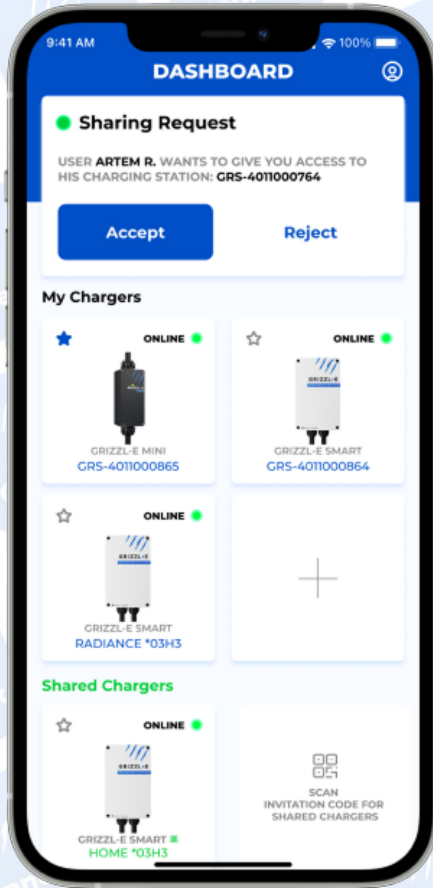




# GRIZZLE Connect

## User Guide



Download on the  
**App Store**



GET IT ON  
**Google Play**

[\*\*Go to Online User Manual\*\*](#)

App Version: 1.2.0  
February 11, 2026

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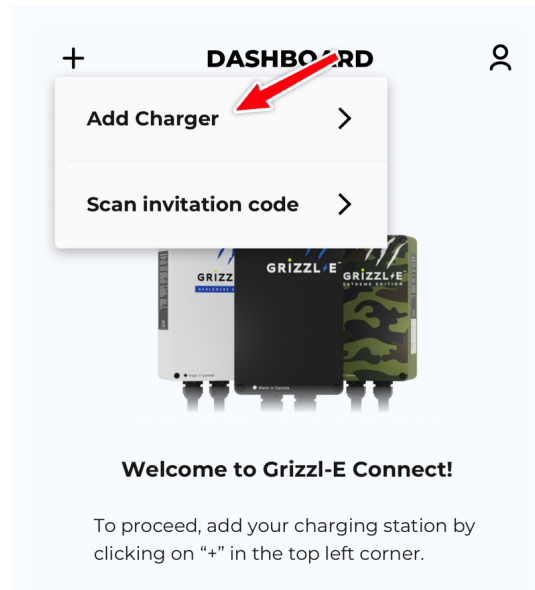
## **GRIZZL-E DUO**

## **CONTACT US**

# CONNECT CHARGER APP

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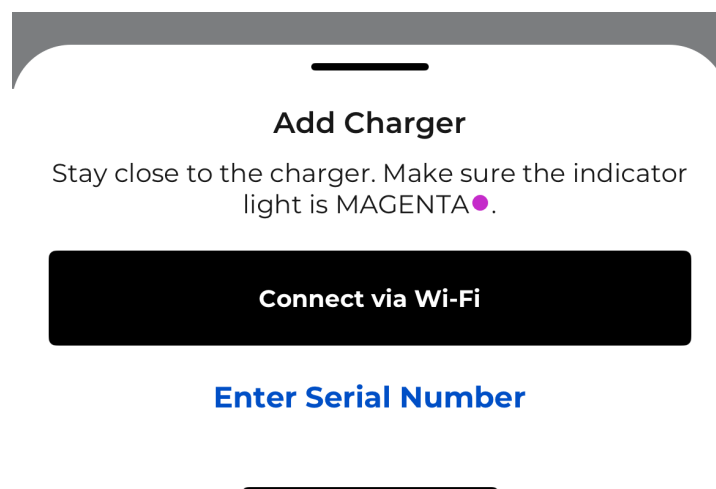
1. Open the app and go to the Dashboard.
2. Tap the **plus (+)** icon.
3. Select **Add Charger**.



Two options will show:

**Connect via Wi-Fi** — Connect your charger directly to your home network. Recommended for fast setup.

**Enter Serial Number** — Manual Setup. Requires adding your charger via the web interface.



# CONNECT VIA WI-FI

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**Note:** Grizzl-E Smart models are not able to Connect Via Wi-Fi and must choose the Enter Serial Number option.

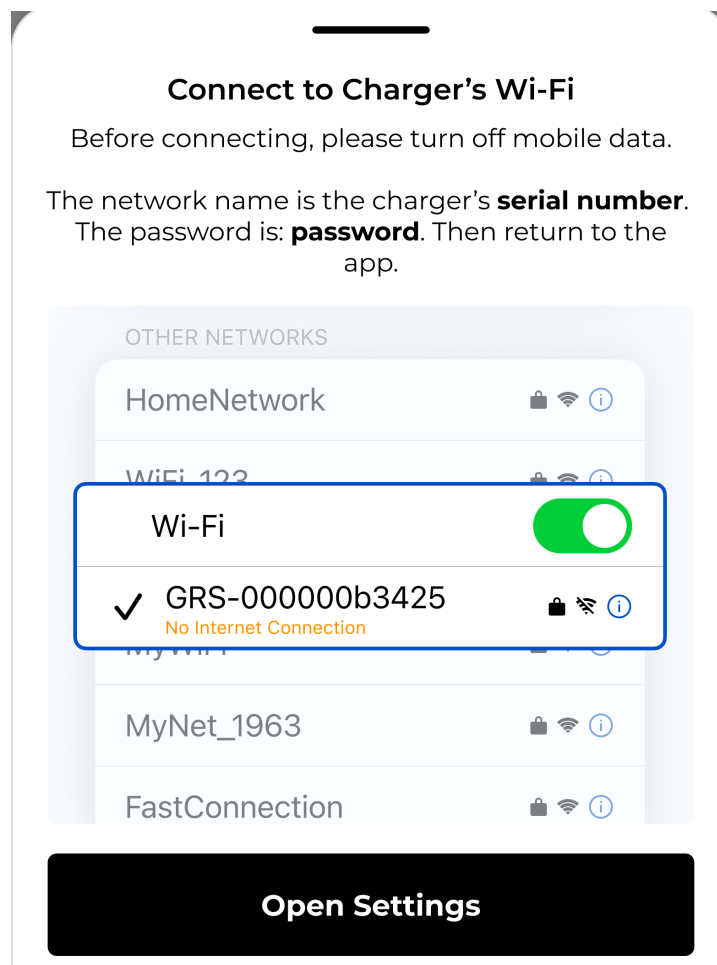
## STEP 1: CONNECT TO CHARGER'S WI-FI NETWORK

