

Power Charger

TROUBLESHOOTING QUICK REFERENCE GUIDE

1 General error diagnosis

Errors	Possible causes	Remedy
LED bar does not light up	No supply voltage	Check the RCD and line circuit breaker and switch on if necessary
	The charging station is faulty	Contact your service partner
Charging process is not started	The charging cable is not plugged in correctly	Unplug the charging cable and plug it in again
	The charging process was not carried out correctly	Follow the instructions in "Charging process"
	The charging socket may be soiled or damaged in the locking area	Clean the charging socket or have it replaced
	The vehicle does not require energy or it has an error	Check the vehicle
	The vehicle is programmed to charge at a later start point	-
	Lack of approval due to external control device (energy supplier, photovoltaic system, ...)	-
The vehicle not fully charged / longer charging time	Electricity reduction or interruption of the charging process by vehicle or charging station due to high temperature	When the charging station has cooled down, the charging process is continued and the charging current may be increased again. Protect the vehicle and the charging station from direct sunlight during the charging process (carport, garage, etc.).
	-	Visual inspection of the charging socket for soiling, wear or damage
	-	Contact your service partner as necessary
Charging cable cannot be unplugged	Charging process was not completed by the vehicle	Complete the charging process as per the vehicle manufacturer's instructions
	The charging socket may not unlock due to tensile stress on the charging cable	Press the plug in and connect to the vehicle again. Then, complete the charging process again.
LED bar flashes red	Error	Errors must always be acknowledged by unplugging the charging cable. For more information, see "FAQs" on our website.
	-	Switch off the supply voltage of the charging station (installed or superordinate RCD and line circuit breaker). Unplug the charging cable from the vehicle and the charging station. Switch the voltage supply back on.
	The charging station is faulty	Contact your service partner

2 Assistance in case of error displays

The tables below should help you to identify a problem and perform the recommended measures.

Repairs to the charging station may only be carried out by authorized specialists (such as service technicians).

The Honda Power Charger outputs error messages via the LED bar in the event of faults that may occur during operation or after plugging in the charging cable. In addition, these errors are stored with additional in a log file.

Error displays are shown in the following color combinations:

- Blue/red
- Red/white

Appropriate measures can be derived based on the error display.

Whenever an error occurs, it is recommended that you first perform the general troubleshooting steps.

2.1 General troubleshooting measures

If the charging station indicates an error on the LED bar, general troubleshooting steps can be performed first. After each step, it must be checked whether the error is still displayed. Specifically, these are the following steps:








- **Stop the charging procedure** by unplugging the vehicle from the charging station. Then start the charging procedure again.
- **Restart the charging station:** Disconnect the vehicle from the charging station and switch off the charging station for a short time (30 seconds) via the line circuit breaker.
- **Perform a software update.**






If the error continues to be displayed, the measures from the following tables must be carried out.

Contact a service technician

Some errors can only be resolved by a service technician. The measure is then "Contact service technician". With "service technician" it is meant the dealer or service partner where the charging station was purchased or the electrician who installed the charging station.










2.2 Blue/Red error displays

LED bar	Cause	Measure
	The switch-on test failed. The contactor in the charging station could not be switched on.	The charging station is defective and must be repaired or replaced.
	An incorrect supply voltage has been detected.	<p>Contact a qualified electrician to check the correct connection of the charging station to the mains.</p> <p>If the device is correctly connected and the error persists: The charging station is defective and must be repaired or replaced.</p>
	The charging current is too high. The connected vehicle charges with more current than permitted.	<p>Compare the DIP switch settings of the charging station with the maximum charging current in the technical data of the vehicle. If the configuration of the charging station is lower, then the configuration must be adapted via the DIP switches. The configuration may only be adapted if this does not overload the connection.</p> <p>Compare the displayed value in the charging current display of the vehicle with the technical data of the vehicle. If the value in the charging current display is higher, then the vehicle must be checked in the workshop.</p> <p>If the check in the workshop does not provide a result: Contact a service technician</p>
	The charging station has received an unexpected signal.	Check cables and connectors for possible damage and replace if necessary.
	The internal fault current monitoring of the charging station was triggered.	<p>If the error occurs during startup without a connected vehicle: Disconnect the charging station for a short time (30 seconds) via the line circuit breaker.</p> <p>If the error occurs when the vehicle is plugged in: Cancel charging and switch off charging station for a short time (30 seconds) via the line circuit breaker. Then restart the charging process.</p> <p>If the error occurs repeatedly on the same vehicle: Have the vehicle checked in the workshop. It may be necessary to replace the charge controller in the vehicle.</p>
	The charging station has detected a communication error with the display or a configuration error.	<p>Verify that the DIP switches are configured correctly (see the "Installation Manual").</p> <p>If the error persists: Contact a service technician</p>
	The internal switching-current or fault-current mechanism has triggered.	<p>Cancel charging and switch off charging station for a short time (30 seconds) via the line circuit breaker. Then restart the charging process.</p> <p>If the error persists: The charging station is defective and must be repaired or replaced.</p>

LED bar	Cause	Measure
	The internal system configuration is faulty.	Contact a service technician
	A previously occurring error persists.	Contact a service technician
	Internal error	Contact a service technician
	Internal error	<p>Cancel charging and switch off charging station for a short time (30 seconds) via the line circuit breaker. Then restart the charging process.</p> <p>If the error persists: The charging station is defective and must be repaired or replaced.</p>
	Internal error	<p>Disconnect the vehicle from the charging station and restart the charging process.</p> <p>If a software update is running: Software update has failed. Download the software update again.</p> <p>If the error persists: Contact a service technician</p>

2.3 Red/White error displays

This chapter covers the error messages shown in red/white on the LED bar.

LED bar	Cause	Measure
	The plug was pulled out of the socket during charging or the plug was not properly locked and released from the socket during charging.	Disconnect plug and reconnect, paying attention to the correct locking.
	The plug was not recognized.	Check if the plug is compliant with the standard.
	Over-temperature shutdown: The permissible temperature in the charging station has been exceeded.	Disconnect the plug and wait until the charging station has cooled down. If the error occurs repeatedly: Check that the device is mounted in a suitable place.
	The plug could not be locked.	Unplug the plug and quickly plug it in again. If the problem persists, check the following: Contamination of the socket; use of a standard-compliant plug; mechanical damage of the plug; cable defect.
	The charging station has not detected an electric vehicle but rather an unauthorized consumer. Only standard-compliant electrically operated vehicles may be charged.	Remove the unauthorized consumer and restart the charging process.
	The charging station is in commissioning mode.	Check the DIP switch settings for correct configuration and restart the charging process (see the "Installation Manual").
	The charging station has detected a short circuit.	Check cable and plug for damage and replace defective component. If the error persists: Contact a service technician
	The charging station has detected a configuration error.	Check the DIP switch settings for correct configuration and restart the charging process (see the "Installation Manual").
	The charging station has detected an invalid cable. For compatibility reasons, the charging station does not accept charging cables with a charging current of 13 A or less.	Use a charging cable with a higher charging current.