POWER2Go Gen2 error codes and possible measures (V3.0.8.24):

000 – No error, normal operation
POWER2Go has not recognized any error.

001 – General error, no clear error pattern evident
Disconnect POWER2Go from EV and socket, then reconnect it to both. If error persists, test also charging on a different socket in a different grid. If error still occurs, contact us.

003 – Rapid drop in mains voltage / voltage drop below permissible mains limit value
Indicates that the voltage dropped too low. Make sure to charge in a grid with sufficient mains voltage.

004 – Triggering of hot-unplug detection recognised / Smart Attachment not fully inserted
Disconnect POWER2Go from the power socket and disconnect the Smart Attachment from POWER2Go. Then firmly reattach the Smart Attachment to POWER2Go and retry charging. Also make sure to always disconnect POWER2Go from the electric vehicle first when disconnecting the charging unit.

005 – Type 2 Attachment not authorised on plugged POWER2Go / Theft attempt detected
POWER2Go detected that the Smart Attachment Type 2 has not been authorised for this POWER2Go. It could be the someone disconnected POWER2Go from the Attachment during charging on a public charging station or wallbox and a different POWER2Go was then connected to the Smart Attachment Type 2 while it still was being connected to the public charging station or wallbox.

016 – Residual current protection mechanism activated / excessive leakage current (AC/DC) to earth
Disconnect POWER2Go from EV and socket, then reconnect it to both. If error persists, test also charging on a different socket in a different grid. If error still occurs, contact us. This could indicate that the electric car produces a too high residual current.

032 – CP signal voltage outside the limits defined in the standard
The EV is not operating within the defined limits of the standard and POWER2Go must stop the charging process.

033 – CP signal status change not permitted / defined in standard
The EV is not operating within the defined limits of the standard and POWER2Go must stop the charging process.

034 – Vehicle internal diode faulty / not present / damaged
Not a problem with POWER2Go but with the EV – the diode is faulty/damaged/missing.

048 – Self test PE failed, PE resistance too high
Contact us, unit has likely to be checked by us.

049 – Self test RCD failed
Contact us, unit has likely to be checked by us.

050 – Self test relay failed
Contact us, unit has likely to be checked by us.

051 – Self test PE and RCD failed
Contact us, unit has likely to be checked by us.

052 – Self test PE and relay failed
Contact us, unit has likely to be checked by us.

053 – Self test relay and RCD failed
Contact us, unit has likely to be checked by us.

054 – Self test PE, RCD and relay failed
Contact us, unit has likely to be checked by us.

064 – General supply voltage error / phase failure of active phases detected
Do not charge anymore on this socket and in this grid. Try charging on a different socket and ideally in a different grid. If charging there works, then electrician should check installation.

065 – no / inadmissible phase shift between the active phases
Do not charge anymore on this socket and in this grid. Try charging in a different grid. If charging there works, then electrician should check installation.

066 – Overvoltage of one / several active phases detected
Do not charge anymore on this socket and in this grid. Socket could be wired incorrectly. Try charging on a different socket and ideally in a different grid. If charging there works, then electrician should check installation.

067 – Undervoltage of one / several active phases detected
Grid could be at its limit of capability, too much power consumption from grid – stop charging and ensure that grid is operating correctly and that the current draw is not excessive.

068 – Overvoltage of one / several active phases without PE conductor present detected
Do not charge anymore on this socket and in this grid. Socket could be wired incorrectly. Try charging on a different socket and ideally in a different grid. If charging there works, then electrician should check installation.

069 – Undervoltage of one / several active phases without existing PE conductor detected
Grid could be at its limit of capability, too much power consumption from grid – stop charging and ensure that grid is operating correctly and that the current draw is not excessive.

070 – Under-frequency of grid voltage detected
Do not charge on this socket and in this grid anymore. Ensure that this grid is operating correctly.

071 – Over-frequency of the grid voltage detected
Do not charge on this socket and in this grid anymore. Ensure that this grid is operating correctly.

072 – No grid frequency region detected / artificial unstable grid detected
Do not charge on this socket and in this grid anymore.

080 – General overtemperature error / several sensor values too high
Do not continue charging at this socket. Try charging at different socket and if error occurs again, contact us.

081 – Overtemperature main housing
Do not continue charging and contact us.

082 – Overtemperature Connector Unit / Smart Attachment (at least 1 phase above limit)
Do not continue charging at this socket. Try charging at different socket and let electrician check the socket.

083 – Overtemperature Schuko (at least 1 conductor above limit)
Do not continue charging at this socket. Try charging at different socket and let electrician check the socket.