1. Select the **Open Settings** button. This will open your phone's Wi-Fi settings.
2. Select the Wi-Fi network with the name matching your charger's serial number. Stay connected to the network even though there is no internet connection.

**Note:** If you do not see the charger's Wi-Fi network, it may be hidden after 15 minutes. Power cycle the charger by turning the circuit breaker off and on to restore the

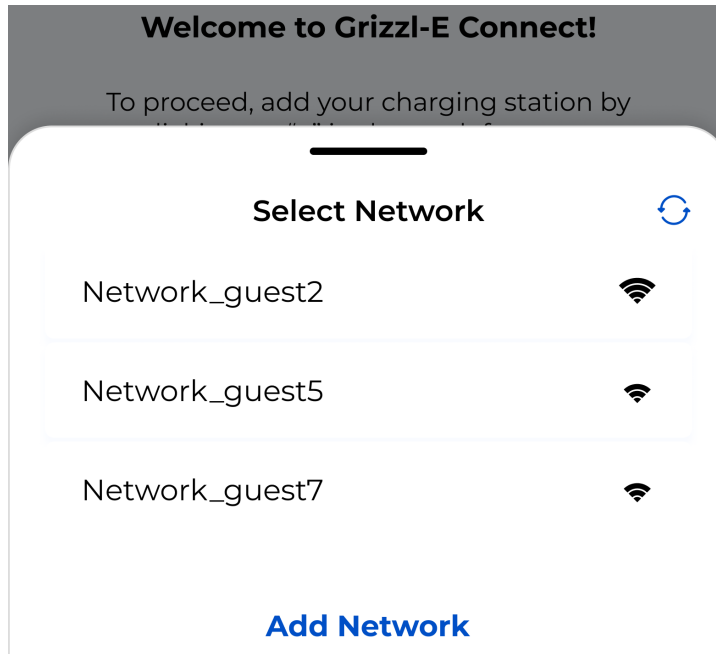
3. Enter the password: **password**

Wait 30 seconds for your device to connect to the charger's Wi-Fi network. Ensure the device remains connected with a check mark next to the network.

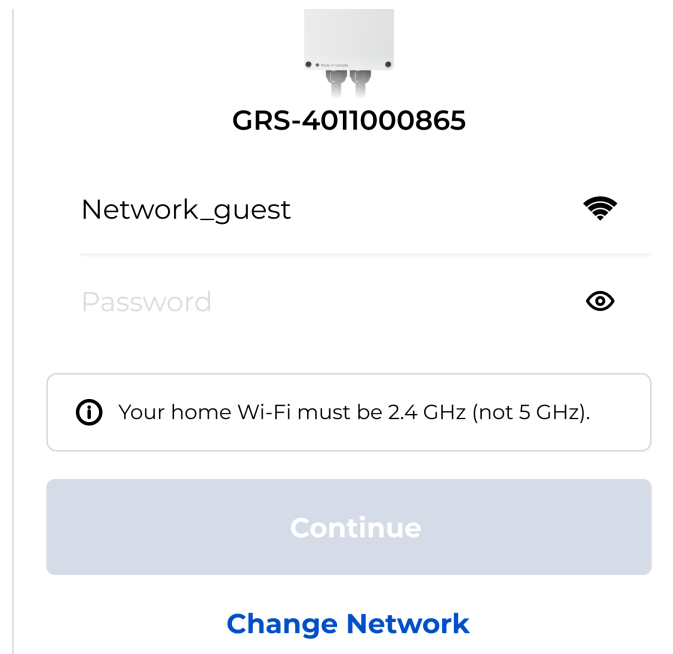


## STEP 2: ADD HOME NETWORK TO APP

1. After your device has successfully connected to the charger's Wi-Fi network, return to the Grizzl-E Connect app. A list of networks detected by the charger will show:
  - » Tap on an available network to enter the password.
  - » Use the  button to scan for new networks.
  - » Select Add Network to enter a network manually.
2. Enter the Wi-Fi network password and select **Continue**.



1. Wait for the connection screen to complete the setup. Make sure your device reconnects to your home Wi-Fi. If it does not reconnect, return to the Wi-Fi settings and select your home network.
2. When the setup is complete, an All Set screen will display. Select the **Next** button.



## STEP 3 COMPLETE CHARGER SETUP

1. Fill in the charger's details:
  - a) Custom Name
  - b) Location
  - c) Time Zone
2. Select the **Add Charger** button.

 **ADD CHARGER**

**Charger name**

GRS – 4011000864

**Location**

Please select the location of your charger. This helps us show relevant settings and utility program opportunities.

 Search for your charger's address

Canada

Quebec

Montreal

H4A 0A1

1234 Sherbrooke Street West

**Time Zone**

Kyiv, Ukraine (EET, UTC+2), 07:49 PM

Please select the time zone of the charger.

