

Error codes and troubleshooting

Code	Error message displayed	Icon	Possible cause	Possible countermeasures	Info field	OCPP 1.5	OCPP 1.6 OCPP 2.0.1
General error							
001	Not able to charge. Please call for support.		Unknown general error.	Contact the service department of your charge point supplier.	Generic	OtherError	OtherError
Charging station related error							
101	One moment please. Your charging session will resume shortly.		DC fault current (>6mA) detected by charging station.	- One specific vehicle: Contact your car dealership. - Multiple vehicles: Contact the service department of your charge point supplier.	RCD signalled DC power actual 8.5mA	Groundfailure	Groundfailure
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 powerboard.	Power switch error	PowerSwitch Failure	PowerSwitch Failure
104	Not able to charge. Please call for support.		Internal error. Voltage to low on internal power supply (power board).	- Contact the service department of your charge point supplier. - Check powerboard.	Internal 12V supply voltage levels too low.	OtherError	InternalError
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 configured correctly. - Check internal power meter.	Unable to communicate with power meter.	PowerMeter Failure	PowerMeter Failure
106	Not able to charge. Please call for support.		Power interrupted by internal RCD.	- Contact your installation engineer. - Internal RCD (Type A: 30 mA AC) tripped.	RCD AC tripped, local engineer reset needed.	GroundFailure	GroundFailure
108	Not displayed	Not displayed	Charging station configured as Plug & Charge authorization mode and Plug & Charge ID is not configured.	- Contact the service department of your charge point supplier. - Configure Plug & Charge ID.	Missing P&C identifier.	OtherError	OtherError
109	Not displayed	Not displayed	No connection / connection lost to card reader.	- Contact the service department of your charge point supplier. - Check if the card reader is connected correctly.	Unable to communicate with reader.	ReaderFailure	ReaderFailure
Installation related error							
201	Error in installation. Please check installation or call for support.		Protective earth not connected or unstable.	- Contact your installation engineer. - Recommended earth resistance of the installation < 100 Ohm.	PE connection, check protective earth wiring.	OtherError	OtherError

Code	Error message displayed	Icon	Possible cause	Possible countermeasures	Info field	OCPP 1.5	OCPP 1.6 OCPP 2.0.1
202	Input voltage too low, not able to charge. Please call your installer.		Supply voltage below 210 VAC.	Contact your installation engineer.	Installer check voltage levels installation: 189V.	UnderVoltage	UnderVoltage
206	Temporary set to unavailable. Contact CPO or try again later.		Charging station is set to inoperative by the charge point operator / the charging station is updating.	Contact your charge point operator. • Firmware update in progress.	Not Used	Not Used	Not Used
208	Not displayed	Not displayed	Supply voltage above 275 VAC.	• Contact the service department of your charge point supplier. • Check voltage levels.	Installer check voltage levels installation: 275V	OtherError	OtherError
209	Not displayed	Not displayed	No connection / connection lost to DSMR4.x / SMR5.0 (P1) smart energy Meter.	• Contact the service department of your charge point supplier. • Check DSMR4.x / SMR5.0 (P1) smart energy Meter connection.	P1 lost, in safe mode max 6A check P1 connection.	OtherError	OtherError
210	Not displayed	Not displayed	No connection / connection lost to Modbus TCP/IP energy meter.	• Contact the service department of your charge point supplier. • Check Modbus TCP/IP energy meter.	Modbus TCP/IP lost, in safe mode max 6A.	OtherError	OtherError
211	Not able to lock cable. Please call for support.		Unable to move locking motor during build-in self-test.	• Contact your installation engineer. • Check if locking motor is connected correctly. • Check if locking motor can move.	Unable to move lock motor.	Connector LockFailure	Connector LockFailure
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	UnderVoltage
213	Not displayed	Not displayed	No connection / connection lost to TIC smart energy Meter.	• Contact the service department of your charge point supplier. • Check TIC smart energy Meter connection.	TIC lost, in safe mode max 6A. Check TIC connection.	OtherError	OtherError
214	Not able to charge. Please call for support.		Tariffs not configured, required for ad-hoc payments with Eichrecht.	• Contact your charge point operator. • Tariffs not configured (StartPrice & EnergyPrice).	Tariffs not configured, StartPrice & EnergyPrice required.	OtherError	OtherError
215	Not displayed	Not displayed	No connection / connection lost to Modbus RTU energy meter.	• Contact the service department of your charge point supplier. • Check Modbus RTU energy meter.	Modbus RTU lost, in safe mode max 6A.	OtherError	OtherError

Code	Error message displayed	Icon	Possible cause	Possible countermeasures	Info field	OCPP 1.5	OCPP 1.6 OCPP 2.0.1
Vehicle related error							
301	One moment please your charging session will resume shortly.		Unknown error in communication with car.	- Check car and charging cable. - Otherwise contact the service department of your charge point supplier.	Not Used	Not Used	Not Used
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 standard.	- One specific vehicle: Contact your car dealership. - All vehicles: Contact the service department of your charge point supplier.	Over current detected allowed 16,0A actual 17,2A.	PowerCurrent Failure	PowerCurrent Failure
303	One moment please your charging session will resume shortly.		Safety 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.	OtherError	EV Communication Error
304	Charging not started yet to continue please reconnect cable.		Cable connected for more than 2 minutes without starting a charging session.	- Reconnect cable and start charging session within 2 minutes. - Otherwise contact the service department of your charge point supplier.	Cable connected without tag remove cable retry.	NoError	NoError
Ambient or equipment related error (user, plug, cable, weather conditions etc.)							
401	Inside temperature high. Charging will resume shortly.		Temperature inside the charge point above 70 degrees Celsius.	Unexpected: - Ambient temperature. - No EV charging. Contact the service department of your charge point supplier. Expected: - Ambient temperature. - Installed in direct sunlight. - EV charging. Contact your installation engineer.	Temperature inside charger >70,0, actual 71,8.	High Temperature	High Temperature
402	Inside temperature low. Charging will resume shortly.		Temperature inside the charge point below -40 degrees Celsius.	- Unexpected ambient temperature. Contact the service department of your charge point supplier. - Expected ambient temperature.	Temperature inside charger <-20,0 actual -30,0.	OtherError	OtherError
404	Not able to lock cable. Please reconnect cable.		Unable to lock the charging cable.	Contact the service department of your charge point supplier. - Check socket and charging cable plug. - Check if the lock motor can move freely.	Unable to lock charging cable, try again.	Connector LockFailure	Connector LockFailure

Code	Error message displayed	Icon	Possible cause	Possible countermeasures	Info field	OCPP 1.5	OCPP 1.6 OCPP 2.0.1
405	Cable not supported. Please try connecting your cable again.		Measure PP resistance of the charging cable is out of range according to the IEC 61851 standard.	- One specific cable: Issues with other charge points. Cable broken - All cables: No issue with other charge point. Contact the service department of your charge point supplier.	PP value out of range actual: 450 Ohm.	Mode3Error	Communication Error
406	No communication with vehicle. Please check your charging cable.		Monitored CP voltage level is out of range according to the IEC 61851 standard.	- One specific cable: Issues with other charge points. Cable broken - All cables: No issue with other charge point. Contact the service department of your charge point supplier.	CP value out of range actual: -9.8V / -12V.	Mode3Error	Communication Error
407	Not displayed	Not displayed			Charger tilted actual -4128/96/-32.	OtherError	OtherError