



## Troubleshooting

ENGLISH

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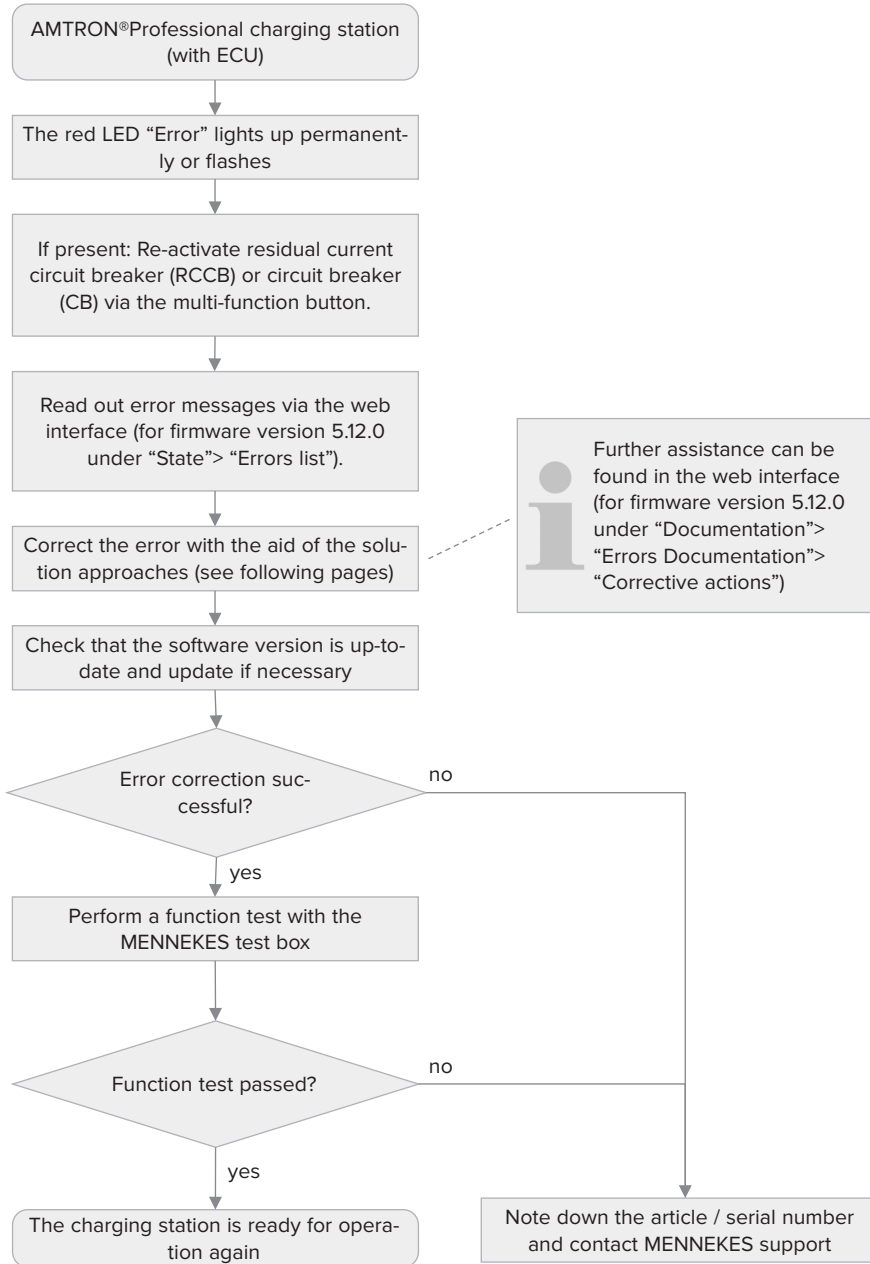
 Troubleshooting work in which the charging station has to be opened may only be performed by a qualified electrician.

 For charging stations that comply with calibration law, the following applies:  
Work on components that are subject to calibration law may only be performed by a **certified** service technician. Otherwise the charging station is no longer compliant with calibration law. All the necessary information is available on request.

### **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

- i** ■ The most common error messages are listed below. There may be error messages that are not listed here.
- The error messages are dependent on the firmware version. The error messages described in this document refer to firmware version 5.12.0. The error messages may be named differently in other firmware versions.

