



# GRIZZLE<sup>TM</sup> SMART EV Charger

User Manual  
& Installation Guide





# Grizzl-E Smart Manual

Manual Revision: 11.0



## Model Numbers:

GRS-14-24-P

GRS-6-24-P

GRS-14-24-AB

GRS-14-24-PC

## Grizzl-E Smart Home EV Charging Station

The Grizzl-E Smart is the Wi-Fi connected smart EV Charger built from the proven Grizzl-E design. Grizzl-E Smart has Wi-Fi connectivity and can work with any OCPP 1.6 application. It is a simple, powerful, heavy-duty, and portable electric vehicle charging station made in Canada and built to withstand the harshest conditions.

The Grizzl-E Smart comes exclusively with a 24ft Premium cable. Internal design and components of the charger have been selected to provide maximum operational life of the device and be able to withstand the elements.

Grizzl-E Smart provides up to 10 KW of power to your vehicle. Maximum current output can be set through DIP Switches to provide 16 Amps, 24 Amps, 32Amps or 40 Amps adjustable maximum current.

## IMPORTANT SAFETY INSTRUCTIONS

This document contains instructions and warnings that must be followed when installing and using the Grizzl-E Smart Electric Vehicle Supply Equipment (EVSE). Before installing or using the EVSE, read this document including any WARNING and CAUTION symbols.

### The Symbols Used Have the Following Meanings



Warning: risk of personal injury



Warning: risk of fire



Warning: risk of electric shock



Caution: risk of damage to equipment

- This document provides instructions for the charging station and should not be used for any other product. Before installation or use of this product, review this manual carefully and consult with a licensed contractor, licensed electrician, or trained installation expert to ensure compliance with local building codes and safety standards.
- Consult a licensed electrician to ensure that you can safely install and use this product.
- Ensure that the materials used, and the installation procedures, follow local building codes and safety standards.
- The information provided in this manual in no way exempts the user of responsibility to follow all applicable codes or safety standards.

Basic precautions should always be followed when using electrical products, including the following:

- Read all the instructions before using this product.
- Children should not use this device.
- Do not put fingers into the EV connector.
- Do not touch live electrical parts.
- Do not use this product if the flexible power cord or EV cable is ragged, has broken insulation, or any other signs of damage.
- Do not use this product if the enclosure or the EV connector is broken, cracked, open, or shows any other indication of damage.
- Improper connection of the equipment grounding conductor can result in a risk of electric shock. Check with a licensed electrician if you are in doubt as to whether the product is properly connected and grounded.

## Repair and Maintenance Clause

- All United Chargers products do not require routine maintenance however, periodic inspections should be conducted to ensure that all parts remain in good working order and no damage exists.
- Do not attempt to disassemble, repair, tamper with, or modify any components of the products. Contact United Chargers for any repairs.



**WARNING:** This equipment is intended only for charging vehicles that do not require ventilation during charging. Please refer to your vehicle's owner's manual to determine ventilation requirements.



## Product Features

### GRIZZL-E™ Smart Electric Vehicle Charging Station (EVSE)

- J1772 AC Level 2 (208-240 VAC), 40A Continuous Rated (9.6 kW)
- Adjustable Maximum Current Output (40A, 32A, 24A, 16A) to Support Multiple Circuit Ratings (50A, 40A, 30A, 20A)
- Extreme Duty, Rigid & Compact Design:
- Robust and heavy-duty aluminum cast case; airtight enclosure for indoor or outdoor use
- Wi-Fi Connectivity. Smart Charging Features.
- Compatible with all OCPP 1.6 applications.
- EasyEvPlug™ Holster or Tesla EasyEVPlug™ Holster with cable Management System.
- Plug-in Configuration for easy portability.
- Wall Mount with security features (including single stud mount), Pedestal, Bollard/Pole (Single & Dual Port) available from United Chargers.
- UL Certified

### Adjustable Maximum Current Output to Support Multiple Circuit Ratings

The GRIZZL-E™ Electric Vehicle Charging Station features the ability to adjust the maximum charging station current output to allow the use of a 50A, 40A, 30A, or 20A Dedicated Circuit as follows:

50A Circuit Rating:  
40A Circuit Rating:  
30A Circuit Rating:  
20A Circuit Rating:

To support 40A (9.6kW) Maximum Charging Station Output  
To support 32A (7.68kW) Maximum Charging Station Output  
To support 24A (5.76kW) Maximum Charging Station Output  
To support 16A (3.84kW) Maximum Charging Station Output

The Default Factory Setting is 40A (9.6kW). To change the maximum current output, refer to Chapter 3.1 Adjust Maximum Current Output on page 10. If you are unsure of the circuit ratings in your home consult a licensed electrician.

