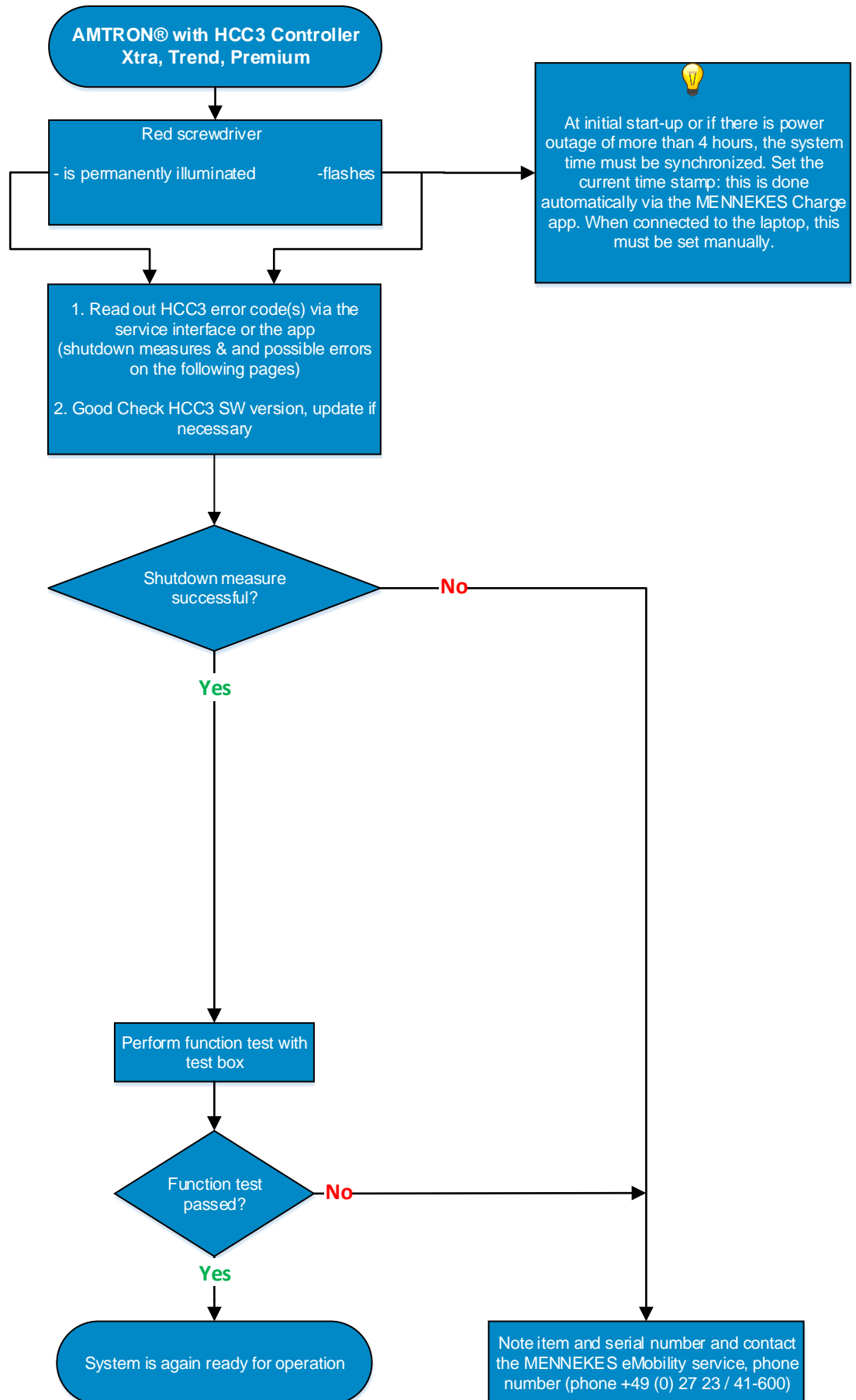




# Error Analysis Process Description for HCC3 Controller

## AMTRON® Xtra, Trend and Premium





## Error codes and solution approaches

### 10: Installation fault

- Feedback of the phase sequence relay not as specified by the controller.
- Check for right rotating field
  - Check mains voltage
  - ELCB or automatic circuit breaker has tripped
  - Undervoltage
  - Phase failure
  - Check relay
  - Loose terminal connections
  - Line break
  - Input HCC3 is defective

