Fault Handling

If All LED are not on, please check:

▷ Whether the power supply and distribution are normal;
▷ Whether the branch breaker is tripped, and close the breaker after troubleshooting;
▷ Whether the connection is correct; if the cable comes off, it should be properly reconnected and tightened.

The charger is automatically protected in the event of a fault. The fault information and handling methods are as follows.

Indicator Twinkle	Fault Code	Handling Method
• 1×slow, 1×fast	**Fault code 11:** CP voltage anomaly	• Check the connection of charging plug and socket. • Disconnect and reconnect the charging plug.
• 1×slow, 3×fast	**Fault code 13:** Undervoltage input	• Check whether input plug is reliably connected. • Check whether the input voltage is abnormal.
• 1×slow, 4×fast	**Fault code 14:** Overvoltage input	• Check whether the input voltage is abnormal.
• 1×slow, 5×fast	**Fault code 15:** Over-temperature protection	• Check whether the charger is covered or installed in a high temperature environment.
• 1×slow, 6×fast	**Fault code 16:** Metering fault	• Power off and restart the device.
• 1×slow, 7×fast	**Fault code 17:** Leakage protection	• Check whether the charging plug, charging cable and EV socket are damaged or wet. • Power off, disconnect and reconnect the charging plug and restart.
• 1×slow, 8×fast	**Fault code 18:** Output shortage	• Check whether the charging plug and its cables are damaged or wet.
• 1×slow, 9×fast	**Fault code 19:** Output overcurrent	• Check whether the charging connector is correctly connected. • Check whether the OBC is normal. • Check the set of output maximum current.
• 2×slow, 1×fast	**Fault code 21:** EV response timeout	• Battery of EV is full or the charging plug is not properly connected. • Disconnect and reconnect the charging plug.
• 2×slow, 2×fast	**Fault code 22:** EV not supported	• This EV does not meet the SAE J1772 and cannot be charged.

• 2×slow, 3×fast	**Fault code 23:** Relay sticking	• The device is damaged and needs to be returned to the factory for repair.
• 2×slow, 4×fast	**Fault code 24:** CCID sensor fault	• The sensor is damaged and needs to be returned to the factory for repair.
• 2×slow, 5×fast	**Fault code 25:** Ground fault	• Charger is not grounded; input power socket and input plug need to be checked.