### Wi-Fi Connectivity

Grizzl-E Smart connects to Wi-Fi networks through the use of a ESP32 controller. Grizzl-E Smart uses all OCPP 1.6 commands and is compatible with all OCPP 1.6 applications. For more information on how to connect Grizzl-E Smart to a Wi-Fi network see. Chapter 7. Set Up Smart Functionality on page 20.

### Security and Tamper Feature

In addition to the included security pin that secures the charging station to the wall mount bracket, a coupler lock and key with a length of 90mm and diameter of 7mm can also be used to lock and secure the Grizzl-E Charging Station to the wall mount.

## Product Specifications

United Chargers GRIZZL-E™ Electric Vehicle Charging Station (EVSE)

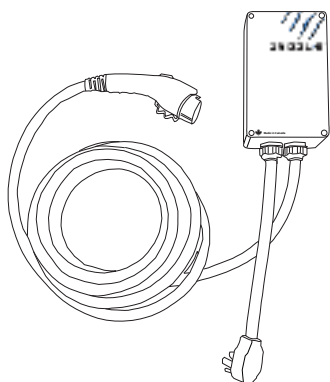
Description	Specifications
<b>Model Numbers</b>	GRS-14-24-P      GRS-14-24-AB GRS-6-24-P      GRS-14-24-PC
<b>EVSE Level</b>	SAE J1772; AC Level 2
<b>Max Output Rating</b>	40A; 9.6 kW Maximum Output – For use with 50A Circuit Rating
<b>Alternate Adjustable Output Ratings</b>	32A; 7.68 kW Maximum Output – For use with 40A Circuit Rating 24A; 5.76 kW Maximum Output – For use with 30A Circuit Rating 16A; 3.84 kW Maximum Output – For use with 20A Circuit Rating
<b>Charge Cable Length</b>	24 ft.
<b>Electrical Circuit / Input Power Requirements</b>	Circuit Requirement: Dedicated Single Phase 208-240VAC, 50/60 Hz.; Branch Breaker: Double pole; Circuit Conductors: Line 1, Line 2, Earth / Ground
<b>Input Power Connection</b>	Standard: Plug-in, NEMA 6-50 or NEMA 14-50 Plug. Plug is removable for Hardwire Connection.
<b>Installation Rating</b>	NEMA 4, Indoor/Outdoor Rated
<b>Operational Ratings</b>	Temperature: -22°F to 122°F (-30°C to 50°C); Humidity: 95% RH non-condensing
<b>Mounting</b>	Wall or Pedestal Installation
<b>Overall Dimensions</b>	EVSE: 10.25 x 6.25 x 3.75 inches (26.0 x 16.0 x 9.3 cm)
<b>Overall Weight</b>	21lbs (9.5kg)
<b>Display &amp; Indicators</b>	LED Charge Status Indicators (Power/Ready, Charging, Fault)
<b>Cable Management</b>	EasyEvPlug™ with cable management
<b>Standards &amp; Compliance</b>	UL Certified, Energy Star Certified

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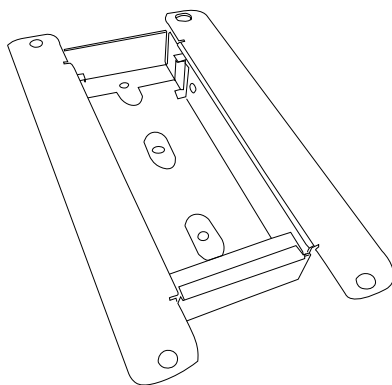
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## 1. Introduction & Unpacking

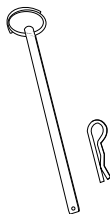
This user manual applies to the GRIZZL-E™ Smart EVSE for Plug-in Hybrid Electric Vehicles (PHEVs) and Electric Vehicles (EVs).