### 11: Controller fault

- HCC3 is defective

### 12: Misconfiguration

- Vehicle with status D (gassing battery) is not accepted by the AMTRON®
- Invalid CP signal (D, E, signal level outside of the valid range)
- external temperature sensor def. or not connected.

### 13: Overtemperature

Internal temperature sensors triggered. Temperature in the housing >60°C or temp. sensor is def.

### 14: Mirror contact error

- Mirror contact feedback from contactor not as specified by the controller
- Loose terminal connections
  - Line break
  - Can the contactor be activated manually?
  - Measure voltage on the mirror contact NC 21 = 22 and on the input of the controller (230V AC)
  - Is the contactor briefly activated by the controller, when changing from status B to status C.
  - Is software update < 1.03? Execute update -> response time has been adapted
  - input HCC3 is defective

### 15: Invalid device time

- transfer system time manually via the system interface or automatically via the MENNEKES Charge app

### 16: Home Manager connection error

- Home Manager and AMTRON® are not in the same network
- is the communication between the network nodes activated in the router?

### 30: Device start-up

- AMTRON® restarts, wait one minute
- disconnect device from mains for two minutes, then restart

### 31: Internal test failed

- check motor of the locking mechanism
- all 4 LEDs light up at system start
- check all plug-and-socket connections
- check the power supply unit

### 32. HMI no connection

- check plug-and-socket connection between HCC3 controller and the HMI PCB

## Error codes and solution approaches

### 50: Cable not plugged in correctly

- Charging plug could not be locked in place
- Is the charging cable plugged all the way in?
- Do foreign objects prevent the interlock?

### 51: Wrong cable

- Conductor cross section of the charging cable does not match the fuse protection of the AMTRON® charging station

### 52: Defective cable

- short-circuit of the CP line
- PP resistance not detected

### 100: ACU communication error (SCU mode only)

- The AMTRON® does not receive any packets addressed to it by the ACU.
- Check the configuration of the ACU, if necessary have the AMTRON® search on the bus.
- Check the bus connection.
- De-energize the AMTRON®, wait three minutes and switch it back on.
- Execute software update. Starting with version 1.08 there is greater tolerance relative to disturbance variables on the

### 101: Not polled by ACU (SCU mode only)

- The AMTRON® does not register any valid packages on the bus.
- Execute software update. Starting from version 1.08 there is greater tolerance relative to disturbance variables on the

bus.

### 102: Maintenance (SCU mode only)

### 103: Disabled (SCU mode only)

- Adapt SCU configuration in the SCU setup (SCU Disabled: Remove check marks)

## General information and tips

LAN IP address 192.168.0.100:25000  
WLAN IP address 172.31.0.1:25000  
software update [www.Amtron.info](http://www.Amtron.info)

### **A connection cannot be established with the AMTRON® in AP mode**

- It may be that the WLAN in the service interface is deactivated
  - Too many WLAN networks on the same wireless channel. The WLAN channel can be changed via LAN in the service interface.
  - Are there only zeros in the WLAN status?
- Check the WLAN status via LAN in the service interface under Customer Settings. ->Contact service

### **The AMTRON® does not connect itself to the WLAN of the home network**

- Other devices are still in direct contact with the AMTRON®. The network change takes place only when devices are no longer directly connected.
- The AMTRON® does not get an assigned IP address from the DHCP server or the response takes too long.
- DHCP range of the router is full.

### **The AMTRON® is connected to the network via LAN and does not draw an IP address**

- The DHCP server does not assign an address to the AMTRON® or the response takes too long
- De-energize the AMTRON® for 3 minutes, switch the AMTRON® back on and after 2 additional minutes re-establish the LAN connection