









# Errors meaning

## RED LED INDICATIONS (errors)

A	B	C	D	E	F	G	H
 Input voltage error.	 Output voltage/current error.	 Current leakage detected.	 Connectivity error.	 Temperature error.	 Internal errors.	 Faulty connection to EV.	 Warning orange LED
Overvoltage; Undervoltage; Wrong wiring.	Overvoltage; Undervoltage; Output current.	Current leakage detected	Cable lock; PP fail; Car diode.	Temperature reached 85°C	-12V;	CP fail	Problems with energy meter: <ul style="list-style-type: none"><li>• Unrecognized;</li><li>• Badly set;</li><li>• Communication problems;</li><li>• Other problems:<ul style="list-style-type: none"><li>• Temperature;</li><li>• Current ;</li><li>• D state.</li></ul></li></ul>

Troubleshooting

- Check if the charging cable is connected correctly from the charger side (socket version) and from the EV side;
  - Try to reconnect charging cable to the EV and EVSE (if it is socket version).
  - Listen if you can hear a clicking sound from the TeltoCharge when you plug the cable to EV. Charger should lock cable plug. If you can't hear, try to unplug cable (from EVSE side) while it is plugged from EV side. If it is possible to unplug, report this problem via VIP helpdesk or your sales manager.
  - If any of these steps helps, measure the voltage between PE and PP and check if it is in accordance to the standard.
- Check if the input wiring is connected correctly;
  - Measure input voltage;
  - Check installer menu settings if supply voltage and voltage tolerance is in accordance with the measured input voltage.
- Disconnect charging cable from the EV and check if the issue remains.
  - Reboot charger and try to connect EV again.
- Check if the error persists.
  - If the error is cleared, try to start charging. If the error occurs once again, try following steps:
    - Check if charging cable is fully plugged into socket and/or EV;
    - Check if the inside of both the socket and the plug has no foreign materials inside (is clean).
    - Check visually if the cable is not damaged.
    - Check if the boards are not covered in dust and/or other materials.
- Check the temperature inside Teltonika Energy app > Device info. If temperature is higher than 85 °C wait while charger cools down.
  - Restart TeltoCharge
- Try reconnect charging cable from the EV side. There might be control pilot communication problem which can occur with different EV models.
  - Check if the energy meter is compatible;
  - Check temperature.
- Go to the live data section and see what is the main problem.
  - Check connected wires via TeltoCharge and energy meter inputs;

If issues still persists, report it via VIP helpdesk or your sales manager. (**Note:** please provide as much information as you can about your issue (photos, videos, etc..) this helps to solve it faster.