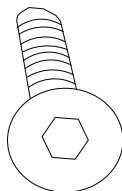
Charging Station with input and output cable (x1)



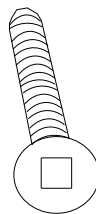
Mounting Bracket (x1)



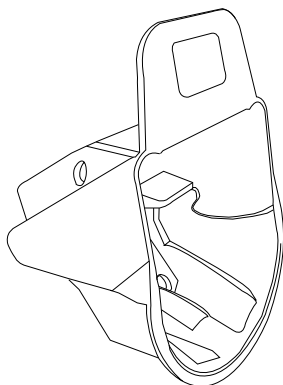
Security Pin (x1)



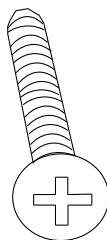
Robertson Head Screws (x2)



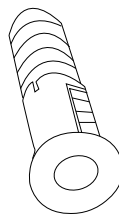
Socket Cap Screw



Holster (x1)



Phillips-head Screws (x4)



Anchor (x4)



## 2. Installation Planning and Service Wiring:



**WARNING:** Disconnect the power supply to the charging station before installing, adjusting, or repairing the charging. Failure to do so may result in physical injury or damage to the power supply system and the charging station.



**CAUTION:** To reduce the risk of fire, connect only to a circuit provided with the minimum branch circuit overcurrent protection requirements in accordance with the National Electrical Code ANSI/NFPA 7- and the Canadian Electrical Safety Code, Part 1, C22.1. If you are unsure if your circuit meets these requirements consult a licensed electrician.

### 2.1 Electrical Source Requirements

- Prior to mounting, locate an available electrical source that can support the following Input Requirements for the Charging Station Per local Electrical Safety Code requirements:
  - » 40A Maximum Output Setting (Default Factory Setting): a DEDICATED CIRCUIT rated for 50A; 208-240 VAC, 50-60 Hz, Single Phase must be used.
  - » 32A Maximum Output Setting (Optional Setting): a DEDICATED CIRCUIT rated for 40A; 208-240 VAC, 50-60 Hz, Single Phase must be used.
  - » 24A Maximum Output Setting (Optional Setting): a DEDICATED CIRCUIT rated for 30A; 208-240 VAC, 50-60 Hz, Single Phase must be used.
  - » 16A Maximum Output Setting (Optional Setting): a DEDICATED CIRCUIT rated for 20A; 208-240 VAC, 50-60 Hz, Single Phase must be used.
- A Double Pole Circuit Breaker of the circuit rating must be used.
- The Charging Unit has a built in GFCI protection. Additional GFCI protection upstream of the charging unit is not necessary. In locations where GFCI at the outlet is mandated by code, the charger will not experience negative effects.
- The Charging Stations can connect a Standard NEMA 14-50, NEMA 6-50 Receptacle, or the unit can be hardwired

### 2.2 Grounding Instructions

The charging station must be implemented equipment grounding through a permanent wiring system or an equipment grounding conductor. Use a cable with a dedicated grounding conductor connected to the equipment ground terminal block.

### 3. Adjustable Maximum Current Output

The GRIZZL-E Smart charging station features the ability to adjust the maximum Charging Station current output to support 50A, 40A, 30A, or 20A Dedicated Circuit ratings as follows:

Circuit Rating	Maximum Charging Station Output
50A	40A (9.6 kW)
40A	32A (7.68 kW)
30A	24A (5.76 kW)
20A	16A (3.84 kW)

- The Charging Station Default Factory Maximum Current Output Setting is 40A (9.6 kW) for use with a 50A Circuit Rating.
- The Circuit must be a DEDICATED CIRCUIT 208-240 VAC, 50-60 Hz, Single Phase.
- Requirements govern that only 80% of the circuit rated load may be utilized, hence the higher Circuit Ratings Requirement relative to maximum Charging Station output.

#### 3.1 Adjust Maximum Current Output

To adjust the Maximum Current Output Setting:

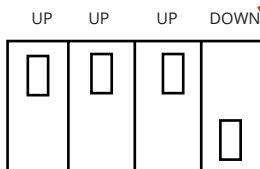
1. Place the Charging Station on a flat surface with the front cover facing up.
2. Remove the front cover by removing the 4 screws at each corner of the charging station. Use a M4 Allen Key to remove the screws.





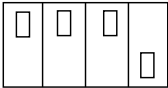
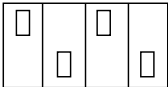
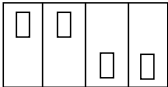
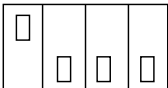
**CAUTION:** The LED pipe is attached to the front cover. When the front cover is removed, place it on a flat surface facing down to avoid damage to the LED pipe.

3. With the front cover placed to the side, locate the DIP switch on the charging station circuit board. The DIP switch is a 4-position switch on the main circuit board, located directly to the left of the LED.



**WARNING:** Do not touch live electrical parts. Disconnect the power supply to the charging station and verify no power is present before adjusting the DIP Switches. Failure to do so may result in physical injury or damage to the power supply system and the charging station.

