

3 Troubleshooting

Fault	Solution
Overvoltage	<ol style="list-style-type: none">1. Check whether the battery is fully charged. If the battery is fully charged, it is normal for the battery to overvoltage.2. If the battery is not fully charged, but an over-voltage protection occurs, please contact an authorized ePropulsion dealer.
Charge/discharge over temperature	<ol style="list-style-type: none">1. Disconnect the charger/machine.2. If the temperature is too high, cool the battery. After the temperature decreases, restart the battery. Please operate the battery at a suitable temperature.3. If the temperature is too low, please use the battery at an appropriate temperature.
Discharge undervoltage	<ol style="list-style-type: none">1. Stop discharging.2. Charge the battery.
Discharge overcurrent	<ol style="list-style-type: none">1. Disconnect the machine.2. Restart the battery, and check. If the fault persists, please contact an authorized ePropulsion dealer. If the fault does not persist, check the external circuitry for short-circuit or whether to connect with the high-current load.
No response by pressing power button	<ol style="list-style-type: none">1. Read the user manual, and confirm whether the operation is correct.2. If the fault persists, please contact an authorized ePropulsion dealer.
The battery has no input or output	<ol style="list-style-type: none">1. Check the connection between the battery, charger and the machine.2. Reconnect the communication cables and power cables.3. Disconnect the machine or charger, and reconnect after a while.4. Contact an authorized ePropulsion dealer.
Other faults	<ol style="list-style-type: none">1. Disconnect all connections to the battery. Then restart the battery after a while, and see if the fault persists.2. If the fault persists, please contact an authorized ePropulsion dealer.