The error messages are displayed in the web interface (for firmware version 5.12.0 under "State"> "Errors list").

Error message	Cause(s)	Solution approaches
RCD-MCB triggered from unique input	<p>The feedback of the phase sequence relay is not as specified by the controller.</p> <ul style="list-style-type: none"> <li>■ Power supply not available. <ul style="list-style-type: none"> <li>■ Wrong rotating field. A clockwise rotating field is required.</li> <li>■ Low voltage.</li> <li>■ Excess voltage.</li> <li>■ Phase failure.</li> <li>■ Loose clamping points.</li> <li>■ Line break.</li> <li>■ Residual current device or miniature circuit breaker has triggered.</li> </ul> </li> <li>■ Defective input on controller.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Check the power supply.</li> <li>▶ Replace controller.</li> </ul>
Contactor welded	<p>The feedback of the mirror contact of the contactor is not as specified by the controller.</p> <ul style="list-style-type: none"> <li>■ Loose clamping points on the contactor or controller.</li> <li>■ Line break.</li> <li>■ Sticky contactor.</li> <li>■ Defective input on controller.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Disconnect the charging station from the power supply for 3 minutes and restart.</li> </ul> <p><b>Contactor</b></p> <ul style="list-style-type: none"> <li>▶ Check whether the contactor can be activated manually.</li> <li>▶ Check whether the contactor is energised by the controller when changing from status B to C.</li> <li>▶ Replace contactor.</li> </ul> <p><b>Mirror contact (NO - Normally Open; contactor not activated)</b></p> <ul style="list-style-type: none"> <li>▶ Measure voltage between mirror contact 43 and output of power supply unit TB1 - (12 V DC -).</li> <li>▶ Measure voltage between mirror contact 44 and output of power supply unit TB1 - (0 V DC -).</li> <li>▶ Replace mirror contact.</li> </ul> <p><b>Controller</b></p> <ul style="list-style-type: none"> <li>▶ Replace controller.</li> </ul>

Error message	Cause(s)	Solution approaches
Housing temperature approaching limit - charging current reduced	Overheating - the temperature in the housing is > 50°C and < 55°C.	▶ Wait until the charging station has cooled down.
Housing temperature too high - charging paused	Overheating - the temperature in the housing is > 55°C. ■ Defect temperature sensor.	▶ Wait until the charging station has cooled down.
Possible CP and PR wiring issue	The charging cable is defective. ■ Wrong wiring of CP and PR.	▶ Replace charging cable.
Vehicle signals error	The vehicle signals an error (status E) or the charging cable was not detected. ■ Short-circuit of CP line. ■ CP signal invalid. ■ PP resistance not detected.	▶ Perform a function test with the MENNEKES test box. ▶ Go to car repair shop. ▶ Replace charging cable.
State D detected, charging is paused	The vehicle with status D (gassing battery) is not accepted. ■ CP signal invalid (D, signal level outside the valid range).	▶ Check cables / plug connectors. <b>CP signal</b> ▶ Measure the CP signal between the CP and PE contacts (12 V DC with status A). <b>Controller</b> ▶ Replace controller.
RFID reader not communicating	No communication with the RFID reader.	▶ Check plug connector between ECU and RFID reader.
Residual current detected via sensor	The current transformer has a defect.	▶ Check plug connector between ECU and current transformer.
The current transformer has a defect		
Diagnostic failed	The diagnostic file could not be sent to the backend system.	▶ Check connection to backend system. ▶ Check SIM card. ▶ Check wireless communication reception.
Signal Weak	Weak or no connection to backend system.	▶ Check connection to backend system. ▶ Check SIM card. ▶ Check wireless communication reception.

Error message	Cause(s)	Solution approaches
Not all DLM Slaves connected	Disturbed communication between DLM Master and DLM Slaves.	<ul style="list-style-type: none"> <li>▶ Check networking.</li> </ul>
FW Update in progress	Firmware update.	<ul style="list-style-type: none"> <li>▶ Wait until the firmware update has been executed.</li> </ul>
Firmware update failed	The firmware update could not be executed here.	<ul style="list-style-type: none"> <li>▶ Repeat the firmware download.</li> <li>▶ Restart the firmware update.</li> </ul>