4. Using a non-conductive object adjust the Maximum Current Output to either 32A, 24A or 16A, using the following combination of DIP switch settings:

	Switch 1	Switch 2	Switch 3	Switch 4	
40A Maximum Current Output (Factory Default Setting)	UP	UP	UP	DOWN	
32A Maximum Current Output	UP	DOWN	UP	DOWN	
24A Maximum Current Output	UP	UP	DOWN	DOWN	
16A Maximum Current Output	UP	DOWN	DOWN	DOWN	

5. Once the DIP Switch Setting is adjusted, reassemble the charging station. Reinstall the top cover to the charging station using the following torque force to secure the 4 socket cap screws:

Screw	Torque
5/32"	16 kgf-cm   13.88 lb-in

## 4. Installation

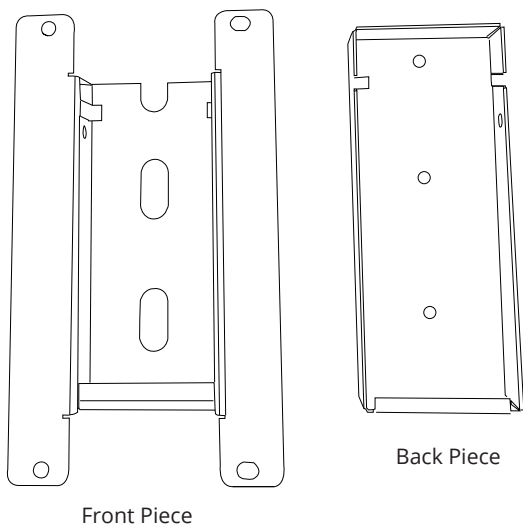
### 4.1 Tools & Parts Required for Installation

Prior to mounting, determine the location of an acceptable mounting support. All charging station products must be anchored into a mounting support such as a 2" x 4" stud or a solid concrete wall. **DO NOT** mount this unit directly to a stucco/drywall/wall board.

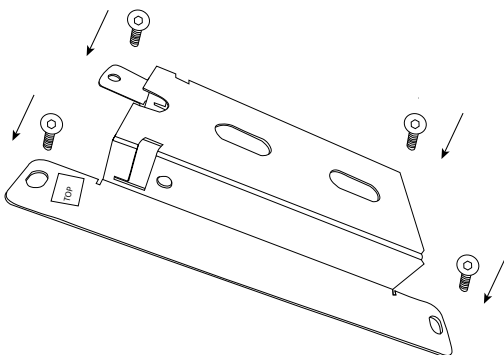
Tool	Size	Source of Supply	Remark
Mounting Bracket	255 x148 x 36 mm	Included with Product	For mounting the charging station to the wall/structure
Socket cap screw (x4)	5/16"	Included with Product	For securing the charging station to the Mounting Bracket
Robertson-Head Screw (x2)	#14	Included with Product	For installing the Mounting Bracket to the wall/structure
Holster/Tesla Holster™	58 x 58 x 70 mm	Included with Product	To store the EV charging Plug and Cable
Phillips-Head Screw (x4)	#8	Included with Product	For installing the EasyEvPlug™ to the wall/structure
Anchors (x4)	#8	Included with Product	For installing the EasyEvPlug™ to the wall/structure
Philips Screwdriver	PH3	Commercially Available	For Holder Installation and Optional Hardwire Install
Allen key	5/32"	Commercially Available	For Charging Station Cover Screws
Allen key	3/16"	Commercially Available	For installing the enclosure plate to the back of the station body.

## 4.2 Install the Charging Station

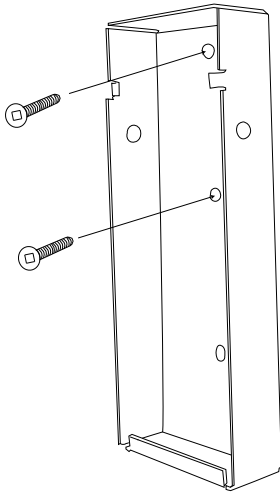
1. Separate the front and back piece of the mounting bracket by pushing down on the notch.



2. Attach the front piece of the mounting bracket to the back of the charging station using the Socket-cap screws. Ensure the top of the mounting bracket is matched with the top of the charging station.



3. Secure the back piece of the mounting bracket to the wall or other suitable structure using the Robertson-head screws.



The back piece of the mounting bracket has 3 holes to support attachment to various surfaces. Use the top two holes to attach the mounting bracket to a wall stud.

