



# GRIZZLE<sup>TM</sup> SMART Connect EV Charger Version 2

User Manual  
& Installation Guide



## Grizzl-E Smart Connect Manual

Grizzl-E Smart Connect Version 2: All units manufactured July 5, 2023 and after\*.

Manual Revision: 1.0



### Model Numbers:

#### Classic

GRS-14-24-P

GRS-6-24-P

#### Avalanche Edition

GRS-14-24-AB

GRS-6-24-AB

#### Extreme Edition

GRS-14-24-PC

\*Check the MFG Date on the label. If the MFG date is before 2023/07/05, see Version 1 Manual.



## 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 to work with the Grizzl-E Connect 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 10kW 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.
- To avoid a risk of fire or electric shock, do not use this device with an extension cord or electrical adapter.
- 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 Specifications

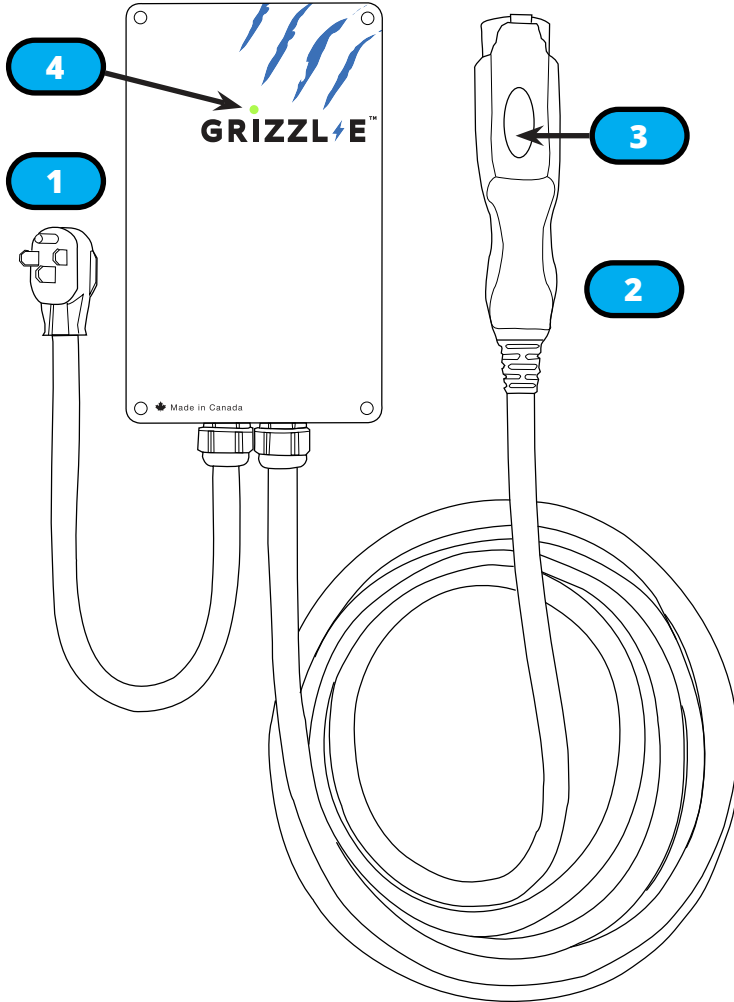
Description	Specifications
<b>Model Numbers</b>	GRS-14-24-P      GRS-14-24-AB      GRS-14-24-PC GRS-6-24-P      GRS-6-24-AB
<b>EVSE Level</b>	SAE J1772; AC Level 2
<b>Max Output Rating</b>	40A; 9.6 kW Maximum Output – For use with 50A Circuit Rating
<b>Alternate Adjustable Output Ratings</b>	32A; 7.68 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 4X, Indoor/Outdoor Rated
<b>Operational Ratings</b>	Temperature: -22°F to 122°F (-30°C to 50°C); Humidity: 95% RH non-condensing
<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>Connectivity</b>	2.4Ghz Wi-Fi network
<b>Standards &amp; Compliance</b>	UL Certified E510712, Energy Star Certified 2378449

