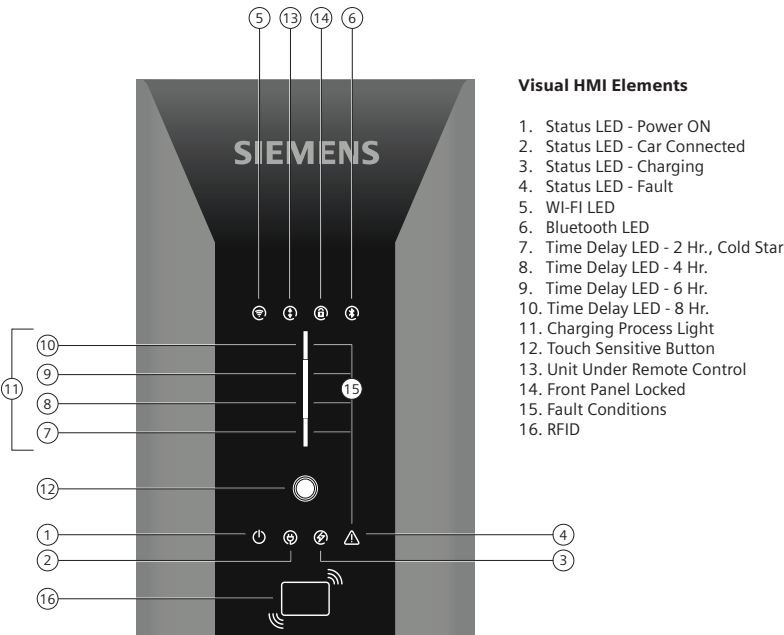


OPERATIONS AND TROUBLESHOOTING GUIDE FOR TECH SUPPORT

# **VersiCharge™ AC** Electric vehicle charging station



Charger State			LED Light Display						Function Effected	Recovery State			Action	Fault No.	Fault Description	Charger HMI
Power	Car Connected	Charging	Fault	2	4	6	8	Bluetooth		Self-Recoverable	Recoverable with User Intervention	Non-recoverable				
			Fault LED Solid													
									Charging			✓	Power cycle unit (max 3 times). <sup>1,2</sup> Return unit if fault persists.	3	Charge Current Interrupting Device (CCID) Self Test Fault	
									Charging			✓	Power cycle unit (max 3 times). <sup>1,2</sup> Return unit if fault persists.	4	Internal Hardware Fault	
									Charging			✓	Power cycle unit (max 3 times). <sup>1,2</sup> Return unit if fault persists	12	Load Zero Volt	
									Charging			✓	Power cycle unit (max 3 times). <sup>1,2</sup> Return unit if fault persists	13	Closed/Welded Contact	
			Fault LED Flashing													
									Charging		✓		Power Cycle <sup>1,2</sup> can recover nuisance faults.	1	Charge Current Interrupting Device (CCID) Fault - Immediate	<div>Visual HMI Elements</div> <div><div>1. Status LED - Power ON</div><div>2. Status LED - Car Connected</div><div>3. Status LED - Charging</div><div>4. Status LED - Fault</div><div>5. Wi-Fi LED</div><div>6. Bluetooth LED</div><div>7. Time Delay LED - 2 Hr., Cold Start</div><div>8. Time Delay LED - 4 Hr.</div><div>9. Time Delay LED - 6 Hr.</div><div>10. Time Delay LED - 8 Hr.</div><div>11. Charging Process Light</div><div>12. Touch Sensitive Button</div><div>13. Unit Under Remote Control</div><div>14. Front Panel Locked</div><div>15. Fault Conditions</div><div>16. RFID</div></div>
									Charging	✓			Auto-recovery, will result in Fault # 1 if condition persists.	2	Charge Current Interrupting Device (CCID) Fault - Non-Immediate	
									Charging		✓		Power down, check wiring for Ground disconnections.	5	PE disconnected	
									Charging	✓			Confirm EV current is less than or equal to cable capacity.	6	Over temperature Fault	
									Charging	✓			Disconnect charging cable and reconnect to vehicle. If fault persists, power cycle unit.	7	EV Interface fault	
									Charging		✓		Confirm Amp Adjustment switch is in the correct position and does not exceed maximum amps setting (max. setting: #4 - 40A unit, #5 - 48A unit).	8	Bad Amp Adjustment Switch position	
									Charging	✓			Confirm current drawn does not exceed unit derating value. Power down unit, wait 15 min and power up unit.	9	Internal Temperature Fault	
									Charging	✓			Power unit down. Confirm Input line voltage is less than maximum operating voltage before powering unit back on.	10	Line Over voltage condition	
									Charging	✓			Disconnect EV. Confirm Input line voltage is higher than minimum operating voltage. Power cycle <sup>1,2</sup> , if fault continues to persist.	11	Line Under voltage condition	
									Charging	✓			Power cycle <sup>1,2</sup> to recover. If conditions persists, call Customer Service.	14	Hardwired Remote Inhibit	
									Charging		✓		Detach charging cable from EVSE and reconnect. Power cycle <sup>1,2</sup> if fault persists. Replace unit if fault persists after power cycle	15	Hatch Lock Fault (IEC units ONLY)	
									Charging	✓			Confirm Amp Adjustment switch is correctly adjusted, confirm the EV draws less than derated amps.	16	Over current Fault	
									Charging				Confirm Amp Adjustment derated switch is correctly adjusted, confirm the EV draws less than derated amps	17	Over current pickup	
									Commisioning Status		✓		Power cycle <sup>1,2</sup> unit if fault persists more than 15 min.	18	Self Test Fault 1	
									Meter Data		✓		Power cycle <sup>1,2</sup> unit if fault persists more than 15 min.	19	Self Test Fault 2	
									All functions except connectivity		✓		Power cycle <sup>1,2</sup> unit if fault persists more than 15 min.	20	Self Test Fault 3	
									Meter Data and Unit status reporting		✓		Power cycle <sup>1,2</sup> unit if fault persists more than 15 min.	21	Self Test Fault 4	
									Charging				Power cycle. <sup>1,2</sup> If condition persists, call Customer Service.	22	Control Processor Inoperable	

