ECOFLOW

EcoFlow Wave 2

Troubleshooting Guide

V1.0
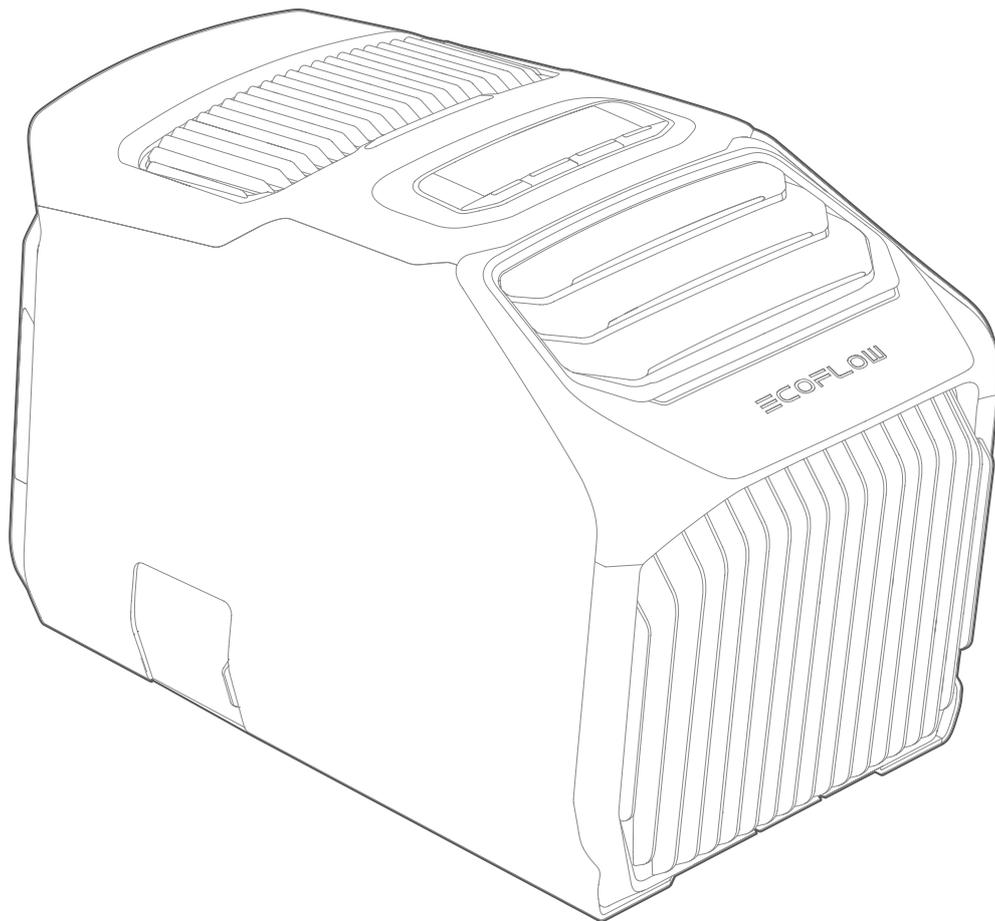
Troubleshooting

Fault Code	Error Type	Solution
1	Battery pack voltage is too high	• Turn off all the power supplies (including the battery pack), let the unit stand for 5 minutes, then try to restart the unit by only charging with the AC charging cable; • Turn off all the power supplies, and only charge with the battery pack; • Check if firmware updates are available, and upgrade to the latest version.
2	Battery pack voltage is too low	• Turn off all the power supplies (including the battery pack), let the unit stand for 5 minutes, then try to restart the unit by only charging with the AC charging cable; • Check if firmware updates are available, and upgrade to the latest version.
3	AC output current is too high	• Turn off all the power supplies (including the battery pack), let the unit stand for 5 minutes, then try to restart the unit by only charging with the AC charging cable; • Check if firmware updates are available, and upgrade to the latest version.
4	Bus voltage is too high	• Turn off all the power supplies (including the battery pack), then try to restart the unit by only charging with the AC charging cable; • Check if firmware updates are available, and upgrade to the latest version.
5	Bus voltage is too low	• Turn off all the power supplies (including the battery pack), let the unit stand for 5 minutes, then try to restart the unit by only charging with the AC charging cable; • Check if firmware updates are available, and upgrade to the latest version.
6	XT60 port temperature is too low	• Turn off all the power supplies (including the battery pack), let the unit stand for 5 minutes at room temperature, then try to restart the unit by only charging with the solar/car charging socket (XT60); • Check if firmware updates are available, and upgrade to the latest version.
7	XT60 port temperature is too high	• Turn off all the power supplies (including the battery pack), let the unit stand for 5 minutes in a cool place, then try to restart the unit by only charging with the solar/car charging socket (XT60); • Check if firmware updates are available, and upgrade to the latest version.
8	AC input current is too high	• Turn off all the power supplies (including the battery pack), let the unit stand for 5 minutes, then try to restart the unit by only charging with the AC charging cable; • Check if firmware updates are available, and upgrade to the latest version.
11	PSDR board temperature is too high	• Turn off all the power supplies (including the battery pack), let the unit stand for 5 minutes in a cool place, then try to restart the unit by only charging with the AC charging cable; • Check if firmware updates are available, and upgrade to the latest version.
12	PSDR board temperature is too low	• Turn off all the power supplies (including the battery pack), let the unit stand for 5 minutes at room temperature, then try to restart the unit by only charging with the AC charging cable; • Check if firmware updates are available, and upgrade to the latest version.
13	The fan has stalled	• Turn off all the power supplies (including the battery pack), let the unit stand for 5 minutes, then try to restart the unit by only charging with the AC charging cable; • Check if firmware updates are available, and upgrade to the latest version.