☐ By continuing, I agree to the [Terms of Service](#) and [Privacy Policy](#)

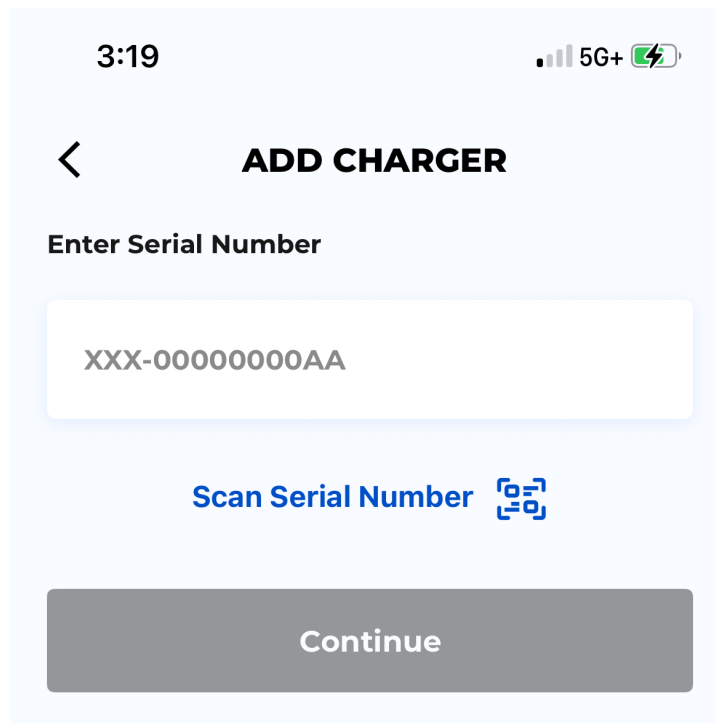
Add charger

# ENTER SERIAL NUMBER

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## STEP 1: ADD THE CHARGER TO THE APP

1. Select the Enter Serial Number option. Enter the charger's serial number one of two ways.
  - a) Enter the serial number in the text box.
  - b) Select the Scan Serial number button to open the camera. Scan the QR code on the white label.



3:19 5G+ 

 **ADD CHARGER**

Enter Serial Number

XXX-00000000AA

Scan Serial Number 

Continue

2. If the serial number is found, fill in the charger details:
  - a) Custom Name
  - b) Location
  - c) Time Zone
3. Select the **Add Charger** button.

## STEP 2 CONNECT CHARGER TO WI-FI NETWORK

### Grizzl-E Smart:

1. Connect to the Grizzl-E Wi-Fi Network. The Wi-Fi network name is your serial number. Password is **password**
2. In your browser, enter the IP address **192.168.4.1**. This will open the Wi-Fi configuration page.
3. Enter your home Wi-Fi credentials – network SSID and password.
4. Select the **Save and Reboot** button. Wait 2 minutes for the unit to establish the connection. Ensure Charger indicator light is now **Blue**.

### WiFi Configuration

[SHOW](#)

**Show Available Networks**

**Save and Reboot**

Connect

Open Grizzl-E Connect Application to control your Charging Station

Model: **Grizzl-E Smart**  
Manufacturer: **UnitedChargers**

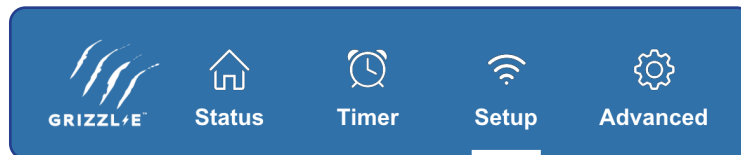
AA

192.168.4.1

↻

## Grizzl-E Ultimate/Mini

1. Connect to the Grizzl-E Wi-Fi Network. The Wi-Fi network name is your serial number. Password is **password**
2. In your browser, enter the IP address **192.168.4.1**. This will open the Wi-Fi configuration page.
3. In the Local Wi-Fi Connection go to the Setup tab.