## Table of Contents

<b>1. Introduction &amp; Unpacking</b>	<b>7</b>
1.1 Your Charger	7
1.2 Package Contents	8
<b>2. Installation Planning and Service Wiring:</b>	<b>9</b>
2.1 Electrical Source Requirements	9
2.2 Grounding Instructions	9
<b>3. Adjustable Maximum Current Output</b>	<b>10</b>
3.1 Adjust Maximum Current Output	10
<b>4. Installation</b>	<b>13</b>
4.1 Tools & Parts Required for Installation	13
4.2 Install the Charging Station	14
<b>5. Wiring Connection</b>	<b>17</b>
5.1 Optional Hardwire Connection	17
5.2 Replace Output Cable	19
<b>6. EasyEvPlug Holster and Cable Management System</b>	<b>20</b>
<b>7. Charging Status Indicators and Buzzers</b>	<b>21</b>
7.1 Charging Status Indicators	21
7.2 Fault Indicators	22
7.3 Self-Monitoring and Recovery (Auto Restart)	22
7.4 Reset Charger	22
<b>8. Set Up Smart Functionality</b>	<b>23</b>
8.1 Network Requirements	23
8.2 Connect the Grizzl-E to Wi-Fi	23
8.3 Wi-Fi Connection Indicator	23
8.4 Change Wi-Fi network	23
8.5 Troubleshoot Connection Errors	24
<b>9. Operation</b>	<b>25</b>
9.1 Connect and Charge	25
9.2 Smart Charging	25
9.3 Stop Charging	25
<b>10. General Product Care and Use Information</b>	<b>26</b>
<b>11. Warranty</b>	<b>27</b>

