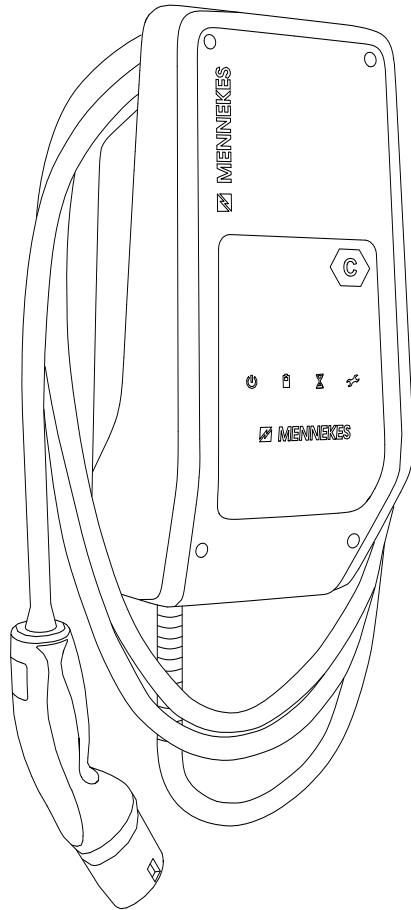


# AMTRON® Compact 2.0, AMTRON® Compact 2.0s

## Troubleshooting

ENGLISH

- Troubleshooting procedure
- Error messages and solution approaches



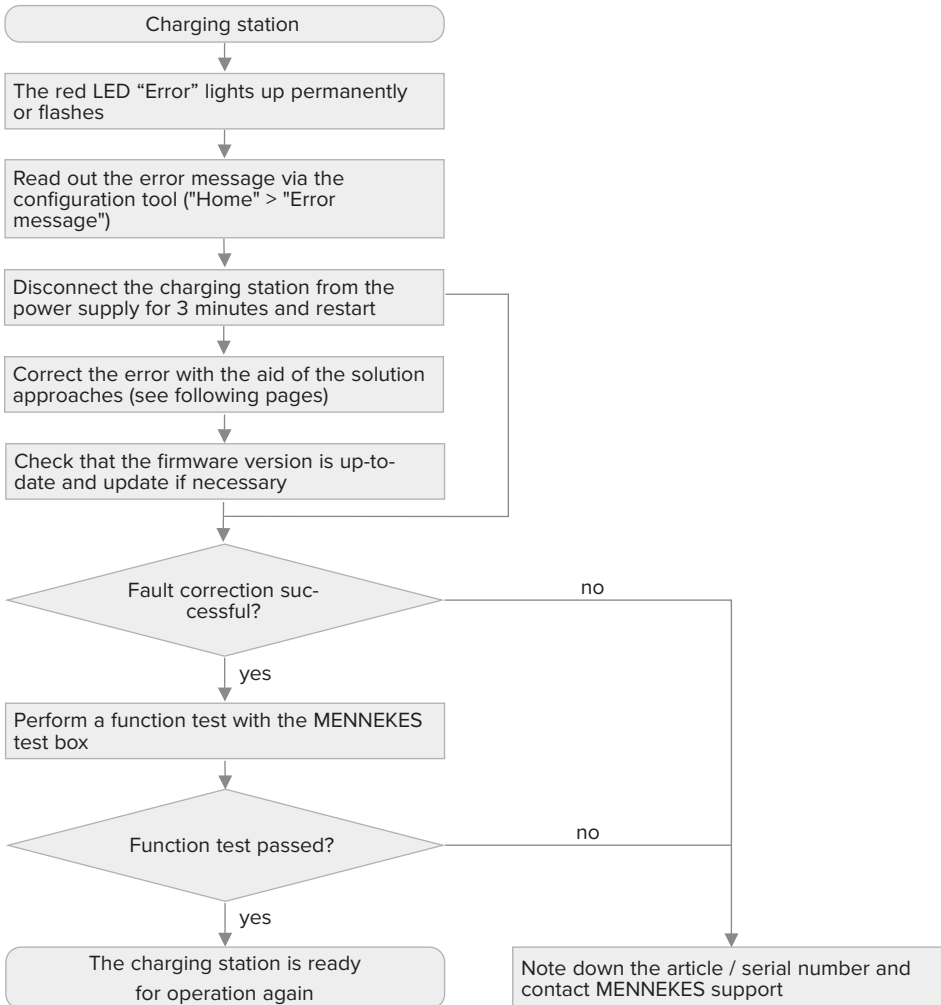


Troubleshooting work in which the charging station has to be opened may only be performed by a qualified electrician.

### Operating and installation manual

Notes on performing the individual steps and on safety, e.g. warning notices are not described here, but can only be found in the operating and installation manual for the respective charging station.

## Troubleshooting procedure



## Error messages and solution approaches

The error messages are displayed in the configuration tool ("Home" > "Error message"). To use the configuration tool, the MENNEKES configuration cable is required. You can find the MENNEKES configuration cable on our website under "Products" > "Accessories" (order number 18625).

