

LS4 Lights Diagnostics

Solid Green Light



When the RFID tag is swiped?

Cause of error

RFID reader cannot read the RFID card

Action 1

Make sure the RFID card is of the correct type (Mifare Classic)

Action 2

Make sure that the charging station is not in the open position by connecting the car. If charging starts directly when the car is connected, the RFID reader is not active.

Action 3

Check the cabling from the RFID reader to the CCU.

Action 4

Replace the RFID reader.

Have you tried everything and nothing works? Contact [GARO support](#) (Do not forget the M number)

When car is connected?

Cause of error

Charging plug does not bottom in the socket. Charger and car do not detect each other. No reaction at all from the charger.

Action

Open the socket cover and check that nothing is blocking, such as the black rubber seal. If this is the case, dismantle the seal and discard (do not attempt to refit the seal).

Have you tried everything and nothing works? Contact [GARO support](#) (Do not forget the M number)

Anytime in operation

- Cause

The charging station is available and ready for charging.

Flashing green light 

Car not connected

Cause of error

The charger has received a remote start command from the backend.

Action

Connect the car to the socket.

Have you tried everything and nothing works? Contact [GARO support](#) (Do not forget the M number)

Connected car

Cause of error

The charger is waiting for start from the backend or via RFID.

Action

Swipe a valid RFID tag or start charging from the backend (app, SMS, etc.).

Have you tried everything and nothing works? Contact [GARO support](#) (Do not forget the M number)

Solid blue light ●

Connected car

Alt 1: Charging in progress (State C)

Alt 2: Charging paused (state B)

Action

No fault.

Flashing blue light (3 times) ●

Connected car

Charging starts (charging station goes from state B to state C)

Anytime in operation

Cause of error 1

Tripped circuit breaker (RCD or MCB).

Action

Reset RCD.

Cause of error 2

AC ports for switch monitoring on the CCU (second quick connection from the left on the underside of the CCU) do not have 230V voltage to zero (third quick connection from the left).

Action

Check that the quick connectors are securely and correctly connected in the CCU. If connected and voltage is present, replace CCU.

Have you tested everything and nothing works? Contact **GARO support** (have the M number ready

Solid red light (about three seconds) ●

When the RFID tag is swiped

Cause of error

RFID card not valid.

Action 1

Check that the RFID card is approved by the operator (Contact the backend operator).

Action 2

Check that the RFID card is inserted into the charger's internal memory (Requires a technician).

Have you tried everything and nothing works? Contact [GARO support](#) (Do not forget the M number)

Flashing red light (Alternate between sockets)



Charging station tries to connect to backend but does not succeed.

Cause of error

Nothing abnormal with red flashing light just after start-up. This is normally followed by connection to the backend (flashing blue light) within a couple of minutes.

Action

If the red flash light returns, the charger cannot connect. Many reasons for this, from misconfiguration to connection problems. Contact a certified technician.

Have you tried everything and nothing works? Contact [GARO support](#) (Do not forget the M number)

Solid yellow light



When connecting a car

Cause of error

The charger does not detect the PP signal from the charging cable.

Action 1

Check that the PP signal cables from TYPE2 socket (red cable) in the charging station are correctly connected in the CCU:

- The PP cable from socket 1 must be connected to the left port, third quick-connector from the right on the top of the CCU
- The PP cable from socket 2 must be connected to the left port, second quick-connector from the right on the top of the CCU

Action 2

Check the charging cable.

Action 3

Make sure the protective earth is connected to the CCU.

Have you tried everything and nothing works? Contact **GARO support** (Do not forget the M number)

When the car is plugged into the opposite socket

Cause of error

The socket is set as invalid when charging has not started before a new car has been connected to the charging station on the opposite outlet.

Action

Reconnect the charging cable to the charger after the opposite socket starts charging.

Have you tried everything and nothing works? Contact **GARO support** (Do not forget the M number)

30 seconds after connecting a car

Cause of error

Socket is set as invalid because an RFID tag was not swiped within 30 seconds of connecting the car to the socket.

Action

Reconnect the charging cable and swipe the valid RFID tag or start from the backend.

Have you tried everything and nothing works? Contact **GARO support** (Do not forget the M number)

Flashing yellow light 

When the RFID tag is swiped

Cause of error

The charging station checks the RFID tag with the backend operator.

Action

No fault.

White light

During operation

Cause of error

Charging outlet disabled "Unavailable".

Action

Contact your operator.

The entire charging station including meters is black

Cause of error 1

Tripped fuse in the power supply.

Action

Reset the fuse in the supply's distribution box.

Cause of error 2

4-way main switch in the bottom of the charging station switched off.

Action

Check and reset the 4-way main switch in the charging station is switched on.

Have you tried everything and nothing works? Contact [GARO support](#) (Do not forget the M number)

Only inclined incident light in the front and by the socket on the charging station (not indication green/red/blue)

Cause of error

CCU does not deliver 12 V to the indicator LED at the top of the charging station.

Action 1

Check that the CCU has voltage (24 V). Indicated by flashing diodes (green/yellow/red) in the upper left corner of the CCU (next to the quick connector for the supply):

- If LEDs do not flash, check that the power supply delivers 24 V. If it has voltage but does not light, replace the CCU.
- If all LEDs are solid, the CCU must be replaced with a new one.

Action 2

Check that the 4-way quick connector from the CCU to the top card is correctly connected at the bottom right of the CCU.

Have you tried everything and nothing works? Contact [GARO support](#) (Do not forget the M number)

Charging station black but meter is running

Cause of error

Alt. 1: Control fuse switched off at bottom of charging station

Alt. 2: 24V power supply switched off (Green LED [DC OK] on power supply off).

Action 1

Make sure the control fuse (1-pin 10A) is switched on.

Action 2

Make sure the power supply receives 220V AC at the L & N ports.

Action 3

Disconnect the red/black cabling from "+/-" ports on the power supply.

Action 4

If the power supply jump starts, it has detected an earth fault from the DC-powered component (controllers, top card, router/switch, etc.) in the charging station.

If [DC OK] remains off, replace the power supply.

Have you tried everything and nothing works? Contact [GARO support](#) (Do not forget the M number)