## 1. Introduction & Unpacking

### 1.1 Your Charger

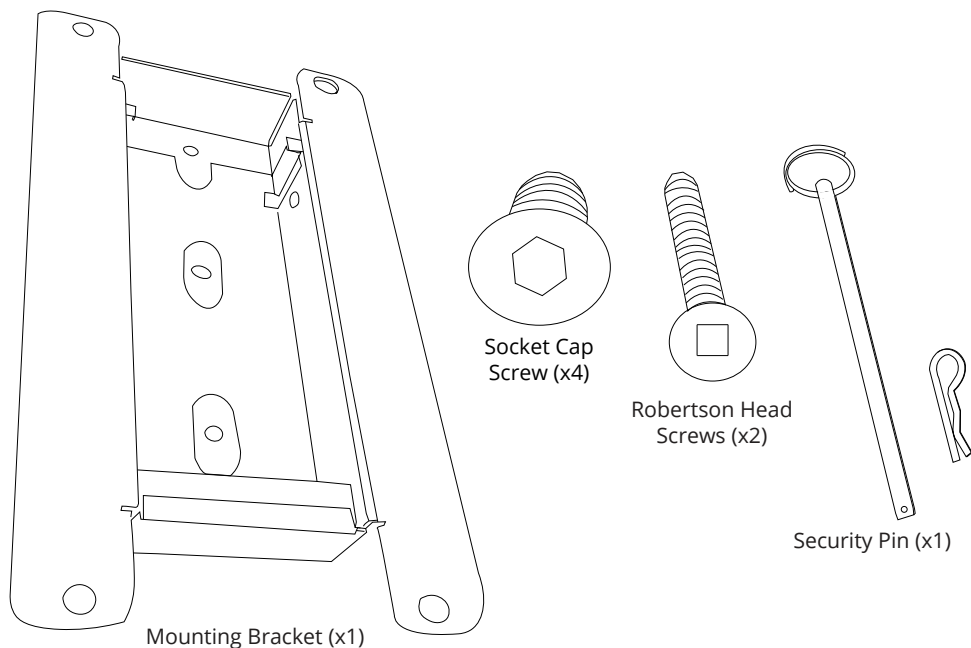


#### Charger Components

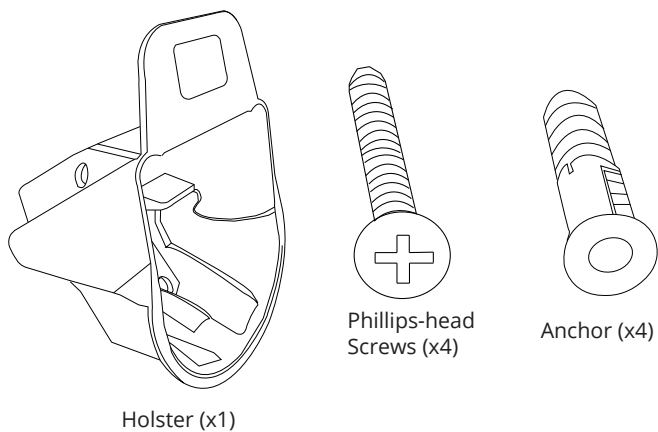
1. Input Cable NEMA 14-50P or NEMA 6-50P
2. Output Cable J1772 Connector
3. Latch Release Button
4. Indicator Light

## 1.2 Package Contents

### Mounting Kit



### EasyEvPlug Holster





## 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 the 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:

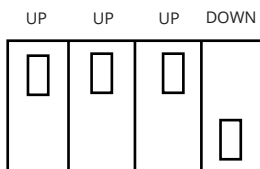
1. Remove the front cover by removing the 4 screws at each corner of the charging station. Use a M4 Allen Key to remove the screws.





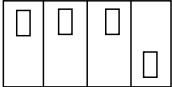
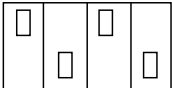
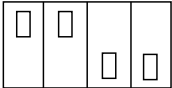
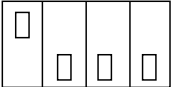
**CAUTION:** The LED pipe is attached to the front cover. When the front cover is removed, place it on a flat surface facing down to avoid damage to the LED pipe.

2. 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.

3. Adjust the Maximum Current Output to either 40A, 32A, 24A or 16A, using the following combination of DIP switch settings:

Maximum Current Output	Switch 1	Switch 2	Switch 3	Switch 4	DIP Switch Setting
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	

4. 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"	13.88 lbf-in (1.56Nm)

## 4. Installation

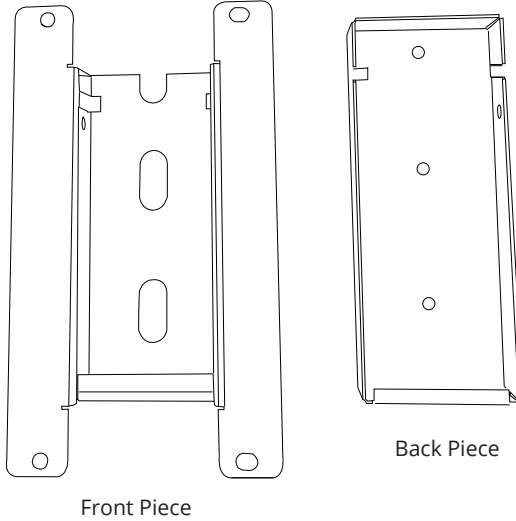
### 4.1 Tools & Parts Required for Installation

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.

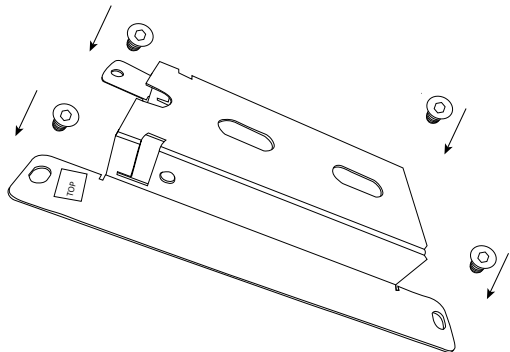
Tool	Size	Source of Supply	Remark
Mounting Bracket	255 x148 x 36 mm	Included with Product	For mounting the charging station to the wall/structure
Socket cap screw (x4)	5/16"	Included with Product	For securing the charging station to the Mounting Bracket
Robertson-Head Screw (x2)	#14	Included with Product	For installing the Mounting Bracket to the wall/structure
EasyEvPlug™ Holster/Tesla Holster		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