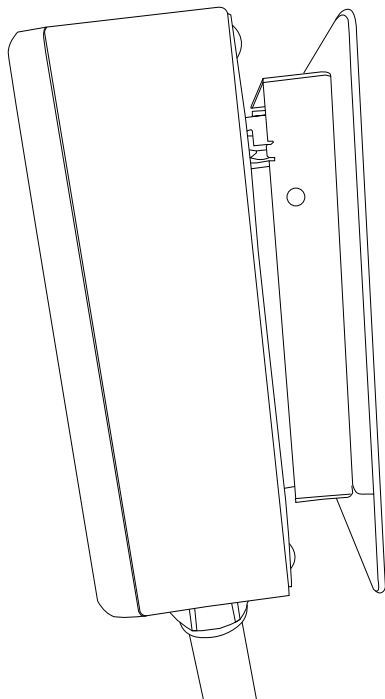
Mounting Screw Recommendations:

- For finished walls supported by wood studs, use #14 or M6 tapping screws. (Included).
- For masonry walls, use M6 mechanical screws. (Commercially available)
- Use following torque force:

Screw		Torque	
M6	50 kgf-cm	43.4 lb-in	
1/4"	50 kgf-cm	43.4 lb-in	

Mount the unit between 24 inches (0.6 m) and 48 inches (1.2 m) from the ground. The NEMA outlet should be located no less than 20~26" from the ground or as defined by applicable, local electrical safety codes and standards.

4. Mount the charger on the wall by securing the front piece of the mounting bracket to the back piece of the mounting bracket.



5. Secure the charger in place by inserting either the security pin or the outdoor security lock into the mounting bracket.
6. Plug in the power cord to the NEMA 14-50 or NEMA 6-50 Wall Outlet/Receptacle. Ensure the indicator light alternates between Blue and Purple, indicating the charger is ready and disconnected.



## 5. Input Wiring Connection (Optional Hardwire Connection)

1. Choose the appropriate conduit in accordance with all applicable, local, and electrical safety codes and standards.



2. Using the appropriate tool, clamp the ring wire terminal to the copper wire. For non-insulated terminals, use heat shrink tube to cover the non-insulated portion of the terminal. Choose a terminal ring with the following characteristics:
  - » Recommended Wire Strip length: 8mm (0.32in)
  - » Width of the terminal block opening: 10.2mm (0.41in)



3. Remove the front cover by removing the 4 screws at each corner of the charging station. For more information on how to remove the front cover refer to Chapter 3.1 Adjust Maximum Current Output on page 10.
4. With the front cover placed to the side, use Philips screwdriver to release terminal screws of the input cable. Loosen the Strain Relief Fitting for the 6-50 or 14-50 Plug and Remove the Plug. Remove the Strain Relief connector.
5. Insert the wire end passing through the conduit and insert them into the input wiring hole. (Use Red wire for L1, Black wire for L2, Green wire for G). Attach the copper wire on the corresponding terminal block. Use the following wire and torque force when connecting to input terminal block.

Terminal	Conductor	Screw	Rating	Torque
L1, L2, G	8 AWG (10AWG for ground)	M4	90C, copper wire	max 1.8Nm   16 LBF.IN



**CAUTION:** To reduce the risk of fire, connect only to a circuit provided with the appropriate amperes minimum branch circuit overcurrent protection in accordance with the National Electrical Code, ANSI/NFPA 70, and the Canadian Electrical Code, Part I, C22.1.

6. Once the input wiring and conduit are connected, reassemble the charging station. Reinstall the charging station front cover using the following torque force to secure the (4) screws:

Screw	Torque
5/32"	max 1.8Nm   16 LBF.IN

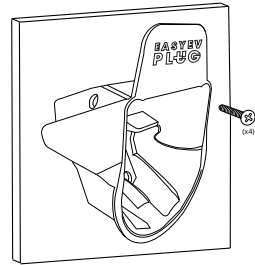
## 6. EasyEvPlug Holster and Cable Management System

The EasyEvPlug™ Holster or Tesla EasyEVPlug™ Holster is the new innovative method to protect your plug and manage your cord. It has the following features:

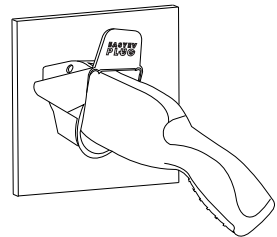
- No need to aim – flawless plug even in the dark.
- Your EV holster will always be in a convenient location.
- Saves space – special angle for less wall clearance.
- Integrated cable management – holds up to 25 feet of cable.