4. Go to the WiFi connect configuration section.
5. Select the **Search** button to show the list of available networks.

**Juliang** [RSSI:-73] [94:aa:0a:1d:1b:1b]

**TP-Link\_C576** [RSSI:-54] [0c:80:63:f6:c5:76]

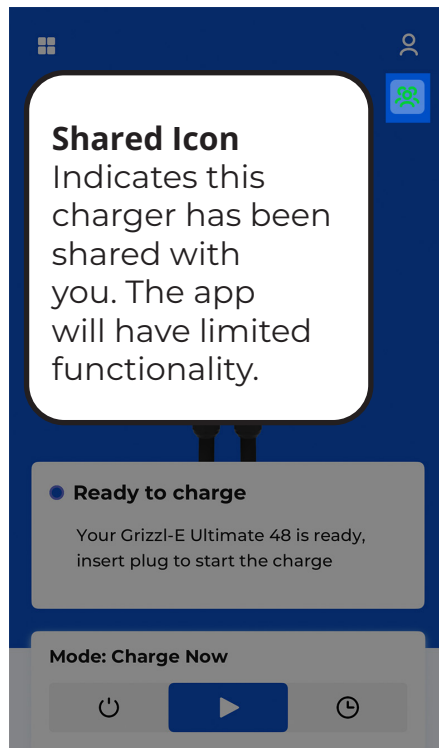
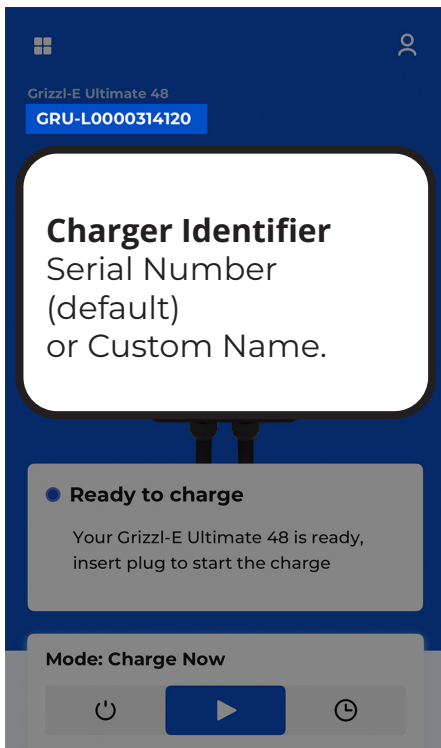
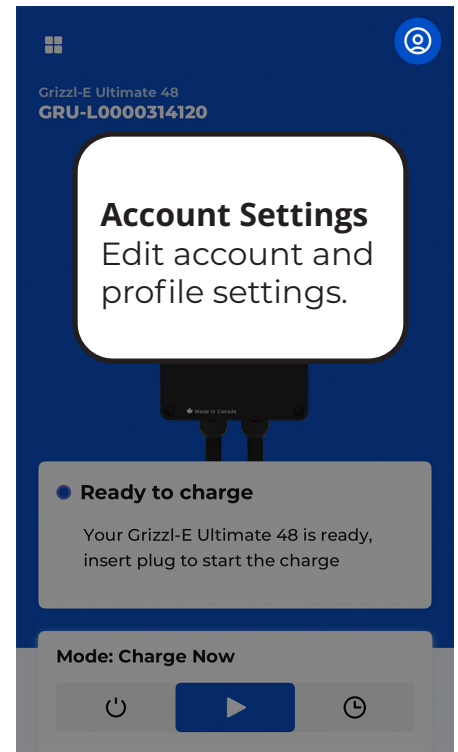
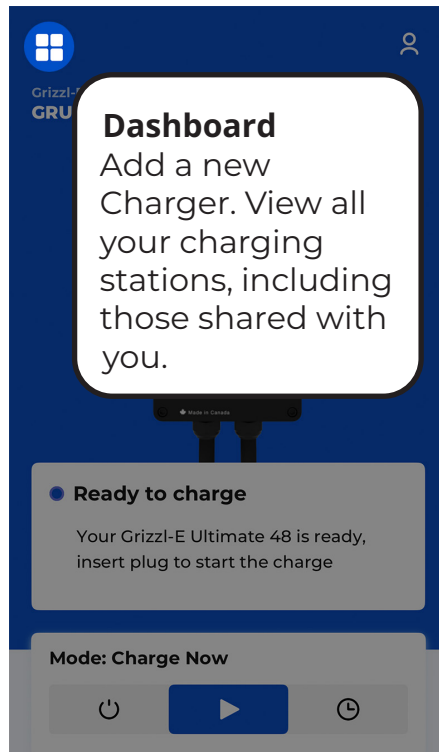
6. Select your network from the list of available networks. Click directly on the network name. The network name will populate the Wi-Fi name field. Ensure network is 2.4 GHz and has a signal strength greater than -67 RSSI.
7. Enter your home Wi-Fi Password.
8. Enable the **Connect** button.

A white form with a blue border. At the top, there's a 'Connect' toggle switch. Below it are input fields for 'WiFi name' and 'WiFi password'. Then, there's a 'Connect by MAC address' toggle switch, followed by a 'MAC of the router' input field. Below these is a section titled 'Available networks' with a list of networks (one is visible: 'Juliang'). At the bottom are two blue buttons: 'Search' and 'Save'.

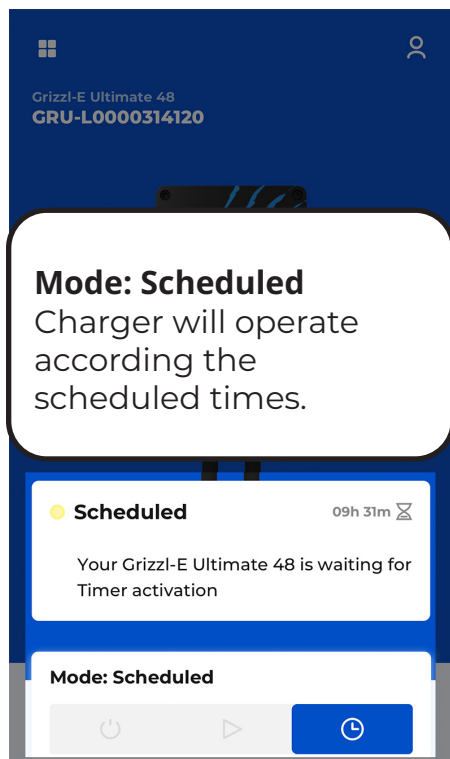
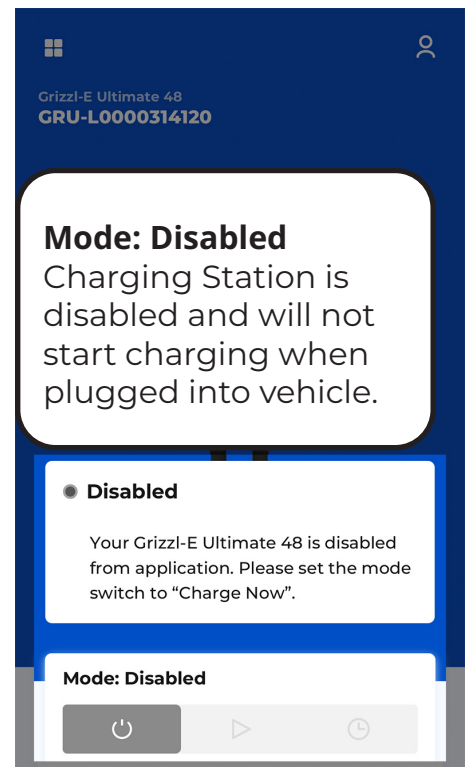
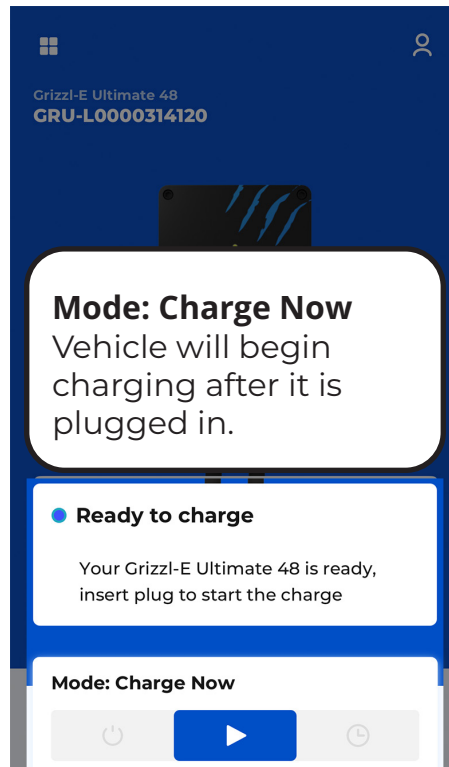
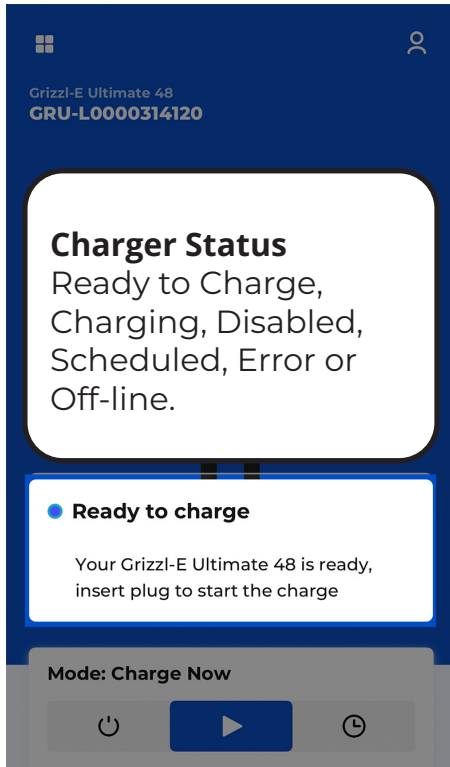
9. Select the **Save** button.
10. Select the **Confirm** button to apply new settings.
11. Ensure Charger indicator light is now **Blue**.

