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1. Troubleshooting

RDC Charger recovers error automatically. To delete error by yourself long press button on charger housing or on application. **Charging is stopped while error is active. If red light still flashes, please read table bellow.**

Error	Possible causes	Possible solution
CP positive voltage CP negative voltage	Measured voltage on CP pin is out of range.	Check your charging cable and plug. Reconnect your EV. If error still appears, please contact your EVSE service.
RCD sensor trip	DC current leak detected.	Please try to connect another EV, if error still appears, please contact your EVSE service. Otherwise, please contact an authorized car service department.
RCD sensor malfunction	RCD sensor is damaged or not connected.	Please contact your EVSE service.
Undervoltage Overvoltage	Supply voltage is out of range.	Please contact your EVSE installer.
Charge with ventilation	EV requests charging with ventilation and “Charging with ventilation” is not enabled on configurator.	Enable “Allow charging with ventilation” if charged EV is located in ventilated area.
PS reading error (EVSE)	No communication with internal power sensor.	Please contact your EVSE service.
PS reading error (grid)	No communication with grid power sensor. DLM can not work properly.	Check connection with grid power sensor. Please contact your EVSE installer.
Current is higher than allowed	Vehicle draws more current/power than allowed.	Please try to charge another EV, if error still appears, please contact your EVSE service. Otherwise, please contact an authorized car service department.
Internal temperature is too high	Temperature inside of charger is too high.	Make sure charger is not exposed to direct sunlight. Please contact your EVSE installer.
Can not lock	Only for charger with socket: Socket can not lock the connected plug.	Unplug the cable and check if the plug is clean. If it's clean, try charging with a different cable. If it still doesn't work, contact the EVSE installer.
Can not unlock	Only for charger with socket: Socket can not unlock the connected plug.	Unplug the cable on the vehicle side and try again. If it doesn't work, contact the EVSE installer.

Error	Possible causes	Possible solution
Socket temperature is too high	Only for charger with socket: The socket is overheating, socket pin temperature is too high.	Try different solutions: 1. Unplug the cable and check if the plug is clean. 2. Turn off the power supply to the charger and check if the socket is clean. 3. Try charging with a different cable. If it doesn't work, contact the EVSE installer.
Unavailable	Parent system has set the charging station to “unavailable” status; Usually for system maintenance or upgrades.	Wait for the upgrades to complete. If it takes more than 5 minutes, contact EVSE service or your parent system provider for information.
Other error	Other errors that cannot be resolved by the user.	Contact EVSE service.