The EasyEvPlug holster can be installed at any location near the charging station.

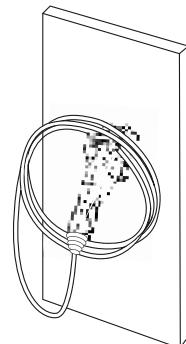
1. Hold back of holster against the mounting surface. Fasten Phillips head screws through back holes. Use anchors if attaching directly to drywall.



2. Insert charging connector into holster.



3. Wrap cable on top of EasyEvPlug.



## 7. Set Up Smart Functionality

### 7.1 Network Requirements

Grizzl-E Smart only connects to a 2.4ghz Wi-Fi frequency.  
Ensure your network has a dedicated 2.4ghz Wi-Fi band with its own SSID.

Before connecting Grizzl-E Smart, check the network frequency in network properties on your PC or Android.

#### For Dual Band 2.4ghz/5ghz Routers do one of the following:

- Create a separate SSID for the 2.4ghz and 5ghz network. For example, *network\_name* and *network\_name-5G*.
- On Routers that have the ability, turn off 5G band and connect to 2.4ghz band.
- Install a 2.4ghz Wi-Fi extender with a separate extension network for the charger.

Grizzl-E Smart will charge with or without a Wi-Fi connection. Without a Wi-Fi connection OCPP Smart Features will not be available.

### 7.2 Check Wi-Fi Connection

To check the strength of the Wi-Fi signal:

1. Plug in the charger. Ensure indicator light is alternating Blue and Purple.
2. Open the W-Fi settings on your phone or desktop.
3. Select the network **UC\_Smart\_[ChargerSerial#]**.
4. Open the internet browser on your device.
5. Enter the IP address 192.168.4.1 into the browser search bar.
6. A webpage will load select the **Show Available Networks** button.
7. A list of available networks will display with RSSI Strength and Encryption Type.

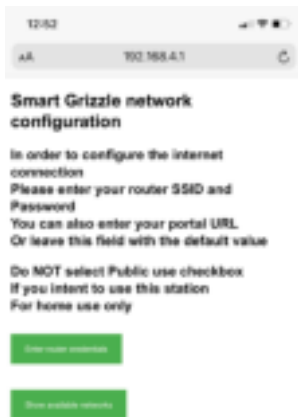
### Signal Strength

RSII in dBm	Signal Strength
50	Excellent
60	Very Good
70	Good
80	Low
90	Very Low
0	No Signal

**Note:** The RSSI must be between 50-79 to update the charger and use smart features.  
If the RSSI reading is above 80 or 0 install a Wi-Fi repeater to increase the signal strength or move the Wi-Fi router closer to the charger.

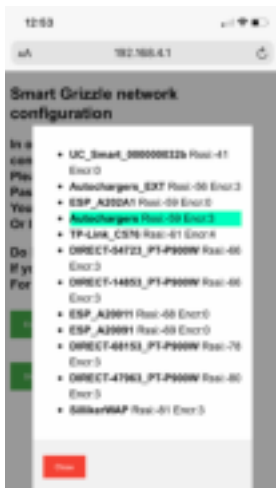
## 7.3 Connect the Grizzl-E to your Wi-Fi

1. Plug in the Charger. Ensure indicator light is alternating Blue and Purple.
2. Open the Wi-Fi settings on your smart phone or desktop.
3. Select the network **UC\_Smart\_[ChargerSerial#]**.
4. Open the browser on your device.
5. Enter the IP address 192.168.4.1 into the browser search bar. A webpage will load.



6. Select the **Show Available Networks** button.
7. Select the Wi-Fi network from the list of available networks. This should highlight the network.

**Note:** If the network does not highlight you will need to manually input the SSID. Open the Enter Credentials box and type the network name into the SSID field.



- Close the Available Networks box and select the **Enter Credentials** button. The network you selected should be pre-populated in the SSID field.





- Type the Wi-Fi password into the Password field.
- Select a portal service provider. Follow the instructions in Chapter 7.4 Connect OCPP Network on page 23



**Note:** If the portal URL shows as a textbox instead of a drop-down list, keep acharger.ca in the field and connect to the United Chargers network. You will need to perform a firmware update. For more information on how to connect and perform a firmware update see the [Acharger User Manual and Connection Guide](#).

- Select the **Enter Credentials** button.
- Verify that you are connected. If connection is successful the indicator light will alternate between Blue and Cyan.
- Disconnect your smartphone from UC\_Smart\_#### and re-connect to your local network.
- Close the browser page.

