



GL-EVIQ07WRS

Indicator light meanings and fault codes

Indicator light meanings and fault codes

Light status	Working status
Off	Off
Blue Light On	Standby
Green Light On	Connected to vehicle
The green light flashes (1.5-second on/ off cycle)	Charging
The blue light flash fast and slow	Fully charged
Blue light flashing rapidly	Firmware updating
The green light flash fast and slow	End of charging cycle
Red, green, and blue lights alternate flashing	Booting up

Fault Codes

Red Light Patterns	Working status
1 fast 1 slow	Stop Charge Button or tamper-proof switch failure (Check the start button at the side)
1 fast 2 slow	Electrical abnormality (Reboot/ contact support)
2 fast 1 slow	Overcurrent protection (Turn off the charger. Disconnect from the vehicle. Check for obvious issues including cable, connector, and vehicle charging port for visible damage, debris, or moisture. Contact a qualified electrician to check the circuit)
2 fast 2 slow	Control pilot error (Reboot)
2 fast 3 slow	Over temperature error (Turn off the charger. Disconnect from the vehicle. Check if it's affected by the environment. Contact support)
3 fast 1 slow	Current leakage protection (Turn off the charger. Disconnect from the vehicle. Contact a qualified electrician to inspect the circuit)
3 fast 2 slow	Input undervoltage error (Turn off the charger. Disconnect from the vehicle. Contact qualified electrician. Inspect connections and check power supply)
3 fast 4 slow	PEN leakage (Reboot/ contact support, DNO, or qualified electrician)
4 fast 1 slow	Input overvoltage error (Turn Off the charger. Disconnect from the vehicle. Contact qualified electrician. Inspect connections and check power supply)

Fault Codes (continued...)

Red Light Patterns	Working status
4 fast 2 slow	RFID card reader failure (Contact support and use app to charge meanwhile)
4 fast 3 slow	Data error (Reboot/ contact support)
5 fast 1 slow	Initialization failed (Reboot/ contact support)
5 fast 2 slow	Charger short circuit (Turn Off the charger. Disconnect from the vehicle. Contact qualified electrician. Inspect connections and check power supply)
5 fast 3 slow	Output voltage malfunction (Turn Off the charger. Disconnect from the vehicle. Contact qualified electrician. Inspect connections and check power supply)
6 fast 2 slow	PEN relay contact detection error (Turn Off the charger. Disconnect from the vehicle. Contact support)
6 fast 3 slow	Lock failure (Reboot/ contact support)
7 fast 1 slow	Earthing error (Contact qualified electrician)

Troubleshooting Methods

Abnormal phenomenon	Possible reasons	Solution
EV-IQ logo does not light up	The power cord is not properly connected	Have an electrician check the power supply
	The power is off to the charger	Check switch is on in the consumer unit
App not working	Network Connection Issue	Ensure a stable mobile network connection
	Server Issue	Contact app support
Charging failed	Charging gun not securely plugged in	Ensure the charging gun is properly connected by unplugging and reinserting it. Check for any abnormal lights on the charging station. Verify that the buttons on the top of the charging gun are in their default position. If necessary, power off and restart the charging station
	Vehicle issues	Contact support of vehicle manufacturer



**For further support contact EV-IQ using
the email address below or visit the FAQ
pages on the EV-IQ website.**

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