

EVIQ ELECTRIC VEHICLE CHARGER

TROUBLESHOOTING - FAQs

Connecting to your charger:

Please use the below videos to connect to your charger:

<https://www.youtube.com/watch?v=qssKcE-WnfM>

<https://www.youtube.com/watch?v=xDe3BNyleow>

<https://www.youtube.com/watch?v=wywX2lQdVcA>

Wifi signal

- The EVIQ charger works best with Wifi routers that are 2.4 GHz, some routers are 5 GHz which gives them a faster speed, but limits the distance of the signal.
- Stand by the charger and search for the Wifi signal using a mobile phone.

Dumb mode - No set up

- If the charger is not set up, it will go in to dumb mode which means it will only charge off peak.
 - It will not charge between **8.00-11.00 16.00-20.00 Monday-Friday**.

Troubleshooting by LED behaviour

If fault occurs, users can check the fault information on the LCD or by the number of blinks of the LED indicator light. Each fault is indicated with a sequence of different numbers of LCD blinking. A pause of 3 seconds between each sequence indicates the beginning or end of a sequence. If multiple faults happen at the same time, each sequence of blinking shows in chronological order at an interval of 3 seconds.

Please see the table below for detailed information:

No	Fault Code on LCD (If available)	Number of blinks on the LCD	Fault Description
1	100	3	Red emergency stop button is pressed or broken
2	105	1	Over voltage on phase L1
3	106	2	Under voltage on phase L1
4	108	4	Over Current
5	109	5	Over Temperature
6	110	6	DC leakage current detected
7	111	7	RS485 Communication Fault
8	112		Reserved
9	113	9	Type A Switch Fault
10	114	10	Relay
11	115	11	PE Fault
12	116	12	PEN Fault
13	117		Reserved
14	1000		Other Fault

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No Connection: App shows unavailable

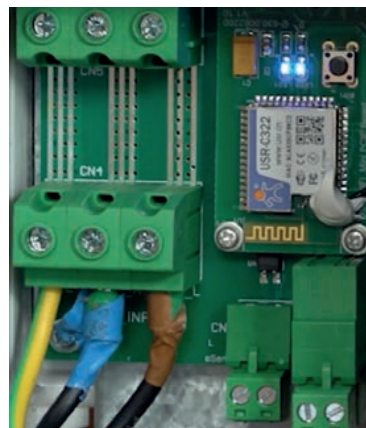
On the Wi-Fi module (blue band), is there 1 or 2 blue lights?

1 Light:

Check Wi-Fi details entered correctly and Wi-Fi is available at charge point location.

2 Lights-

Check charger is not still connected to phone + check firewall problems.



On the 4G module (Red band) is the light solid or flashing?

Solid -

Check Sim is inserted correctly + aerial is correct.

Slow Flashing-

Connected to 3G (Network may take some time to show available. Check 4G APN in charger parameters are correct for the Sim inserted.

Fast Flashing-

Connected to 4G (Check 4G APN in charger parameters are correct for the Sim card inserted.



Charging Issues

If charging cannot start after the car is plugged in

- Check if the red emergency stop button is pressed.
- Check what charge mode is being used

APP/RFID- Charge can only be started/stopped by APP or RFID card, and the charge must be connected to the back office server already.

RFID- Charge can only be started/stopped by RFID card.

Plug & Charge- Charge will start automatically when car is plugged in.

- Check if off-peak charging is set and if charger's time is correct. If off peak charging is set, charge can only start within the charging allowed time period.
- Check vehicle settings

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Cannot unplug the cable from the charging point

When charging finishes, customer can unlock the car with key, and then unplug cable from car and the charging point. If the cable cannot be unplugged from the socket outlet of the charging point, please check if the charging connector is plugged correctly and firmly. If not, please push it to the correct position, then press the silver ON/OFF button on the right-hand side of the charging point to unlock the connector. If it doesn't work, check the settings are set to automatic then disconnect electric vehicle side. If this doesn't work, switch power off to the unit.

For further support contact EVIQ

Technical support - **01905610200**