

Troubleshooting Guide

for CTEK MULTI US 25000

No LED is lit when the charger is connected only to the battery

Explanation: The plug has to be connected for the LED's to be lit.

No LED is lit when the charger is connected only to the power outlet

Explanation: One of the LED's at the lower row should light up when the charger is connected to the power outlet.

Test: Make sure that there is power from the power outlet. If the LED is still not lit the charger may be faulty.

No LED's are lit on the top row when the charger is connected to both the power outlet and the battery

The LED's on the bottom row are lit and you can change charging mode. None of the LED's the top row on is indicating charging status. Explanation: The battery voltage could be under 1,5V.

Test: Try to charge the battery in Supply mode for approximately 5 min. Then try regular charging.

Test: Test the charger on a fresh battery. If nothing happens the charger may be faulty.

is lit for 4 hours and then turns into error mode

If the battery voltage is not above 12,5V after 4h the charger will turn into error mode, because the voltage has not increased the way it should have done.

Explanation 1: The battery is too large in relation to the chargers capacity.

Test: Make sure that the battery/batteries are not larger than the recommendations for XS 25000 / Multi XS 25000 (500Ah).

Test: Try to restart the charger because the charger might need more time to charge the battery.

Explanation 2: Larger loads are connected to the battery

Test: Disconnect the battery and try to charge it without the loads.

Test: Try to restart the charging, the charger might need more time to charge the battery.

Explanation 3: If the battery is warm and/or is boiling heavily during the charging, it is most likely a faulty cell in the battery.

Test: Change the battery

is flashing, then turns

Explanation: The battery is probably too sulphated to revive. The battery is faulty and it is time to change it.

is lit and then turns into error mode

The analysis phase is testing if the battery can retain the charge given. Explanation 1: Large loads are connected to the battery and drain the voltage

Test: Disconnect the battery and try charging again.

Explanation 2: The battery cannot retain the charge given.

Test: The battery needs replacing.

The error LED **is lit**

Explanation 1: Reverse polarity.

Test: Make sure that the + cable/clamp is connected to the + terminal and the - cable/clamp is connected to the - terminal.

Explanation 2: Loads are connected to the battery which requires more power than the charger can provide.

Test: Turn off or disconnect the loads when charging.

Explanation 3: The clamps are short circuited in Supply mode

Test: Separate the clamps

Temperature LED **is lit**

Explanation: DC interruption or short circuit in the cable.



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