

# Alfen service sheet



## Error codes and problem-solving

Firmware version 4.10.0

Display		Troubleshooting			OCPP Statusnotification		
Code	Error message text	Icon	Possible causes	Possible solutions	Info field	OCPP 1.5	OCPP 1.6
<b>Generic</b>							
001	Not able to charge. Please call for support.		Unknown generic error.	Contact the service department of your charge point supplier.	Generic	OtherError	OtherError
<b>Error inside charge point</b>							
101	One moment please. Your charging session will resume shortly.		DC fault current (>6mA) detected by charging station.	One specific vehicle:  All vehicles: Contact your car dealership.  Contact the service department of your charge point supplier.	RCD signaled DC power actual 8.5mA	Groundfailure	Groundfailure
102	Not able to charge. Please call for support.		Internal error. Unexpected or no voltage on output of power board.	Contact the service department of your charge point supplier. • Check power board.	Power switch error	PowerSwitch Failure	PowerSwitch Failure
104	Not able to charge. Please call for support.		Internal error. Voltage too low on internal power supply (power board).	Contact the service department of your charge point supplier. • Check power board.	Internal 12V supply voltage levels too low.	OtherError	InternalError
105	Not able to charge. Please call for support.		Internal error. No communication with internal power meter.	Contact the service department of your charge point supplier. • Check if internal power meter is connected correctly. • Check if internal power meter is configured correctly. • Check internal power meter.	Unable to communicate with power meter.	PowerMeter Failure	PowerMeter Failure
106	Not able to charge. Please call for support.		Power interrupted by internal RCD.	Contact your installation engineer. • Internal RCD (Type A: 30mA AC) tripped.	RCD AC tripped, local engineer reset needed.	GroundFailure	GroundFailure
108	Not displayed	Not displayed	Charging station configured as Plug & Charge authorization mode and Plug & Charge ID is not configured.	Contact the service department of your charge point supplier. • Configure Plug & Charge ID.	Missing P&C identifier.	OtherError	OtherError
109	Not displayed	Not displayed	No connection / connection lost to NFC reader.	Contact the service department of your charge point supplier. • Check if NFC reader is connected correctly.	Unable to communicate with reader.	ReaderFailure	ReaderFailure
<b>Error in installation</b>							
201	Error in installation. Please check installation or call for support.		Protective earth not connected or unstable.	Contact your installation engineer. • Recommended earth resistance of the installation < 100 Ohm.	PE connection, check protective earth wiring.	OtherError	OtherError
202	Input voltage too low, not able to charge. Please call your installer.		Supply voltage below 210 VAC.	Contact your installation engineer.	Installer check voltage levels installation:189V.	UnderVoltage	UnderVoltage
206	Temporary set to unavailable. Contact CPO or try again later.		Charging station is set to inoperative by the Charge Point Operator / the charging station is updating.	Contact your charge point operator. • Firmware update in progress.	Not Used	Not Used	Not Used