### Not Connected

	Alternating	
Blue		Purple

### Connected

	Alternating	
Blue		Cyan

**Grizzl-E Smart can connect to any OCPP 1.6 compatible software.**



## 7.4 Connect OCPP Network

### Add Device to United Chargers Portal

**Note:** If the portal URL shows as a textbox instead of a drop-down list, you will need to perform a firmware update:

1. Keep the default **acharger.ca** in the Portal URL.
2. Create an account on <https://acharger.ca/> and sign in.
3. Use the [Acharger User Manual and Connection Guide](#) to update the Charger Firmware version and access other functionality of the portal.

### Connect to Third Party OCPP Network

1. Select the Third Party OCPP Network from the drop down list of available networks.
2. Follow the guides on the [Verified Network Providers](#) page to configure your charging station with the OCPP central system URL.
3. Follow the directions on the third-party network to set up charger and smart charging.

## 7.5 Troubleshoot Connection Errors

If the charger is not connecting to the network ensure the following:

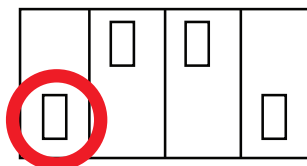
- Ensure network frequency is 2.4ghz.
- Ensure that signal strength is adequate. See Chapter 7.2 Check Wi-Fi Connection on page 20 to check signal strength.
- Ensure that SSID and Password are correct.

Follow the directions in Chapter 8. Re-Set Wi-Fi Board on page 24 to reset network and attempt to connect again. If connection is still an issue, contact United Chargers.

## 8. Re-Set Wi-Fi Board

If the Grizzl-E Smart Charger has lost connection and is unable to re-establish the connection try resetting the board using the following procedure:

1. Unplug the Charging Station.
2. Remove the front cover by removing the 4 screws at each corner of the charging station. For more information on how to remove the front cover refer to Chapter 3.1 Adjust Maximum Current Output on page 10.
3. With the front cover placed to the side, locate the DIP switch on the charging station circuit board. The DIP switch is a 4-position switch on the main circuit board, located directly to the left of the LED.
4. Using a non-conductive object move the Left Switch to the down position. This applies for all amperage settings.
5. Plug the Charger back in. Wait 30 seconds. Ensure the indicator light is Blue/Purple alternating with 1 second frequency.



6. Unplug the Charger again.
7. Set the DIP switches back to the original position.
8. Plug the charger in. Charger will display Blue/Purple alternating indicator light.
9. Follow the instructions from Chapter 7. Set Up Smart Functionality on page 20 to reconnect to your Wi-Fi network and OCPP Network.
10. Replace the enclosure lid by tightening the 4 screws at each corner.



## 8.1 Change OCPP Network









To Change OCPP Network to another provider:

1. Follow the instructions in Chapter 8. Re-Set Wi-Fi Board on page 24 to reset the Wi-Fi board.
2. Follow the directions on Chapter 7.3 Connect the Grizzl-E to your Wi-Fi on page 21 and the third-party Network to configure your charging station with the OCPP central system URL.
3. Wait for connection. If connection is successful the buzzer will sound continuously for 4 seconds. If the connection is unsuccessful consult the portal provider.

## 9. Charging Status Indicators and Buzzers

### 9.1 Charging Status Indicators

The following Status Indictors will be used:

LED Indicator	Buzzer	Description	Definition
	No buzzer	Not illuminated	Power Off
	No buzzer	White	Initialization
	No buzzer	Blue Alternating	Ready
	No buzzer	Blue Flashing	Vehicle detected
	No buzzer	Green Flashing	Charging in progress
	No buzzer	Green Steady	Charging complete or no current consumed by the car
	Buzzer beeps	Red Flashing	Fault (See Chapter 9.2 Fault Indicators on page 27)
	No Buzzer	Purple Alternating*	Device is not connected to a network
	No Buzzer	Cyan Alternating**	Device is connected to a network

\*LED will alternate between Blue and Purple when the charger is ready and disconnected from the network

\*\* LED will alternate between Blue and Cyan when charger is ready and connected to the network

## 9.2 Fault Indicators

If the “Red Flashing” Fault Indicator remains use the following procedure:

1. Unplug the charging connector from your EV.
2. Turn off the power to the Charging Station by switching the upstream circuit breaker to the “OFF” position
3. With the circuit breaker in the “OFF” position, wait 1-2 minutes and then switch the upstream circuit breaker back to the “ON” position
4. Confirm the Fault light is no longer present. If the Fault light remains, use Chapter 9.3 Fault Messages on page 27 to see Fault Messages or contact United Chargers for technical support.