Error message	Cause(s)	Solution approaches
Vehicle incompatible / charging cable defective	<p>The vehicle signals an error (status E), is not compatible or the charging cable was not detected.</p> <ul style="list-style-type: none"> <li>■ Vehicle is not compatible (Status D – gasing batteries are not supported)</li> <li>■ Short-circuit of CP line</li> <li>■ CP driver output defective</li> <li>■ CP signal invalid <ul style="list-style-type: none"> <li>■ Signal level outside the valid range</li> <li>■ External overvoltage on CP line</li> <li>■ Analogue measuring circuit of the charging station defective</li> </ul> </li> <li>■ The vehicle charges with &gt; 10 % more current than signalled <ul style="list-style-type: none"> <li>■ Faulty current measurement / controller defective</li> <li>■ Vehicle malfunction</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▶ Unplug the charging cable from the charging station.</li> <li>▶ Check cables / plug connectors.</li> <li>▶ Check the supply network connection.</li> <li>▶ Restart charging process.</li> <li>▶ Perform a function test with the MENNEKES test box.</li> <li>▶ Check charging cable.</li> </ul> <p><b>CP signal</b></p> <ul style="list-style-type: none"> <li>▶ Measure the CP signal between the CP and PE contacts (12 V DC with status A).</li> </ul> <p><b>Controller</b></p> <ul style="list-style-type: none"> <li>▶ Replace controller.</li> </ul> <ul style="list-style-type: none"> <li>▶ Go to car repair shop.</li> <li>▶ Contact MENNEKES Support and send log file.</li> </ul>
Residual current detection triggered	<p>Residual current detected by sensor.</p> <ul style="list-style-type: none"> <li>■ Charging cable insulation defective</li> <li>■ Leakage current to PE</li> </ul>	<ul style="list-style-type: none"> <li>▶ Unplug the charging cable from the charging station.</li> <li>▶ Check charging cable.</li> <li>▶ Restart charging process.</li> <li>▶ Check the power supply.</li> <li>▶ Disconnect the charging station from the power supply for 3 minutes and restart.</li> <li>▶ Perform a function test with the MENNEKES test box.</li> <li>▶ Go to car repair shop. <ul style="list-style-type: none"> <li>▶ Have the vehicle checked.</li> <li>▶ Have the limit value of the leakage current checked.</li> </ul> </li> <li>▶ Contact MENNEKES Support and send log file.</li> </ul>
Modbus fault	<p>Faulty ModBus communication.</p> <ul style="list-style-type: none"> <li>■ Faulty communication with energy meter</li> <li>■ Faulty communication with external Master</li> </ul>	<ul style="list-style-type: none"> <li>▶ Check cables / plug connectors.</li> <li>▶ Check the ambient conditions (e.g. EMC).</li> <li>▶ Check the configuration.</li> <li>▶ Replace the energy meter / external Master if necessary.</li> <li>▶ Contact MENNEKES Support and send log file.</li> </ul>

Error message	Cause(s)	Solution approaches
Relay faulty	<p>The feedback from relays is not as specified by the controller.</p> <ul style="list-style-type: none"> <li>■ Relay on controller defective</li> </ul>	<ul style="list-style-type: none"> <li>▶ Disconnect the charging station from the power supply for 3 minutes and restart.</li> <li>▶ Replace controller.</li> <li>▶ Contact MENNEKES Support and send log file.</li> </ul>
Device fault	<ul style="list-style-type: none"> <li>■ Hardware defective (e.g. controller, flash memory, residual current sensor)</li> <li>■ Firmware incomplete or incorrectly installed</li> <li>■ Permanent residual current to PE</li> </ul>	<ul style="list-style-type: none"> <li>▶ Disconnect the charging station from the power supply for 3 minutes and restart.</li> <li>▶ Perform a firmware update if necessary.</li> <li>▶ Perform a function test with the MENNEKES test box.</li> <li>▶ Replace controller.</li> <li>▶ Contact MENNEKES Support and send log file.</li> </ul>
Installation error / supply network connection faulty	<p>The supply network connection is defective or does not correspond to the configuration.</p> <ul style="list-style-type: none"> <li>■ Undervoltage</li> <li>■ Overvoltage</li> <li>■ Check for phase failure</li> <li>■ Loose terminal connections</li> <li>■ Line break</li> <li>■ Voltage spikes</li> </ul>	<ul style="list-style-type: none"> <li>▶ Check whether the configuration of the phases matches the supply network connection.</li> <li>▶ Check the configuration of the undervoltage / overvoltage detection.</li> <li>▶ Check the electrical system against DIN EN 50678.</li> <li>▶ Check the supply network connection.</li> <li>▶ Clarify the customer's environmental conditions (e.g. large machines, burst, EMC).</li> <li>▶ Contact MENNEKES Support and send log file.</li> </ul>
Internal communication fault	<p>The internal bus communication is faulty.</p> <ul style="list-style-type: none"> <li>■ Connection between internal components interrupted</li> <li>■ Controller defective</li> </ul>	<ul style="list-style-type: none"> <li>▶ Check cables / plug connectors.</li> <li>▶ Contact MENNEKES Support and send log file.</li> </ul>
Internal event	System errors	<ul style="list-style-type: none"> <li>▶ Check that the firmware version is up-to-date and update if necessary.</li> <li>▶ Contact MENNEKES Support and send log file.</li> </ul>
Configuration error	<p>DIP switches 1, 2 and 3 (bank S2) are set to "ON".</p> <ul style="list-style-type: none"> <li>■ In 2.0s products, this can temporarily activate the mode for teaching in a new master RFID card. However, this mode does not constitute a valid operating state. To restore operational status, the desired maximum charging current must be set.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Check the configuration of the DIP switches.</li> <li>▶ Restart charging station.</li> </ul>