

## Faults list and troubleshooting

NO.	Faults on display	Description	Troubleshooting
1	Fault UVP	The input voltage is higher than the allowable value.	Stop charging and check if the AC input voltage meets 380V $\pm$ 10%.
2	Fault IPC	The AC input three-phase power is missing one phase	Stop charging and check if the AC input three- phase power is correct
3	FAN Fault	The fan is faulty. Check the fan	Stop charging and check <ul style="list-style-type: none"> <li>• Check whether the fan is stuck</li> </ul>
4	Output undervoltage protection	Output voltage is below allowable value.	Stop charging and check <ol style="list-style-type: none"> <li>1. Right charger for right battery.</li> <li>2. The output voltage of the charger.</li> </ol>
5	Output overcurrent protection	Output current is higher than allowable value	Stop charging, check <ol style="list-style-type: none"> <li>1. The output current settings of the charger.</li> <li>2. Whether the output gun is damaged.</li> <li>3. If the connection is normal.</li> </ol>
6	Fault OTP	The charger temperature is too high.	Stop charging and check <ul style="list-style-type: none"> <li>• Check whether the fan is stuck</li> <li>• Check whether the heat dissipation air duct of the charger is shielded</li> </ul>
7	Battery disconnection protection	Charger Output Line Not Connected to Battery	Stop charging and check <ol style="list-style-type: none"> <li>1. The charging gun is not connected well.</li> <li>2. The CAN communication line is not connected well.</li> </ol>
8	BMS Fault	Interruption of communication between charger and BMS	Stop charging and check whether the CAN communication line is not connected well.
9	Output Short Circuit Protection	Output positive and negative pole short connection	Stop charging and check whether there is short circuit to ground or between positive and negative poles.
10	Battery Back Connection Protection	Positive and negative are reversed.	Stop charging and check the positive and negative poles of the charging gun and the battery.

### NOTE

*Please contact us if the above treatments can't solve the failure.*