

LAVO

EV Charger Installation Troubleshooting

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I Overview

The troubleshooting section enumerates a range of faults, such as relay adhesion failure, over temperature, overvoltage, undervoltage, over-current, emergency stop, and CP voltage faults. Each fault is accompanied by potential causes and a systematic process for resolution. This document acts as a thorough manual for tackling typical issues that arise during EV charger faults, guaranteeing streamlined and proficient troubleshooting protocols.

2 Installation Troubleshooting

No.	Fault Name	Possible causes	Process of elimination
1	Relay adhesion failure	The card reader chip, Bluetooth, and 4G module communication failed.	<ol style="list-style-type: none"> 1. Close the credit card function. If the credit card function cannot be closed, replace the EV charger.
2	Over temperature fault	The ambient temperature is greater than 75 degrees.	<ol style="list-style-type: none"> 1. Verify if the ambient temperature exceeds acceptable levels. 2. Inspect the charger component for any signs of damage, which may lead to inaccuracies. 3. If the issue persists, it is advisable to consider replacing the EV charger.
3	Overvoltage fault	The voltage is greater than 255V.	<ol style="list-style-type: none"> 1. Verify if the power grid voltage exceeds acceptable levels. 2. Inspect the charger component for any signs of damage, which may lead to inaccuracies. 3. If the issue persists, it is advisable to consider replacing the EV charger.

4	Undervoltage fault	The voltage is below 175V.	<ol style="list-style-type: none">1. Verify if the power grid voltage is below the specified threshold.2. Inspect the charger component for any damage that might lead to inaccuracies.3. If the issue persists, it is advisable to replace the EV charger.
5	Over-current fault	The current is greater than 35.2A	<ol style="list-style-type: none">1. Retrieve the charging gun and wait for 5 seconds. If the indicator does not turn red, the charger can resume charging. If it turns red, the charger needs to be replaced.
6	Emergency stop fault	The voltage and current are too high	<ol style="list-style-type: none">1. Press the emergency stop button to restart the charger.
7	CP voltage fault	CP voltage is not around 12V,9V and 6V	<ol style="list-style-type: none">1. Attempt charging in another vehicle. If the fault persists, please replace the charger.