# HOME SCREEN

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# HOME SCREEN



# POSSIBLE STATES

**Ready To Charge:** Charger is available to charge as soon as the vehicle is plugged in.

 **Ready to charge**

Your Grizzl-E Smart is ready, insert plug to start the charge

**Disabled:** The Charger is disabled and will not charge the vehicle if plugged in.

 **Disabled**

Your Grizzl-E Smart is disabled from application. Please turn the switch "Charging allowed" True.

**Scheduled:** Charger is under a schedule and will begin charging at the set time.

 **Scheduled**

Your Grizzl-E Smart is waiting for Timer activation

**Charging:** The vehicle is charging.

 **Charging**

| CURRENT        | ENERGY           |
|----------------|------------------|
| <b>32</b> AMPs | <b>15.03</b> kWh |

**Paused By EV:** The vehicle has stopped a charging session (Fully Charged/Vehicle Timer etc.)

 **Paused by EV**

| CURRENT       | ENERGY           |
|---------------|------------------|
| <b>0</b> AMPs | <b>15.03</b> kWh |

**Fault:** The charger is in an error state. Charger will not start charging. Check the sequence of the red light flashing and contact Technical Support for assistance.

**SCHEDULE:**

 **Fault**

Error has occurred during the charging session, such as a

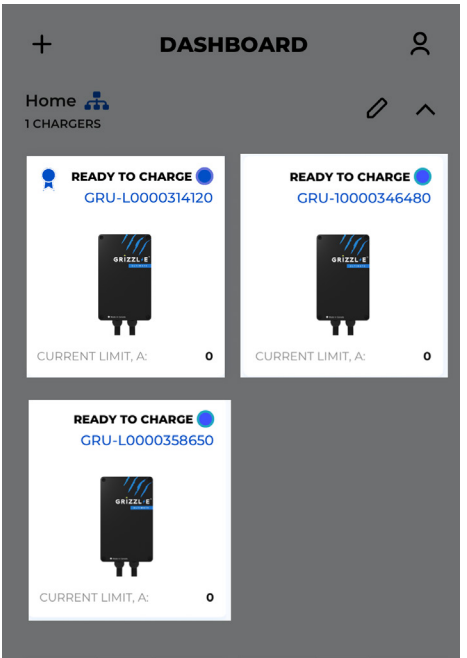
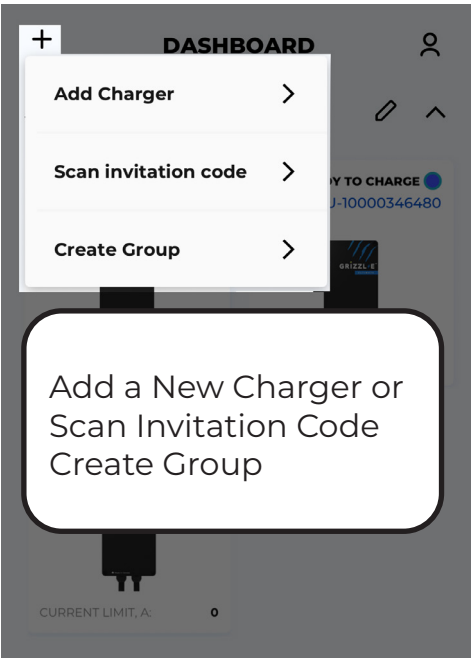
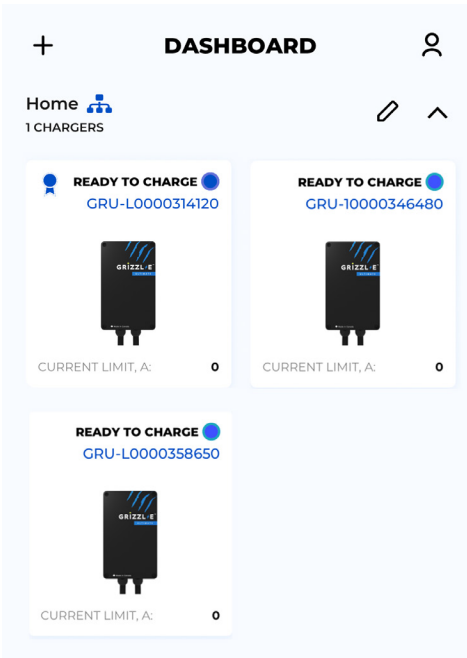
**Offline:** The application cannot communicate with the charger. App functions and data will not be available. Charger may charge in offline mode.