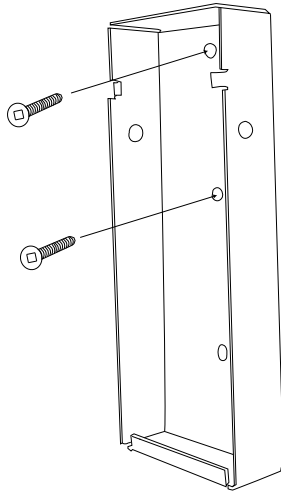
1. Separate the front and back piece of the mounting bracket by pushing down on the notch.



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.



- 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.

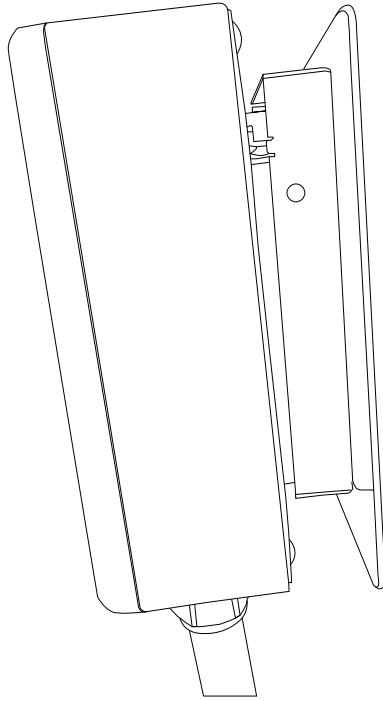
Mounting Screw Recommendations:

- 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	43.4 lbf-in	44.85Nm
1/4"	43.4 lbf-in	44.85Nm

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.



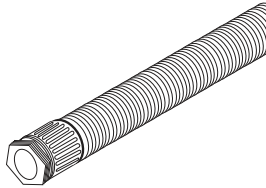
5. Secure the charger in place by inserting either the security pin or the outdoor security lock into the mounting bracket.
6. Plug in the power cord to the NEMA 14-50 or NEMA 6-50 Wall Outlet/Receptacle. Ensure the indicator light alternates between Blue and Magenta, indicating the charger is ready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



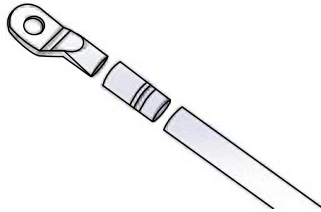
## 5. Wiring Connection

### 5.1 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



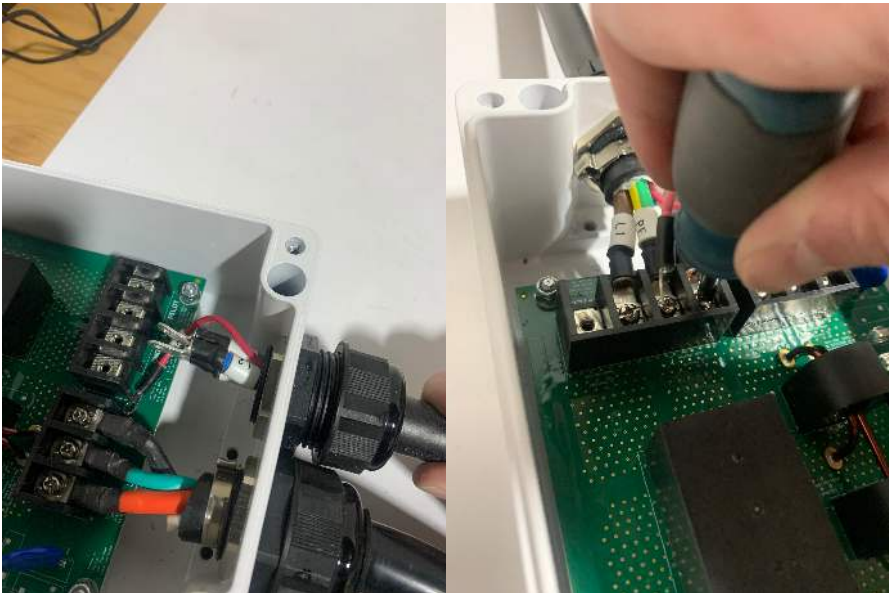
**CAUTION:** To reduce the risk of fire, connect only to a circuit provided with the appropriate amperes minimum branch circuit overcurrent protection in accordance with the National Electrical Code, ANSI/NFPA 70, and the Canadian Electrical Code, Part I, C22.1.

