

Common problems and abnormal handling of 60kW/120kW DC charging stations

Possible problems and phenomena	Processing Methods
<p>Charger failure alarm after power-on Yellow indicator light</p>	<ol style="list-style-type: none"> 1. If the charger shows that the charging module is communicating abnormally, the side door of the charger can be opened with the matching key, Check if the AC incoming switch is closed, ensure that the charging module is in standby mode. 2. If the charger shows an abnormal AC input, the multimeter can be used to measure the voltage at the AC input terminal of the charger, Check for phase loss, AC input voltage too low or too high.
<p>The screen is not displayed during the use of the charger or the screen is touched and the display does not switch</p>	<ol style="list-style-type: none"> 1. When the charger crashes, disconnect the power supply of the charger and restart it. 2. If the charger display is faulty or damaged, contact the manufacturer to replace the display.
<p>After the charging module is powered on, the indicator light does not light or the charger failure alarm indicator is always on.</p>	<p>If the charger is damaged, contact the manufacturer for after-sales service and replace the charger module if necessary. After the faulty module is removed, the charger can continue to be used for charging (when the charger has multiple modules).</p>
<p>The lightning arrester is broken by lightning. When it is damaged, the status indicator on the lightning arrester module changes from green to red.</p>	<ol style="list-style-type: none"> 1. Replace the same type of lightning arrester module for replacement. 2. Contact the manufacturer for after sales service

<p>In the case of charging billing, there is an error in the electrical measurement and charging cost.</p>	<ol style="list-style-type: none"> 1. The built-in odometer of the charger has reached the maximum range and needs to be reset to zero and calibrated. 2. The built-in watt-hour meter of the charger is damaged. You need to contact the manufacturer for maintenance.
<p>The charger displays BMS communication abnormality when charging is started.</p>	<p>Please confirm that the charging cable is correctly inserted into the electric car charging socket.</p>
<p>Charging current is 0 after starting charging</p>	<ol style="list-style-type: none"> 1. The DC contactor of the charger does not operate normally. Please try again after charging. If the problem persists, please check if the charger device is faulty. 2. The output DC contactor is damaged. Please contact the manufacturer for maintenance.
<p>Abnormal condition during charging</p>	<ol style="list-style-type: none"> 1. Break the emergency stop switch cover and quickly press the emergency stop switch
<p>Sudden power failure during charging or at the end of charging</p>	<p>When this happens, the charging card will be grayed out. Please contact the charger manager immediately. After the power is restored, follow the prompts to swipe the card on the charger to remove the ash, so as not to affect your next use.</p>
<p>Show charging card locked prompt message when swiping</p>	<p>Please contact the card issuer or the operation department to unlock.</p>
<p>Note: If you still can't solve the problem, please contact the manufacturer for after-sales service.</p>	