List of product error codes

EN - 07/07/2020

MESSAGE	INTERPRETATION	CAUSES	REMEDY & SOLUTION
Product not connected (user operation)			
#error (+)<-->(-)	Polarity reversal at the clamps	The clamps are connected to the battery upside down.	Revert the clamps back in normal position
#error fuse	Output fuse out of order	the output fuse is not detected by the charger	Check the internal output connections of the product and replace the fuse if necessary.
#error U>Umax	Voltage too high at the clamps	The voltage at the clamps exceeds the maximum allowed for the current mode.	Select the appropriate mode or battery is unsuitable for the charger
#error MMI	Bad connection between the MMI board and the power board	The Picoflex ribbon is disconnected	Reconnect the Picoflex ribbon correctly.
#error T(°C)	Charger overheating	The internal temperature of the charger has exceeded the maximum allowed	Product anomaly --> repair
#error STOP	Interruption of the I-Check test (VAS version only)	The I-Check test was interrupted by pressing the STOP button.	Repeat the test.
#error contact	Clamps incorrectly connected in I-Check mode (VAS version only)	The clamps were disconnected during the I-Check test.	Reconnect the clamps correctly and re-run the test.
Produit non connecté (TFC fault codes)			
Fault 01	Voltage calibration fault, invalid voltage calibration value	Incorrect handling during calibration	R-run the calibration
		PCB fault	PCB repair
Fault 02	Cable calibration fault, invalid cable resistance value	Connection fault	Check the internal output connections
		Insufficient connection of the clamps in short circuit.	Re-run the calibration, ensuring that the clamps are in short circuit.
Fault 03	Current too low during thermal test	Load voltage too high (or load resistance too high)	Re-run the test with a consistent load
		PCB fault	PCB repair
Fault 04	Current too high during thermal tester	PCB fault	PCB repair
Fault 05	Temperature rise too high during thermal test	PCB fault	PCB repair
Fault 06	Starting temperature outside tolerance	Product stored in hot or cold environment	Wait for the product to return to normal temperature before re-running the test.
Fault 07	Fan fault.	Fan absent	Put a fan on the power board
		Blocked fan	Loosen the fan fixing
		Covered not in place or not fitted correctly	Cover the product correctly
		False fault	Re-run the test
Product connected (user setting)			
Err01: Int_1	Internal error, picoflex connector not in place	picoflex connector not in place	Check the Picoflex connection
Err02: Int_2	Internal error, temperature measurement invalid	one of the thermal sensors CTN is US or not connected	Check thermal sensors
Err03: Fuse_NOK	Output fuse fault	Output fuse US or not screwed on correctly	Check output fuse has not blown and is fitted tightly enough
Err04: T>Tmax	Charger temperature is abnormally high	PCB fault	PCB repair
Err05: (+)<>(-)	Polarity reversal at the clamps	The clamps are connected to the battery upside down.	Revert the clamps back in normal position
Err06: U>xxV	Overvoltage at clamp level	Incorrect battery detected (ex: 24V on a 12V charger)	
Err07: No_Bat	No battery	No battery connected to the clamps	Check the connection of the clamps
Err08: U<xxV	Battery too low	Battery deeply discharged or US	Replace the battery.
Err09: U>xxV	Abnormally high battery voltage	Incorrect battery detected (ex: 24V on a 12V charger)	
Err10: U<xxV	Short-circuit detected during the charge process	Short-circuit detected during the charge process	Check the assembly
Err11: Time-Out	Abnormally long charge	Consumer present on battery or battery US	
Err12: Q>xxAh	Tripping the overload protection	Consumer present on battery or battery US	
Err13: U<xxV	Abnormally low battery voltage when checking the charge	Consumer present on battery or battery US	
Err14: Bat_UVP	Abnormally low battery voltage during UVP wake-up	Battery US or short circuit detected	
Err15: U<xxV	Battery too low	Battery too low	
Err16: Bat_NOK	Battery out of order	Battery out of order	
Err17: Recov_NOK	Battery recovery failure	Battery recovery failure	
Err18: U>0V	Voltage detected at the clamps during lead test	Voltage detected at the clamps during lead test	Check the assembly
Err19: cable_NOK	Lead calibration failure	Charging leads US or short circuit set incorrectly	Check the assembly
Err20: U<xxV	Triggering of abnormal undervoltage protection	Short circuit detected	
Err21: U<xxV **Err22: U<xxV**	Abnormally low battery voltage during charging	Battery US ou consumer present	
Err23: Int_3	Internal error, ID card NOK	The power PCB is not recognized by the MMI	
Err24: Int_4	Internal error, EEPROM	EEPROM memory fault	
Product connected (fault code TFC)			
Err05: (+)<>(-)	Polarity reversal at the clamps	The clamps are reversed	Revert the clamps back in normal position
U calibration fault	Calibration voltage fault, calibration value not valid.	Voltmeter fault	Check the voltmeter
		PCB related issue	Repair the PCBs
R calibration fault	Leads calibration fault	Clamps not in short circuit	Re-run the test and ensure that the clamps are in short circuit.
		PCB fault	PCB repair
		Leads fault	Check the set of leads
Fault I > xxA	Current too high during thermal tester	PCB fault	PCB repair
Fault I < xxA	Current too low during thermal test	BTCA set incorrectly, the load does not enable the charger to supply max current	Re-run the test with a consistent load
		PCB fault	PCB repair
Fan default.	Fan fault	Fan faulty or connected incorrectly	Check the fan
Thermal fault	Temperature rise too high during thermal test	PCB fault	PCB repair