14	Output current of XT60 port is too high	• Turn off all the power supplies (including the battery pack), let the unit stand for 5 minutes, then try to restart the unit by only charging with the solar/car charging socket (XT60); • Check if firmware updates are available, and upgrade to the latest version.
15	Input voltage of XT60 port is too high	• Turn off all the power supplies (including the battery pack), let the unit stand for 5 minutes, then try to restart the unit by only charging with the solar/car charging socket (XT60); • Check if firmware updates are available, and upgrade to the latest version.
16	AC input voltage is too high	• Turn off all the power supplies (including the battery pack), let the unit stand for 5 minutes, then try to restart the unit by only charging with the AC charging cable; • Check if firmware updates are available, and upgrade to the latest version.
17	AC input voltage is too low	

18	Input voltage frequency is too high	• Turn off all the power supplies (including the battery pack), let the unit stand for 5 minutes, then try to restart the unit by only charging with the AC charging cable;
19	Input voltage frequency is too low	• Check if firmware updates are available, and upgrade to the latest version.
30	Short circuit	
31	Compressor start-up error	• Turn off all the power supplies (including the battery pack), let the unit stand for 5 minutes, and then try to restart the unit; • Check if firmware updates are available, and upgrade to the latest version.
32	Compressor operation error	
33	High appliance temperature	• Turn off all the power supplies (including the battery pack), let the unit stand in a cool place for 5 minutes, and then try to restart the unit; • Check if firmware updates are available, and upgrade to the latest version.
34	Low appliance temperature	• Turn off all the power supplies (including the battery pack), let the unit stand at room temperature for 5 minutes, and then try to restart the unit; • Check if firmware updates are available, and upgrade to the latest version.
35	Overvoltage	
36	Undervoltage	• Turn off all the power supplies (including the battery pack), check if the air outlets are obstructed and remove the obstructions, let the unit stand for 5 minutes, and then try to restart the unit;
37	Exhaust	
38	Front fan error	• Turn off all the power supplies (including the battery pack), and try to restart the unit; • Check if firmware updates are available, and upgrade to the latest version.
39	Rear fan error	
40	Fluorine shortage	• Turn off all the power supplies (including the battery pack), let the unit stand in a cool place for 5 minutes, and then try to restart the unit;
41	Overload	• Check if the front and rear air outlets are obstructed and remove any obstructions; • Check if firmware updates are available, and upgrade to the latest version.
50	Motor board communications error	
51	Power board communications error	• Turn off all the power supplies (including the battery pack), and try to restart the unit; • Check if firmware updates are available, and upgrade to the latest version.
52	WiFi communications error	
53	Temperature sensor error	

⚠ If the problem persists, please contact Ecoflow after-sales service.