# Alfen service sheet



## Error codes and problem-solving

Firmware version 4.8.0

Display		Troubleshooting			OCPP Statusnotification		
Code	Error message text	Icon	Possible causes	Possible solutions	Info field	OCPP 1.5	OCPP 1.6
<b>Error in installation</b>							
208	Not displayed	Not displayed	Supply voltage above 275 VAC	Contact the service department of your charge point supplier. <ul style="list-style-type: none"> <li>Check voltage levels.</li> </ul>	Installer check voltage levels installation:275V	OtherError	OtherError
209	Not displayed	Not displayed	No connection / connection lost to DSMR4.x / SMR5.0 (P1) smart energy Meter	Contact the service department of your charge point supplier. <ul style="list-style-type: none"> <li>Check DSMR4.x / SMR5.0 (P1) smart energy Meter connection.</li> </ul>	P1 lost, in safe mode max 6A check P1 connection.	OtherError	OtherError
210	Not displayed	Not displayed	No connection / connection lost to Modbus TCP/IP energy meter / energy management system	Contact the service department of your charge point supplier. <ul style="list-style-type: none"> <li>Check Modbus TCP/IP energy meter / energy management system.</li> </ul>	Modbus TCP/IP lost, in safe mode max 6A.	OtherError	OtherError
211	Not able to lock cable. Please call for support.		Unable to move locking motor during build-in self-test.	Contact your installation engineer. <ul style="list-style-type: none"> <li>Check if locking motor is connected correctly.</li> <li>Check if locking motor can move.</li> </ul>	Unable to move lock motor.	ConnectorLock Failure	ConnectorLock Failure
212	Error in installation. Please check installation or call for support.		Missing phase in installation.	Contact your installation engineer. <ul style="list-style-type: none"> <li>Check voltage levels.</li> </ul>	Missing phase L2 in installation.	UnderVoltage	UnderVoltage
<b>Error in car</b>							
301	One moment please your charging session will resume shortly.		Unknown error in communication with car.	<ul style="list-style-type: none"> <li>Check car and charging cable.</li> <li>Otherwise contact the service department of your charge point supplier.</li> </ul>	Not Used	Not Used	Not Used
302	One moment please your charging session will resume shortly.		Safety measure, Vehicle draws more power than allowed / did not reduce power in time according to the IEC 61851 norm.	One specific vehicle: Contact your car dealership. All vehicles: Contact the service department of your charge point supplier.	Over current detected allowed 16.0A actual 17.2A.	PowerCurrent Failure	PowerCurrent Failure
303	One moment please your charging session will resume shortly.		Safety measure, vehicle has started and stopped charging to often within 1 minute.	<ul style="list-style-type: none"> <li>Check car and charging cable.</li> <li>Otherwise contact the service department of your charge point supplier.</li> </ul>	Charging is started too often check car and cable.	OtherError	EV Communication Error
304	Charging not started yet to continue please reconnect cable.		Cable connected for more than 2 minutes without starting a charging session.	<ul style="list-style-type: none"> <li>Reconnect cable and start charging session within 2 minutes.</li> <li>Otherwise contact the service department of your charge point supplier.</li> </ul>	Cable connected without tag remove cable retry.	NoError	NoError
<b>Error from outside (user, plug, cable, weather influences, etc.)</b>							
401	Inside temperature high. Charging will resume shortly.		Temperature inside the charge point above 70 degrees Celsius.	Unexpected: <ul style="list-style-type: none"> <li>Ambient temperature.</li> <li>No EV charging.</li> </ul> Contact the service department of your charge point supplier. Expected: <ul style="list-style-type: none"> <li>Ambient temperature.</li> <li>Installed in direct sunlight.</li> <li>EV charging.</li> </ul> Contact your installation engineer.	Temperature inside charger > 70.0, actual 71.8.	High Temperature	High Temperature
402	Inside temperature low. Charging will resume shortly.		Temperature inside the charge point below -40 degrees Celsius.	Unexpected ambient temperature. <ul style="list-style-type: none"> <li>Contact the service department of your charge point supplier.</li> </ul> Expected ambient temperature.	Temperature inside charger < -20.0 actual -30.0.	OtherError	OtherError

# Alfen service sheet



## Error codes and problem-solving

Firmware version 4.8.0

Display		Troubleshooting			OCCP Statusnotification		
Code	Error message text	Icon	Possible causes	Possible solutions	Info field	OCCP 1.5	OCCP 1.6
<b>Error from outside (user, plug, cable, weather influences, etc.)</b>							
404	Not able to lock cable. Please reconnect cable.		Unable to lock the charging cable.	Contact the service department of your charge point supplier. <ul style="list-style-type: none"> <li>• Check socket and charging cable plug.</li> <li>• Check if the lock motor can move freely.</li> </ul>	Unable to lock charging cable, try again.	ConnectorLock Failure	ConnectorLock Failure
405	Cable not supported. Please try connecting your cable again.		Measure PP resistance of the charging cable is out of range according to the IEC 61851 norm.	One specific cable: <ul style="list-style-type: none"> <li>• Issues with other charge points.</li> </ul> <hr/> All cables: <ul style="list-style-type: none"> <li>• No issue with other charge point.</li> </ul> Contact the service department of your charge point supplier.	PP value out of range actual: 450 Ohm.	Mode3Error	Communication Error
406	No communication with vehicle. Please check your charging cable.		Monitored CP voltage level is out of range according to the IEC 61851 norm.	One specific cable: <ul style="list-style-type: none"> <li>• Issues with other charge points.</li> </ul> <hr/> All cables: <ul style="list-style-type: none"> <li>• No issues with other charge points.</li> </ul> Contact the service department of your charge point supplier.	CP value out of range actual: -9.8V / -12V.	Mode3Error	Communication Error
407	Not displayed	Not displayed			Charger tilted actual -4128/96/-32.	NoError + OtherError	NoError + OtherError

### Alfen B.V.

Hefbrugweg 28 | 1332 AP Almere | The Netherlands

PO-box 1042 | 1300 BA Almere | The Netherlands