Power Boost Troubleshooting

Things to check:

- RXTX visible in screen (for Carlo Gavazzi)
- STP Cat 5e cable
- Single wires used
- Correct positions in meter and Wallbox
- Ask for clear pictures of the
  - Body
  - Inside of cover
  - close-up of the RS485 switch
  - The Power Boost meter (where you can see the screen and the communication wires connected)
- Check address of PB, should be 1 for PB and 2 for MID
- Turn off power on Wallbox and Meter and measure the resistance between D+ and D-
  - **60 ohm**, this is the correct value, meaning:
    - Both wires in D+ and D- from meter to wallbox are connected properly
    - Bridge on meter is connected properly
    - RS485 switch on Wallbox is set to "T"
  - **120 ohm**
    - Check cabling and RS485 switch
    - Move the Switch from "T" to "NT" and back to "T"
    - Check D+ and D- connections on meter and Wallbox, pull slightly to ensure they are connected properly
    - If still 120 Ohm, change the communication cable or at least use a different unused pair from the existing cable.
    - If the resistance is not 60 or 120 ohm, check the charger individually, disconnect the D+, D- and GND wires and measure the resistance on the charger between D+ and D-, this should be
      - 120 Ohm with CAN switch on T
      - Infinite resistance, often read as "OL" on the multimeters with the RS485 switch on NT
    - If the resistance is not 60 or 120 ohm, check the Meter individually, disconnect the D+, D- and GND wires and measure the resistance on the Meter between A- and B+, this should be
      - 120 Ohms. (in the case of Carlo Gavazzi you will have to have connected the bridge that a T with A- (example: 3 and 5 in EM112 or 7 and 9 in EM330).)

- Turn off and on the Wallbox
- Connect with BLUETOOTH to the charger (make sure to see the Bluetooth symbol when connected)
- See if you can configure Power Boost in configuration->Upgrades->Power Boost

- In case the PB is a EM112 or EM340, check the address on the meter, **should be 1 for PB** (2 for MID)

Example – Power Boost info needed from installers

Pulsar Plus, SN : 88917 - 5.3.16 online




Body + meter: shows correct cabling
D+ : Orange wire
D- : White wire
GND : Blue wire

Cover : no damages, no burn marks

Close-up : Current selector on 6, RS485 switch on "T"

Measure on meter or charger with power off on meter and charger between D+ and D-

In general it's easier to measure on the meter.

Should be **around 60 Ohm**, correct in this picture.

If all correct, connect to charger with bluetooth and Power Boost tile must be selectable, if greyed out there is still no communication with the meter.

Setup max amps per phase here available in the full installation