

AMTRON® Xtra, Trend, Premium

 **MENNEKES**
MY POWER CONNECTION

Troubleshooting

ENGLISH

- Troubleshooting procedure
- Error messages and solution approaches



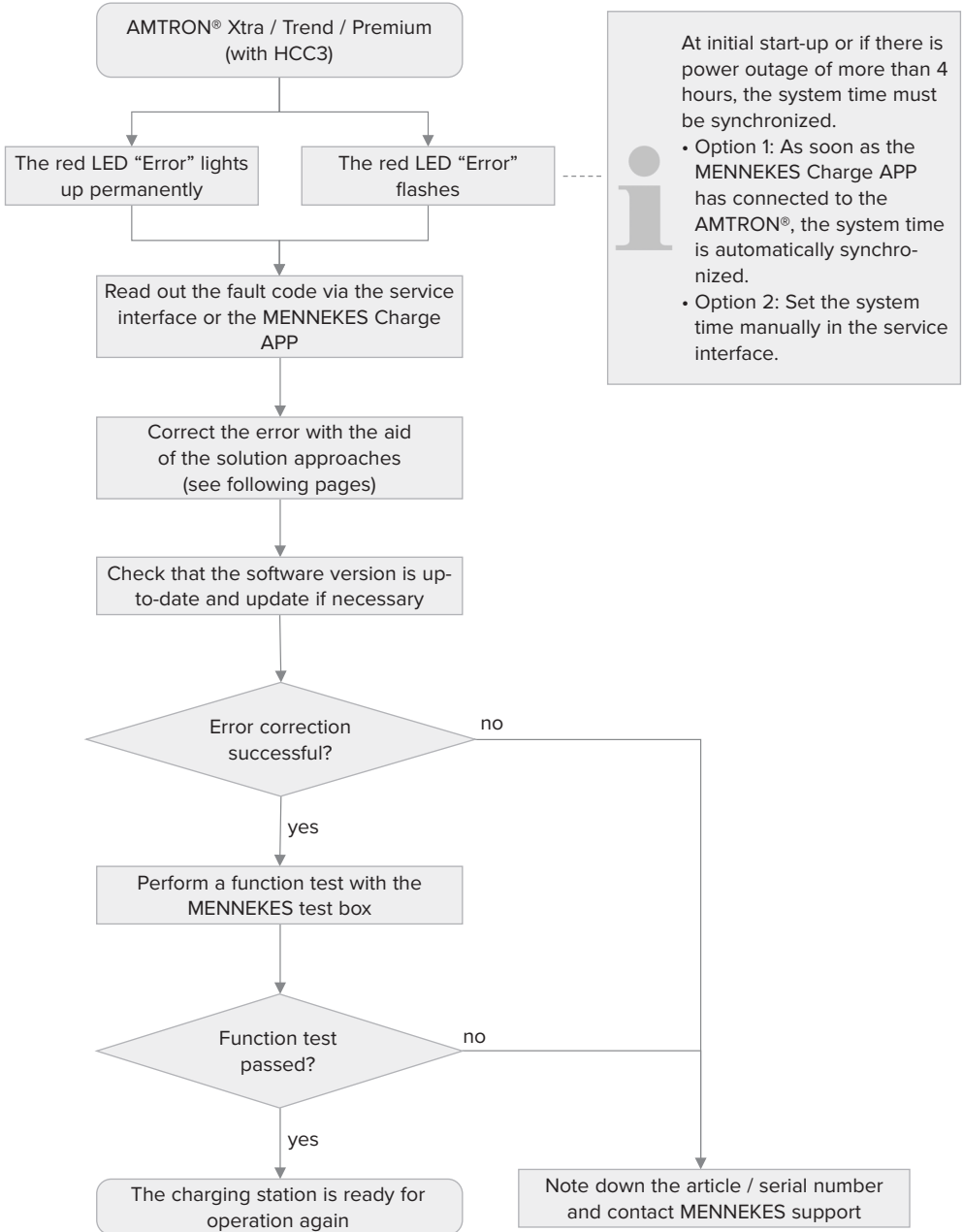


Troubleshooting work in which the charging station has to be opened may only be performed by a qualified electrician.

Operating and installation manual

Notes on performing the individual steps and on safety, e.g. warning notices are not described here, but can only be found in the operating and installation manual for the respective charging station.

Troubleshooting procedure



Error messages and solution approaches

The error messages are displayed in the service interface ("Production settings"> "HCC3 error code") or in the MENNEKES Charge APP ("Configure Wallbox"> "Wallbox information"> "Current error code").

- ▶ Acknowledge the fault. Press the multi-function button for this purpose.
- ▶ If the error message is still displayed, follow the solution approaches below.

Error message	Cause(s)	Solution approaches
10: Installation fault	The feedback of the phase sequence relay is not as specified by the controller. <ul style="list-style-type: none"> ■ Power supply not available. <ul style="list-style-type: none"> ■ Wrong rotating field. A clockwise rotating field is required. ■ Low voltage. ■ Phase failure. ■ Clamping points are loose. ■ Line break. ■ Residual current device or miniature circuit breaker has triggered. ■ Defective input on controller. 	<ul style="list-style-type: none"> ▶ Check the power supply. ▶ Replace controller.
11: Controller fault	Defect controller.	<ul style="list-style-type: none"> ▶ Disconnect the charging station from the power supply for 3 minutes and restart. ▶ Replace controller.
12: Misconfiguration	The vehicle with status D (gassing battery) is not accepted. <ul style="list-style-type: none"> ■ CP signal invalid (D, signal level outside the valid range). 	<ul style="list-style-type: none"> ▶ Perform a function test with the MENNEKES test box. ▶ Go to car repair shop.
	The external temperature sensor is defective / not available.	<ul style="list-style-type: none"> ▶ Check cables / plug connectors. ▶ Check configuration in service interface. ▶ Replace controller.
13: Overtemperature	Overheating - the temperature in the housing is more than 60 °C. <ul style="list-style-type: none"> ■ Defect temperature sensor. 	<ul style="list-style-type: none"> ▶ Wait until the charging station has cooled down.