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"	13.88 lbf in (1.56Nm)

## 5.2 Replace Output Cable

1. Remove the front cover by removing the 4 screws at each corner of the charging station.
2. Loosen the gland beneath the charger.
3. Loosen strain relief clamp on inside of charger. Use a screwdriver or other tool to break metal clamp.
4. Use Philips screwdriver to release terminal screws of the output cable.
5. Pull the terminal wires out of the enclosure. Remove cable completely from charger.
6. Insert Output Cable through Output Cable Gland. Route the 4 terminal wires through the Cable Gland and into the enclosure. Feed the Input Cable through the enclosure such that  $\frac{1}{2}$ " of the black rubber jacket is exposed.
7. Place metal strain relief clamp through terminal wires and over exposed rubber jacket.
8. Tighten strain relief clamp by squeezing on the notch with vise grip or other tool. Tighten until cable is secure.
9. Insert the terminal wires into the corresponding input wiring hole. Terminal wires and terminals will be labeled. Use Philips screwdriver to tighten each terminal wire to the terminal block. Torque terminal screws to 16 LBF.IN.
10. Once the input wiring is connected, re-tighten the cable gland.
11. Reinstall the charging station front cover.



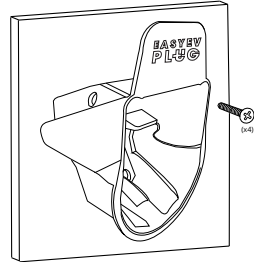
## 6. EasyEvPlug Holster and Cable Management System

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:

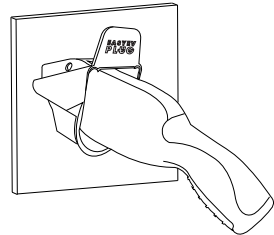
- No need to aim – flawless plug even in the dark.
- Your EV holster will always be in a convenient location.
- Saves space – special angle for less wall clearance.
- Integrated cable management – holds up to 25 feet of cable.

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

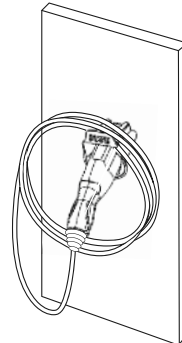
1. Hold back of holster against the mounting surface. Fasten Phillips head screws through back holes. Use anchors if attaching directly to drywall.



2. Insert charging connector into holster.














3. Wrap cable on top of EasyEvPlug.



## 7. Charging Status Indicators and Buzzers

### 7.1 Charging Status Indicators

The following Status Indicators will be used:

LED Indicator	Buzzer	Description	Definition
	No Buzzer	White Steady	Initialization
	No Buzzer	Magenta Steady	Charger Ready and Not Connected to Server
	No Buzzer	Magenta Flashing	Vehicle Detected and Not Connected to Server
	No Buzzer	Blue Steady	Charger Ready and Connected to Server
	No Buzzer	Blue Flashing	Vehicle Detected and Connected to Server
	No Buzzer	Green Flashing	Charging in progress
	No Buzzer	Green Steady	Charging complete or no current consumed by the car
	No Buzzer	Yellow Steady	Vehicle not detected. Charging restricted by limits.
	No Buzzer	Yellow Flashing	Vehicle detected. Charging restricted by limits.
	No Buzzer	Green + Yellow Alternating	Charging Not Complete + restricted by limits
	Buzzer Beeps	Red Flashing	Fault (See Chapter 7.2 Fault Indicators on page 22)

