AHP 2.0.0 - Error Codes

Related to firmware version: 2.0.0

Date: 2024-04-29

List of changes (1.3.0 → 2.0.0)

- Removed error code 101 as the internal RCD functionality is not present.

Table

Error code	Error message text	Possible causes	Possible solutions	Info field	OCPP 1.6
Error inside charging point					
102	Not able to charge. Please call for support.	Internal error. Unexpected or no voltage on output of power board.	Contact the service department of your charge point supplier. - Check power board.	Power switch error (Main)	PowerSwitchFailure
105	Not able to charge. Please call for support.	Internal error. No communication with internal power meter.	Contact the service department of your charge point supplier. - Check if internal power meter is connected correctly. - Check if internal power meter is configured correctly. - Check internal power meter.	Unable to communicate with power meter.	PowerMeterFailure
106	Not able to charge. Please call for support.	Power interrupted by internal RCD.	Contact your installation engineer. - Internal RCD (Type A: 30mA AC) tripped.	External RCD tripped, local engineer reset needed	GroundFailure
109	Not displayed	No connection / connection lost to NFC reader.	Contact the service department of your charge point supplier. - Check if NFC reader is connected correctly.	Unable to communicate with reader.	ReaderFailure

110	Not displayed	No connection / connection lost to one or more internal devices.	This typically resolves by itself, but if it's persistent for more than a few minutes, then contact the service department of your charge point supplier. • Check if device cables are connected correctly	Unable to communicate with device.	OtherError
Error in installation					
202	Input voltage too low, not able to charge. Please call your installer.	Supply voltage below 205 VAC.	Contact your installation engineer.	Installer check voltage levels installation:<x>V.	UnderVoltage
212	Error in installation. Please check installation or call for support.	Missing phase in installation.	Contact your installation engineer. • Check voltage levels.	Missing phase L2 in installation.	UnderVoltage
Error in car					
302	One moment please your charging session will resume shortly.	Safety measure, Vehicle draws more power than allowed / did not reduce power in time according to the IEC 61851 norm	One specific vehicle: Contact your car dealership All vehicles: Contact the service department of your charge point supplier.	Over current detected of <x>%	overCurrentFailure
303	One moment please your charging session will resume shortly.	Safetey measure, vehicle has started and stopped charging to often within 1 minute.	• Check car and charging cable. • Otherwise contact the service department of your charge point supplier.	Charging is started too often check car and cable.	EVCommunicationError
Error from outside (user, plug, cable, weather influences, etc.)					
401	Inside temperature high. Charging will resume shortly.	Temperature inside the charge point above 70 degrees Celsius.	Unexpected: When there is no EV charging and the ambient temperature is not high: contact the service department of your charge point supplier Expected: When there is an EV charging in high ambient temperature in direct sunlight: contact your installation engineer	Temperature inside charger > <x.y>, actual <x.y>.	HighTemperature
404	Not able to lock cable.	Unable to lock the charging cable.	Mostly: cable not inserted correctly/fully by the user	Unable to lock charging cable,	ConnectorLockFailure

	Please reconnect cable.		Contact the service department of your charge point supplier. - Check socket and charging cable plug. - Check if the lock motor can move freely.	try again.	

406	No communication with vehicle. Please check your charging cable.	Monitored CP voltage level is out of range according to the IEC 61851 norm.	- One specific cable: Cable broken.
			- Issues with other charge points:
			  - Contact the service department of your charge point supplier.
			- All cables and no issues with other charge points:
			  - Contact the service department of your charge point supplier.
				CP value out of range actual: <x.y>V / <x.y>V.	EVCommunicationError