Error message	Cause(s)	Solution approaches
14: Mirror contact error	<p>The feedback of the mirror contact of the contactor is not as specified by the controller.</p> <ul style="list-style-type: none"> ■ Loose clamping points on the contactor or controller. ■ Line break. ■ Sticky contactor. ■ Defective input on controller. 	<ul style="list-style-type: none"> ▶ Disconnect the charging station from the power supply for 3 minutes and restart. <p>Contactor</p> <ul style="list-style-type: none"> ▶ Check whether the contactor can be activated manually. ▶ Check whether the contactor is energised by the controller when changing from status B to C. ▶ Replace contactor. <p>Mirror contact (NC - Normally Closed; contactor not activated)</p> <ul style="list-style-type: none"> ▶ Measure voltage between mirror contact 31 and output of power supply unit TB1 - (12 V DC -). ▶ Measure voltage between mirror contact 32 and output of power supply unit TB1 - (12 V DC -). ▶ Replace mirror contact. <p>Controller</p> <ul style="list-style-type: none"> ▶ Replace controller.
15: Invalid device time	The system time must be synchronized.	<ul style="list-style-type: none"> ▶ Synchronize system time. <ul style="list-style-type: none"> ■ Automatic via the MENNEKES Charge APP. ■ Manual via the service interface.
16: Home Manager connection error	The Home Manager and the charging station are not in the same network.	<ul style="list-style-type: none"> ▶ Check the configuration of the charging station and the Home Manager. ▶ Check the structure of the network according to the document "Best Practice: Structure of a Network" (see "Network" on page 6)
30: Device start-up failed	Charging station does not start or is in an error state after starting.	<ul style="list-style-type: none"> ▶ Disconnect the charging station from the power supply for 3 minutes and restart.
31: Internal test not passed	<p>Actuator is blocked or cables or plug connections are loose.</p> <ul style="list-style-type: none"> ■ Plug connector loose. ■ Defect actuator. ■ Badly plugged charging cable. 	<ul style="list-style-type: none"> ▶ Check that the actuator is fully locked / unlocked. ▶ Replace actuator.
32: HMI no connection	No connection between HMI and controller.	<ul style="list-style-type: none"> ▶ Check whether the controller and the HMI board are correctly connected to each other.
50: Badly plugged cable	The charging plug could not be locked.	<ul style="list-style-type: none"> ▶ Check that the charging cable is fully inserted. ▶ Check whether foreign objects are preventing locking.
51: Wrong cable	The conductor cross section of the charging cable does not match the fuse protection of the charging station.	<ul style="list-style-type: none"> ▶ Use the correct cable.

Error message	Cause(s)	Solution approaches
52: Defect cable	<p>The charging cable is defective.</p> <ul style="list-style-type: none"> ■ CP signal invalid (D, E, signal level outside the valid range). ■ Wrong wiring of CP and PP. ■ Short-circuit of CP line. ■ PP resistance not detected. 	<ul style="list-style-type: none"> ▶ Check cables / plug connectors. <p>CP signal</p> <ul style="list-style-type: none"> ▶ Measure the CP signal between the CP and PE contacts (12 V DC with status A). <p>Controller</p> <ul style="list-style-type: none"> ▶ Replace controller. <p>Charging cable</p> <ul style="list-style-type: none"> ▶ Replace charging cable.
100: ACU communication error (SCU mode only)	No connection between ACU and HCC3.	<ul style="list-style-type: none"> ▶ Check the configuration of the HCC3 ("SCU mode" set?) ▶ Check the configuration of the ACU. ▶ Add the charging station in the service interface of the ACU ("Search SCU"). ▶ Check connection (RS-485 bus) between ACU and HCC3. ▶ Disconnect the charging station from the power supply for 3 minutes and restart.
101: Not polled by ACU (SCU mode only)	The charging station is not receiving packets from the ACU.	<ul style="list-style-type: none"> ▶ Check the configuration of the ACU. ▶ Add the charging station in the service interface of the ACU ("Search SCU"). ▶ Check connection (RS-485 bus) between ACU and HCC3. ▶ Disconnect the charging station from the power supply for 3 minutes and restart.
102: Maintenance (SCU mode only)	The charging station is currently being serviced.	<ul style="list-style-type: none"> ▶ Check the configuration of the ACU ("SCU-Setup" > "Setup" > "Test").
103: Disabled (SCU mode only)	The charging point is disabled in the ACU web interface.	<ul style="list-style-type: none"> ▶ Check the configuration of the ACU (disable "SCU-Setup" > "Setup" > "SCU Unavailable" (remove check mark)).
255: Unknown error		<ul style="list-style-type: none"> ▶ Disconnect the charging station from the power supply for 3 minutes and restart.