 **Offline**

Your Grizzl-E is not currently connected to the internet or is not functioning correctly

# DASHBOARD

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# GROUP CHARGERS / LOAD BALANCING

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## WHAT IS LOAD BALANCING?

Load balancing helps you safely charge multiple electric vehicles simultaneously by automatically sharing available electrical power among your chargers. Without load balancing, charging multiple vehicles at once can overload your electrical circuit.

## TWO WAYS TO SHARE POWER

### OPTION 1: EQUAL SHARING (PROPORTIONAL)

Each charger gets an equal share of the available power. If two chargers are plugged in, they each get 50%. If three are plugged in, they each get approximately 33%.

**Best for:** Setups where you want balanced charging for all vehicles.

### OPTION 2: PRIORITY CHARGING (PRIORITIZED)

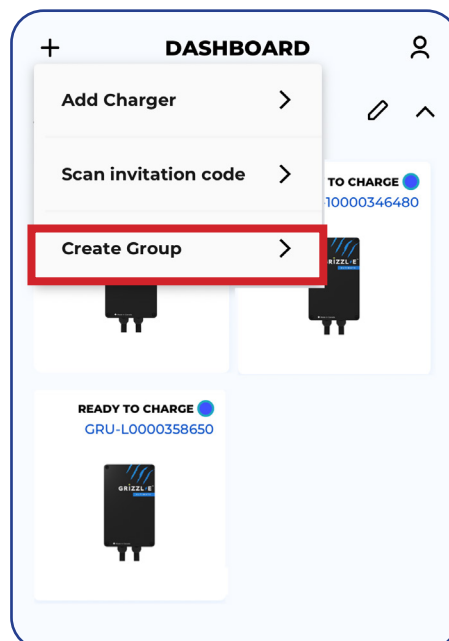
One charger gets as much power as it needs first. Whatever power remains is split equally among the other chargers.

**Best for:** When you need one vehicle to charge quickly and can let other vehicles charge slower.

## SET UP CHARGER GROUPS AND LOAD BALANCING

### STEP 1: START A NEW GROUP

1. On the Dashboard, select the + button.
2. Select the **Create Group** option.
3. Select **Get Started** on the info page.



## STEP 2: CONFIGURE GROUP AND CHOOSE SETUP

1. Give your group a name. For example, “Home Chargers” or “Driveway Setup”.
2. Choose your electrical setup:
  - » **Single-Phase:** Standard home setup in North America.
  - » **Three-Phase:** Business setup and used in European chargers.

**Note:** Consult your electrician if you are unsure about your electrical setup and phases available.

## STEP 3: ADD YOUR CHARGERS

1. Select **Add Charger**.
2. Search for your chargers by serial number or custom name. Check the box next to each charger to add to the group.

<

CREATE GROUP

Home

ⓘ Number of p...

One-Phase

▼

Add Charger

Select chargers

ⓘ

Enable load balancing

ⓘ

Create

<

CREATE GROUP

Only chargers that are not shared with you or already assigned to another group are available for selection.

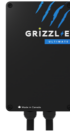
✓

GRU-L0000314120



✓

GRU-10000346480



✓

GRU-L0000358650



Select (1)

3. Tap Select when you're done.

**Note:** If you chose three-phase, you will need to specify which phase (L1, L2, or L3) each charger is connected to. Consult your electrician if you're unsure.

## STEP 4: CHOOSE YOUR POWER SHARING METHOD

**Optional:** Enable the **Select as Priority Charger** next to ONE charger.  
Leave all Priority Charger buttons unchecked if you want all chargers to share power equally.

## STEP 5: SET YOUR POWER LIMIT

Enter the maximum current of your electrical system.

## STEP 6: ACTIVATE LOAD BALANCING

1. Check the Enable Load Balancing box to activate.
2. Select the **Save** button to complete the process.

EDIT GROUP

Home

① Number of p...

One-Phase



Grizzl-E Ultimate 48  
GRU-L0000314120 (1P)

Select as a priority charger ① ☐



Grizzl-E Ultimate 80  
GRU-10000346480 (1P)

Select as a priority charger ① ☐



Grizzl-E Ultimate 48  
GRU-L0000358650 (1P)

Select as a priority charger ① ☐

Add Charger



Enable load balancing ①

☒

Max Current, A ①

48

Save

# USING YOUR LOAD BALANCED GROUP

## CHECK STATUS

On your dashboard, you'll see:

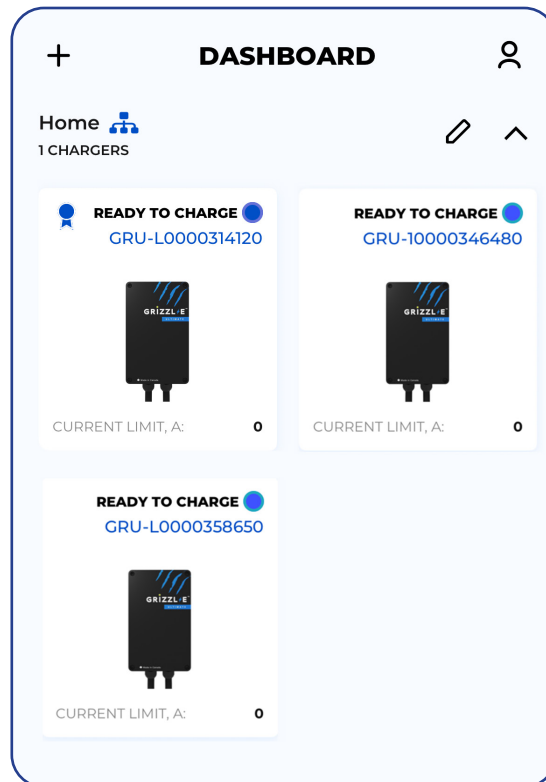
- Your group name with all chargers listed underneath
- A Load Balancing icon next to the group name:



Blue = Load balancing is active



Grey = Load balancing is off



## REAL-TIME INFORMATION

For each charger, the Dashboard will display:

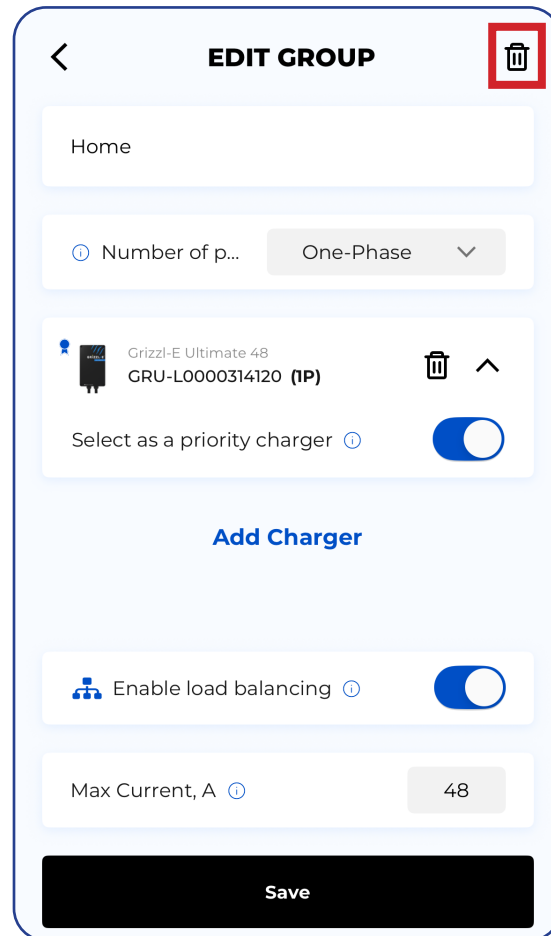
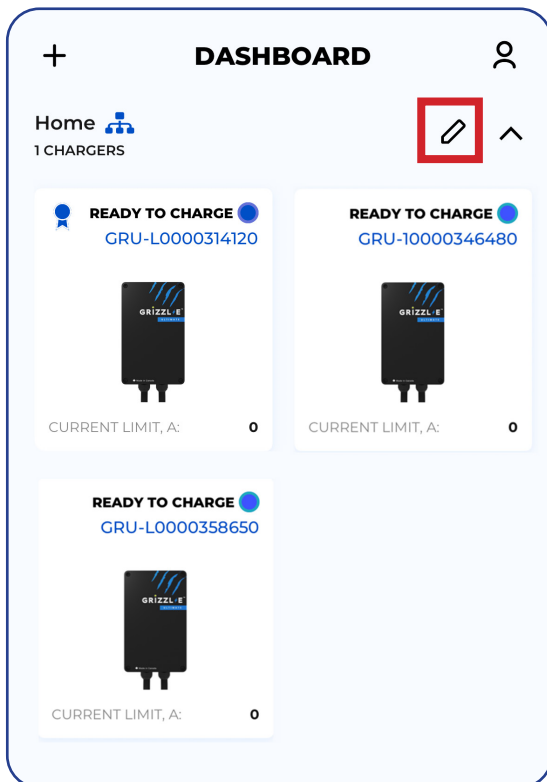
- Charger name or serial number
- Current charging status (plugged in, charging, ready, etc.)
- Current power limit being used right now

## EDIT GROUP

1. Select the **Pencil/Edit** button next to your group
2. Make changes (add chargers, remove chargers, change priorities, adjust power limits).
3. Select the **Save** button to confirm

## DELETE GROUP

1. Select the **Pencil/Edit button** next to your group
2. Select Delete **Group/Trashcan** icon in the top corner.
3. Select the **Confirm** button.



# **IMPORTANT THINGS TO KNOW**

## **WHAT HAPPENS WHEN A CAR ISN'T CHARGING**

If a charger is powered on but the car hasn't started charging, the app checks if there's enough available power. If there's enough power, the charger is ready to start.

If there isn't enough power, the charger stays at 0A until power becomes available.

## **WHAT HAPPENS WHEN A CHARGER GOES OFFLINE**

If one charger loses connection (power outage, WiFi loss), the app assumes it is using maximum power and reserves that amount. This protects your electrical system.

## **OTHER LIMITS**

Some chargers have built-in power limits from:

- Hardware settings (like dip switches)
- Charging schedules

The app always uses the lowest limit available to protect your system. For example, if your group limit is 40A but a charger's schedule limits it to 20A, the charger will use 20A.