## 7.2 Fault Indicators

The number of red flashes indicates the type of fault:

LED Indicator	# of Flashes	Error Description
Red Flashing	1	Lost ground - AC Line1
Red Flashing	2	GFCI High Leakage
Red Flashing	3	Relay is stuck
Red Flashing	4	GFCI Low Leakage
Red Flashing	5	High temperature of the module
Red Flashing	6	High temperature of the relay-
Red Flashing	7	Pilot state is Status E
Red Flashing	8	Pilot state is Status F
Red Flashing	9	Diode error
Red Flashing	10	Over Current
Red Flashing	12	Application Error

## 7.3 Self-Monitoring and Recovery (Auto Restart)

If charging session is interrupted due to a temporary error condition, it will automatically restart charging when the cause of the error is cleared. The status indicator will flash RED, with the number of flashes indicating the error, until the condition is resolved.

- All error conditions are able to Self-Recover if the error condition is cleared.
- The charging session will be stopped when the error condition occurs. The charger will self-monitor the error condition. If the error condition is cleared the charger will automatically reset in 60 seconds. If the error condition is not cleared the charger will continue to display a RED error light.
- If the error condition occurs within 5 seconds of the start of a charging session a permanent fault will trigger.

## 7.4 Reset Charger

In the instance of a fault, it is recommended to perform a reset:

1. Count the number of flashes to identify the error type.
2. Unplug the charging connector from your EV.
3. Turn off the power to the Charging Station.
4. Wait 1-2 minutes and then turn power to charging station back on.
5. Confirm the Fault light is no longer present.
6. If the Fault light remains, please contact United Chargers. Fill out the [Technical Support Form](#) and send an email to techsupport@unitedchargers.com. Indicate the number of red flashes.

## 8. Set Up Smart Functionality

### 8.1 Network Requirements

The Grizzl-E Smart charger will perform best with a stable and strong Wi-Fi internet connection.

Weak or unstable internet connections can limit performance of EV charger and prevent communication with the vehicle.

Basic Requirements

- ✓ 2.4 GHz band Wi-Fi Network (Not 5 GHz)
- ✓ Signal strength of -67 dBm or greater where the charger is located
- ✗ Some firewalls may prevent or disrupt charger communications

### 8.2 Connect the Grizzl-E to Wi-Fi

1. Ensure charger is powered on.
2. Connect to the charger's Wi-Fi network. The Grizzl-E Smart Wi-Fi network will be the serial number. Example **GRS-170000000123**. The password for the network is **password**.
3. In your browser, enter the IP address **192.168.4.1**. A webpage will load.
4. Enter your Wi-Fi credentials including SSID (Wi-Fi name) and Password.
5. Select the **Save and Reboot** button. Wait for the charger to connect to the network.

### 8.3 Wi-Fi Connection Indicator

If the connection is successful the indicator light on the Grizzl-E will be blue.

If the connection is unsuccessful the indicator light on the Grizzl-E will be Magenta.

#### Not Connected



Magenta

#### Connected



Blue

### 8.4 Change Wi-Fi network

Follow the steps in Chapter 8.2 Connect the Grizzl-E to Wi-Fi on page 23 to reset or change the Wi-Fi credentials.

There is no Wi-Fi reset.

## 8.5 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.
- Ensure Wi-Fi Password is correct.
- Check if Network Filters/Firewalls are blocking charger communication

### 2.4 GHz band Wi-Fi Network:

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\_2.4G* 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.

### Signal Strength

Ensure a Wi-Fi signal strength of -67 dBm or greater where the charger is located.