1 Power cycle the unit by turning the unit OFF and back ON.  
2 Touch sensitive button can be pressed once to clear all non-recoverable faults if lock LED is turned off.  
Note:  
1) Validate fault type with VersiCloud Maintenance page by downloading fault type report .  
**Troubleshooting Steps**  
**Step 1** - Determine the charger state (does the charger have power, is plugged into a vehicle, or currently charging).  
**Step 2** - Observe the HMI and what LED lights are lit. Match the LED light display to the appropriate LED Light Display column.  
**Step 3** - Observe what function is affected/not working.  
**Step 4** - Perform the action(s) necessary to clear/resolve the charger’s behavior.

VersiCharge LED States

VersiCharge LED States				LED Light State											
Item#	Function	Description	Unit's behavior	Power	Car Connected	Charging	Fault	2	4	6	8	Wi-Fi [M0] White Basic	Wi-Fi [A8] RGB	Remote	Remote Lock
1	Power ON self test	Indicates if Metering , A8 (Communication processor), EEPROM, FRAM are detected by M0 (control processor) on power up.	Cleared in 5-10 sec of power up												
3	Cold Start	EVSE Powers on with EV connected	Charging suspended 1-5 min												
4	Delay 2 Hr	User activated 2 hr. delay	Charging suspended for 2 hrs												
5	Delay 4 Hr	User activated 4 hr delay	Charging suspended for 4 hrs												
6	Delay 6 Hr	User activated 6 hr delay	Charging suspended for 6 hrs												
7	Delay 8 Hr	User activated 8 hr delay	Charging suspended for 8 hrs												
30	Unit under remote control	Power level, pause or delay is controlled by a remote command ( includes Call to Action (CTA) basic commands)	Indicates unit is communication capable												
31	Unit Locked	A remote command locked the unit. Authorization is required to unlock the unit.	Local overrides using delay button are not allowed												
32	EV Connected	EVSE is connected to the EV, charging has not started or is being paused/delayed.	Car Connected LED light lit.												
36	Pause/Delay	Charging not allowed / authorization required	Charging not allowed.												
39	Communication Processor Power Up <sup>1</sup>	Powerup													
40	Communication Processor - Internal sync up	Processes starting													
41	Communication Processor - Waiting to get to AP mode	Internal Wi-Fi set-up in progress, slow blinking green													
43	Ready to commission	Pre-Commissioning. Waiting for user's input													
44	Network credential accepted	Commissioning Phase - waiting for IP address													
42	Failed to Connect to router/gateway	Not commissioned or Not connected to router													
46	Connected to Router/Gateway	Commissioning Phase - Aquired IP address													
47	Waiting to connect to Versicloud	Commissioning Phase - Unit has Internet access													
48	Connected to network and cloud	Commissioning Phase - Finished													

<sup>1</sup> There are two LEDS at the location of the Wi-Fi indicator. Control Processor (RGB/color) indicates access point (AP) mode and cloud connection using white LED. Communication Processor indicates intermediate power up and commissioning states.

**Notes:**

[illegible]

**Notes:**

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