

## Troubleshooting

Problems	Possible reason	Solutions
Fuelcube can't operate after turn On/Off switches, " <b>Power In</b> " lights <b>off</b>	Input power source mistake	Check out the power source
	Output short circuit or overload on Fuelcube	Turn off Fuelcube, take off all load to make sure there are no problems on it or any internal short circuit.
" <b>Ready for Use</b> " LED light is <b>off</b>	<ul style="list-style-type: none"> <li>- Fuelcube overload</li> <li>- Fuelcube is faulty</li> </ul>	<ul style="list-style-type: none"> <li>- Check out the loading and take off any non-crucial load equipment</li> <li>- Contact the dealer or service centre for help</li> </ul>
No output power from sockets after main failure	- Battery mode has been switched to offline	- Switch Battery tor online mode from "Battery online/offline switch"
	- Battery faulty	- Contact the dealer or service centre for help
When RGW/ONT power connect to socket(s), the " <b>Device Connected and Consuming Power</b> " LED light <b>off</b>	- RGW/ONT power adapter faulty or RGW/ONT device faulty	- Try to connect RGW/ONT to normal power socket. If it is working, the Fuelcube may be faulty and contact the dealer or service centre for help.
	- Fuelcube overload	<ul style="list-style-type: none"> <li>- Make sure your RGW &amp; ONT model is Chorus ONT and Huawei HG659b Gateway</li> <li>- Outside of Spark recommended model may not work on FuelCube</li> </ul>
Power (Battery) runtime is too short	- Batteries haven't been charged	<ul style="list-style-type: none"> <li>- Make sure Battery is in Online mode from "Battery online/offline switch"</li> <li>- Charge Fuelcube over 8 hours.</li> </ul>
	- Batteries are aged and can't be charged fully	- Contact the dealer or service centre for help
	- The battery faulty	- Contact the dealer or service centre for help
" <b>Fault</b> " Red LED light is on	- FuelCube faulty	- Contact the dealer or service centre for help