Check your location's Wi-Fi signal strength to ensure a quality EV charging experience. There are many third-party mobile apps available for testing Wi-Fi signal strength.

For locations that don't have a sufficiently strong Wi-Fi signal, consider changes to improve signal quality:

1. The simplest solution is to move the Wi-Fi router as close to your EV charger as possible.
2. Wi-Fi repeaters or extenders can boost the signal of existing access points.
3. Multiple access points may be required to provide network coverage.

### Password

Ensure the Wi-Fi Password entered matches the Wi-Fi network settings exactly. Grizzl-E Smart will recycle the connection if password information is incorrect.

The password limit for the Grizzl-E Smart is 38 characters. Grizzl-E Smart will not connect to Wi-Fi networks with passwords longer than this limit.

### Network Filtering/Firewalls

Some firewalls may prevent or disrupt charger communications

Check the blocked clients list in your router settings to see if a Network Filter is blocking the Grizzl-E Smart. Follow the directions for your router to access the list of blocked clients. Grizzl-E will appear on the client list as esp32-arduino.

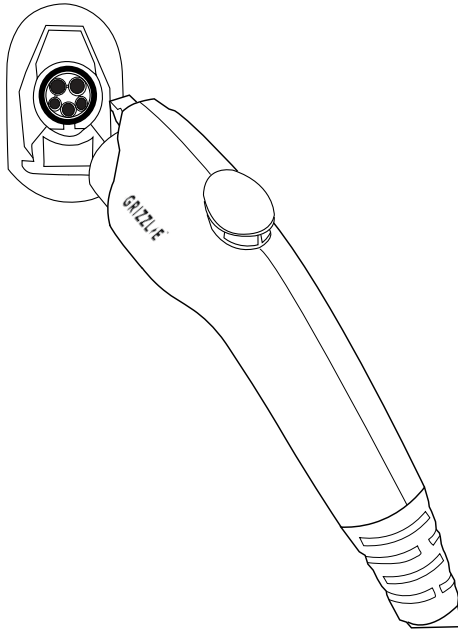


## 9. Operation

### 9.1 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 (Blue indicator LED) and Standard Mode (Magenta indicator LED).



### 9.2 Smart Charging

To initiate Smart Charging features such as scheduling, follow the directions from your smart charging application.

### 9.3 Stop Charging

1. Press down on the latch release button. Ensure latch release button is fully compressed.
2. Remove the Charger Connector from the EV
3. Return the connector to the holster.

## 10. 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.

## 11. Warranty

### **GRIZZL-E™ Smart EV Charging Stations 3-Year or 5-Year Replacement 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. If during the Warranty Period, under normal operating conditions, your charging station becomes defective, United Chargers will, upon written notice of the defect, replace the charging station until the defect is resolved.

This warranty will not apply if the product has been misused, abused, or altered. The warranty does not cover cosmetic damage such as scratches, dents, or normal aging. The warranty does not cover damage as a result of an extreme power surge, extreme electromagnetic field, or any acts of nature. This warranty will not apply if the product is used with any third-party extension cords or electrical adapters. The 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 waterproof rating of the enclosure cannot be guaranteed if the charger is mounted upside down. The warranty will apply only if the product is defective. United Chargers does not Warrant that any software services for Wi-Fi-connected Smart Units will be error-free or operate without interruption.

United Chargers assumes no liability for any dismantling, removal, installation, re-installation, or labour 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 visit our Technical Support page for further instructions as to how to repair or replace the defective unit or to submit a support ticket.

**United Chargers Inc**

**25 Pollard St,**

**Richmond Hill, ON L4B 1A8**

**Phone: +1-833-971-8118**

**E-mail: [info@unitedchargers.com](mailto:info@unitedchargers.com)**

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

**Visit our Technical Support page:**

<https://autochargers.zendesk.com/hc/en-ca>

**View the full terms and conditions:**

<https://grizzl-e.com/policies/>

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

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