

### Common problems and abnormal handling of mobile charging stations

Possible problems and phenomena	Processing Methods
Charger failure alarm after power-on Yellow indicator light	<ol style="list-style-type: none"><li data-bbox="898 564 2002 858">1. If the charger shows that the charging module is communicating abnormally, the side door of the charger can be opened with the matching key, Check if the AC incoming switch is closed, ensure that the charging module is in standby mode.</li><li data-bbox="898 900 2029 1193">2. If the charger shows an abnormal AC input, the multimeter can be used to measure the voltage at the AC input terminal of the charger, Check for phase loss, AC input voltage too low or too high.</li></ol>

<p>The screen is not displayed during the use of the charger or the screen is touched and the display does not switch.</p>	<ol style="list-style-type: none"><li>1. When the charger crashes, disconnect the power supply of the charger and restart it.</li><li>2. If the charger display is faulty or damaged, contact the manufacturer to replace the display.</li></ol>
<p>After the charging module is powered on, the indicator light does not light or the charger failure alarm indicator is always on.</p>	<p>If the charger is damaged, contact the manufacturer for after-sales service and replace the charger module if necessary. After the faulty module is removed, the charger can continue to be used for charging (when the charger has multiple modules).</p>
<p>The charger displays BMS communication abnormality when charging is started.</p>	<p>Make sure the charging cable is properly plugged into the EV charging socket</p>

Charging current is 0 after starting charging	<ol style="list-style-type: none"><li>1. The DC contactor of the charger does not operate normally. Please try again after charging. If the problem persists, please check if the charger device is faulty.</li><li>2. The output DC contactor is damaged. Please contact the manufacturer for maintenance.</li></ol>
Abnormal condition during charging	Break the emergency stop switch cover and quickly press the emergency stop switch.
Note: If you still can't solve the problem, please contact the manufacturer for after-sales service.	