

PulseQ AC Lite/ PulseQ AC Pro

Fault Handling

When a fault occurs, the charging status indicator will blink green (once) and blink red (1~12 times), then repeat.

Indicator Status	Fault Code	Meanings	Handling Methods
1 red blink	E001	LN reverse polarity or ground fault	Check if the input power cable is correctly connected or the ground wire is securely connected.
2 red blinks	E002	Relay sticking	Contact after-sales service (charger components may be damaged and need to be replaced)
3 red blinks	E003	Relay rejection fault	Contact after-sales service (charger components may be damaged and need to be replaced)
4 red blinks	E004	Input overvoltage	Power grid failure, wait until the input voltage is automatically recovered.
5 red blinks	E005	Output overcurrent	Contact after-sales service (This may be caused by faulty charging cable or output short circuit).
6 red blinks	E006	Overtemperature	Check if the temperature of the charger is too high. Stop charging and wait until the temperature is dropped.
7 red blinks	E007	Leakage	Contact after-sales service (charger components may be damaged and need to be replaced)
8 red blinks	E008	RCD fault	Contact after-sales service (charger components may be damaged and need to be replaced)
9 red blinks	E009	CP signal fault	Contact after-sales service (This may be caused by a faulty OBC or CP circuit fault)
10 red blinks	E010	Metering unit fault	Contact after-sales service (charger components may be damaged and need to be replaced)
11 red blinks	E011	Socket lock fault	Contact after-sales service (charger components may be damaged and need to be replaced)
12 red blinks	E012	Card reader communication error	Contact after-sales service (charger components may be damaged and need to be replaced)