

Troubleshooting amina C

This guide is designed to help you quickly and effectively troubleshoot amina hardware using LED indicators. Whether you are on-site or providing remote support, this resource will walk you through interpreting LED signals, understanding what they mean, and taking the right actions to resolve issues or initiate the RMA process when needed.

In the table, you'll find clear explanations of the different LED patterns, their meanings, and step-by-step instructions to address each scenario. From simple resets to identifying hardware faults, this guide ensures you can provide the best possible support with confidence.

Important:

When you have finished installing amina C and you have tested the charger using a proper EV-charging station testing tool.

Most frequent "have you tried?"

- White Levers on charging cable (*pressed all the way down*)
- CP Line/pilot signal (*Wire all to the left, properly connected*)
- Have you turned the fuse off/on after adjusting amp?
- Verify wiring on the charging cable (*From left to right: white, green/yellow, blue, etc*)

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LED color	Status	Description	Troubleshooting
	No light: No power	The charger does not have power.	• Check fuse(s). • Measure Voltage between phases • Check wiring, is it connected to N, L1? (230V IT 2 Phase) Still no light? Contact amina.
	Continuous and rapid white blinking: Charging current not set	Current wheel is in position 0. Factory reset completed.	Make sure amp selector is in any other position than Zero.
	Steady white: Standby	No vehicle is connected. Car connected, No connection on pilot signal	If a car is connected but the LED remains white: Check pilotsignal connection, (The small white wire to the left on the charging cable connection in the charger) • Also make sure that the connectors on the charging cable is pushed all the way in. and check wiring from left to right on the charging cable (White, Yellow / green, Blue, etc)
	Steady green: Vehicle connected	The vehicle is connected, but no power is delivered.	If charging is expected (blue LED) check if the car or operator system has scheduled charging. If a load balancing system is operational, make sure minimum 6A is available.
	Steady blue: Charging	Charging (power delivered).	If car is not connected and blue light appears. Restart charger (fuse on/off)
	Alternating red/white: Invalid wiring	Unsupported installation of electrical wiring. Maybe missing a phase	• Check wires / fuses • Measure Voltage between phases. • IT/TT 230V 3-phase is not supported.
	Steady purple: Updating	The charger is updating its firmware.	Keep the charger powered and wait until the charger returns to a different state.

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LED color	Status	Description	Troubleshooting
	Steady orange: RDC-DD leakage	DC leakage detected.	Connect the vehicle and try again. Try another vehicle.
	Blinking orange: Vehicle error		Unplug charger and try connecting again.
	Steady red: General error	The charger has detected an error.	Unplug charger and try connecting again.
	Blinking red: Relay error	One or more relays may have malfunctioned.	This is a critical error which means the charger must be replaced. No one should touch it until the power has been turned off.
 x1	1 white blink every 4 sec: Starting	Charger powering up.	This process should normally take less than 10 second.
 x2	2 white blink every 4 sec: Connecting	Searching for network.	4g modem or WiFi is trying to connect to the internet.
 x3	3 white blink every 4 sec: Connecting to CPO	Searching for connection to the Charge Point Operator.	Charger is connected to internet but not an OCPP backend.
	Alternating green/white: Awaiting authentication	Waiting for authentication with RFID or app.	If authentication is enabled, this is the default state when a car is plugged in. Swipe RFID card or start charging through the CPO app.
	Rapid alternating green/white: Authenticating	Authorisation in progress.	Authentication request registered, waiting for response from backend. If approved car will start charging or move to solid green if a schedule is enabled or the car is not ready to accept charging.
 x10	10 rapid yellow blinks: Authorisation failed	Authorisation failed.	The RFID token or charging request was denied by the backend. Lights will return to alternating green/white.