## 9.3 Fault Messages

To see the charger error codes:

1. Select your charging station on <https://acharger.ca/>. If you have not connected to the Portal follow the instructions on Chapter 7.3 Connect the Grizzl-E to your Wi-Fi on page 21 to connect. Charger will still connect in a fault mode.
2. After selecting the station on acharer go to the **Charge Point Commands** tab.
3. Reset the breaker as described in Chapter 9.2 Fault Indicators on page 27.
4. If the error remains select **Refresh log**.
5. The error code and Time Stamp will display in the log. Contact United Chargers Technical support with the error code and description.

## 10. Operation

### 10.1 Connect and Charge

Insert the charging Connector into the EV and ensure the connector is fully seated/locked in place. Once complete, the charging session will begin.

Charging will start in both Connected Mode (Cyan indicator LED) and Standard Mode (Purple indicator LED).

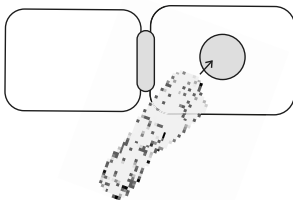


Figure 3-1. Connect the charging plug to the EV

### 10.2 Smart Charging

To initiate Smart Charging features such as scheduling, follow the directions from your OCPP provider.

For the default [acharger.ca](http://acharger.ca), use the following guide:

[Acharger User Manual and Connection Guide](#).

### 10.3 Stop Charging

1. Unplug the charging station by pressing the connector button and removing the Charger Connector from the EV (once the connector button is depressed, the charging session terminates immediately).
2. Return the connector to the holster.

## 11. General Product Care and Use Information

The exterior of the charging station is designed to be waterproof and dust proof (NEMA 4 Outdoor Rated). However, periodic cleaning may be required, depending on local conditions. To ensure proper maintenance of the charging station, follow these guidelines:

- To avoid damaging the finish of the products, only use an automotive grade soft cleaning cloth with soap and water to remove accumulated dirt and dust. Do not use cleaning solvents to clean any of the product components.
- Despite the water resistance of the enclosure, submerging the unit in water is not recommended.
- Ensure the charging connector is put back in the holster after charging to avoid damage.
- Ensure the power cable is stored on the charging station after use to avoid damage.
- If the power cable or the charging connector is damaged, turn off the charging station supply circuit breaker, do not use the charging station, and Contact United Chargers Customer Support for replacement parts.
- When moving or lifting the unit, always grasp and carry by the charging station body. Never attempt to lift, move, or carry the unit by any of the electrical cables. Improper handling may cause damage to the unit.

## 12. Warranty

### **GRIZZL-E™ Smart EV Residential Charging Stations 3 Years Replacement Warranty.**

Grizzl-E Smart comes with the option of a 3-year or 5-year manufacturer's warranty.

This warranty is extended by United Chargers to original purchasers of GRIZZL-E™ EV Charging Stations. United Chargers warrants that this product is free from defects in materials years and free from defects in workmanship for the period specified in the warranty from the date of purchase. No agent, employee, or representative of United Chargers has any authority to affirm, represent or warrant anything concerning GRIZZL-E™ EV Charging Stations, except for the affirmation and representation which is specifically included within this warranty.

This warranty will not apply if the product has been misused, abused, or altered. Warranty for the cable does not include normal tear and wear. Plugs that have been exposed to snow or water for a prolonged period of time are not covered by this warranty. The warranty will apply only if the product is defective. United Chargers assumes no liability for any dismantling, removal, installation, re-installation, or labor costs or any consequential damages associated with this warranty. United Chargers is not responsible or liable for any costs associated with faulty installations.

United Chargers shall make the final decision, in fairness to all concerned, as to the legitimacy of any such claim on this warranty. Upon discovery of any defective GRIZZL-E™, please contact our Customer Service Department for further instructions as to how to repair or replace the defective unit or log into your account at [www.grizzl-e.com](http://www.grizzl-e.com) and submit support ticket.

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**Website: [www.grizzl-e.com](http://www.grizzl-e.com)**

**The most up to date User Manual is available online at:**

**<https://grizzl-e.com/manuals/>**

**Fill Out the Technical Support Form:**

**<https://grizzl-e.com/technical-support/>**

**Technical Support Inquiries:**

**[techsupport@unitedchargers.com](mailto:techsupport@unitedchargers.com)**