Type A RCD or Type A RCBO have been turned off- Make sure that the input power cable is intact and has been properly and securely connected to the charger- Check whether the power voltage on the grid side is within the operating range (230/400±10%Vac) of charger with a voltage tester- Turn off the charger by shutting off the parent circuit breaker and restart the charger in about 20s.- When the incoming cable is affected by the surge or wrong wiring sequence, the device will cut off power for protection. Searching the support from the professional for the wiring sequence checking or other abnormal interference. Power on after above checking finished.• If the problem still exists, please contact your dealer or service provider
Failure to start charging process	<ul style="list-style-type: none">• The connector is not inserted correctly- Plug and unplug the charging connector again and confirm that the connector connection has succeeded• Failure to execute charging process correctly- Please follow the instructions in “5.2 Charging”• The connector may be stained or damaged in the locking area- Clean or replace the connector

Failure	Suggested range
Failure to start charging flow by scanning QR code	<ul style="list-style-type: none"> • The charger is still in starting process - Wait for about 2-5 minutes until the charger starts • There is a problem or bug in the special charging APP - Restart the special charging App. Force the App to stop running and ensure that the App is not running in the background - If the problem still exists, delete the special charging App from the mobile device and reinstall the App - If the problem still exists, restart the device using the special charging App • 4G or Wi-Fi connection failure - Re-connect the 4G or Wi-Fi on in place with a better signal • If the problem still exists, please contact your dealer or service provider
Failure to start charging flow by swiping the RFID card	<ul style="list-style-type: none"> • The charger is still in starting process - Wait for about 2-5 minutes until the charger starts • The RFID card account is not activated - Please contact your dealer or service provider to activate the RFID card account
The vehicle is not fully charged or the charging time increases	<ul style="list-style-type: none"> • The current decreases due to high temperature of vehicle or charger - Visually check whether the connectors are stained, worn or damaged - When necessary, please contact your dealer or service provider • Power is limited due to external control devices (power supply device, PV device)

Failure	Suggested range
The failure status LED becomes red	<ul style="list-style-type: none"> • Failure <ul style="list-style-type: none"> – Turn off the charger by shutting off the parent circuit breaker and restart the charger in about 20s. It takes about 2-5 minutes to restart the charger – If the problem still exists, find possible causes <ul style="list-style-type: none"> – Check whether under-voltage ($\leq 150\text{Vac}$) or over-voltage ($\geq 275\text{Vac}$) happens to the power voltage on the grid side with a voltage tester – Check whether the grounding of device is loose, damaged or removed. Measure whether the grounding resistance of charger exceeds the standard (the grounding resistance is generally within 100Ohms) with a tester (e.g. multimeter) – If the problem still exists, please contact your dealer or service provider to conduct troubleshooting • Damage <ul style="list-style-type: none"> – Please contact your dealer or service provider