# **TROUBLESHOOTING**

## **LOAD BALANCING ICON IS GRAY**

- Check that you've enabled load balancing in your group settings
- Verify all chargers are connected and online

## **CHARGER SHOWS 0A LIMIT**

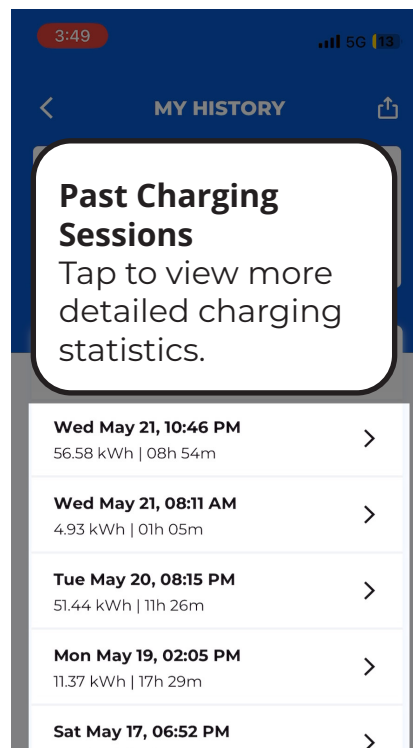
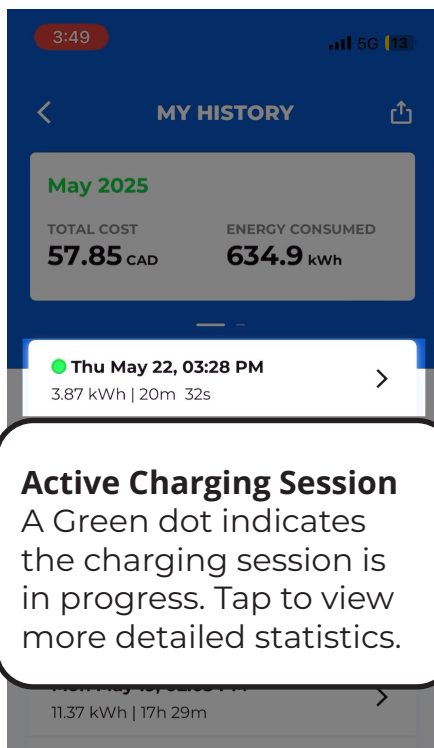
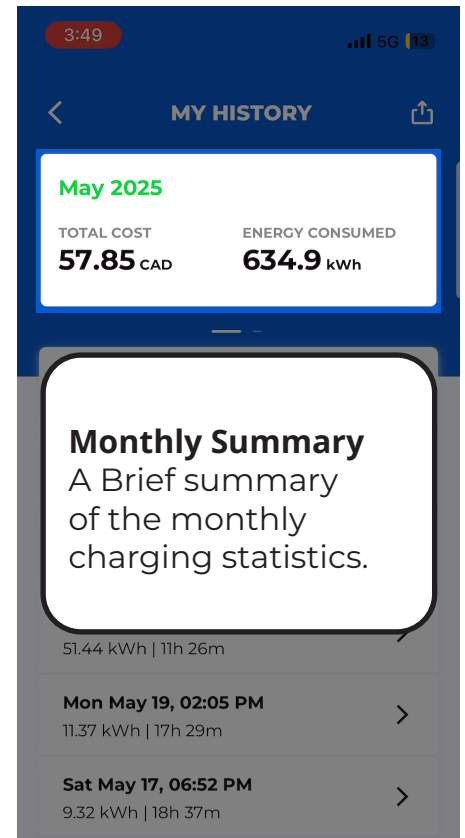
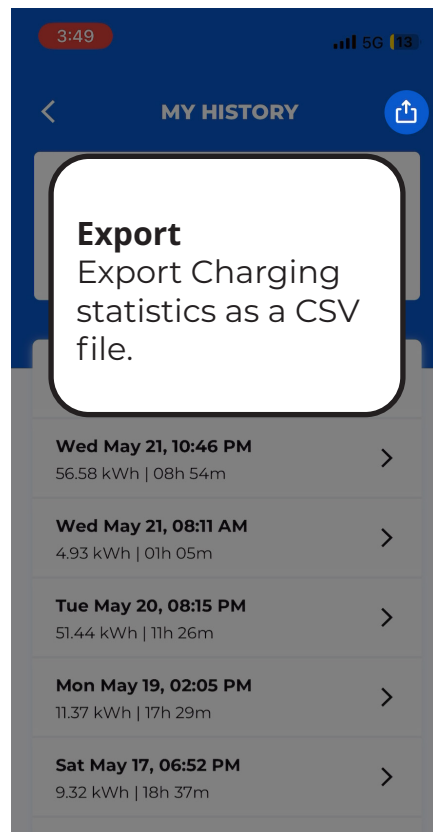
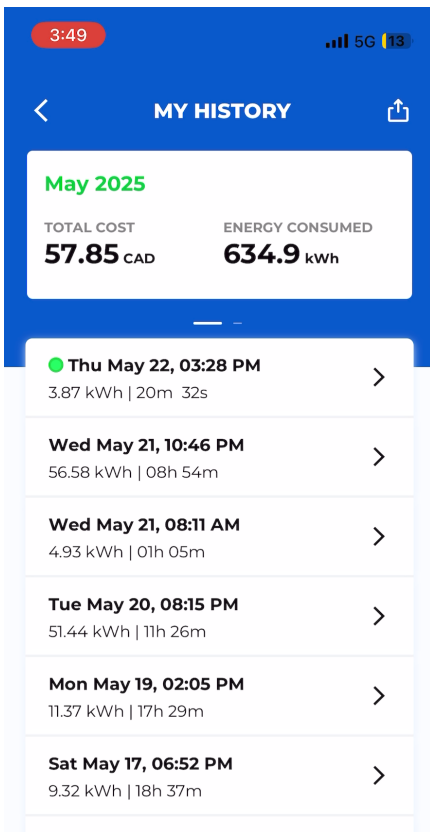
- There is not enough available power for that charger
- Check if other chargers are actively charging
- You may need to reduce your group's maximum current limit

## **CHARGER WENT OFFLINE**

- Check WiFi and power connections
- The charger will rejoin the group automatically when it's back online

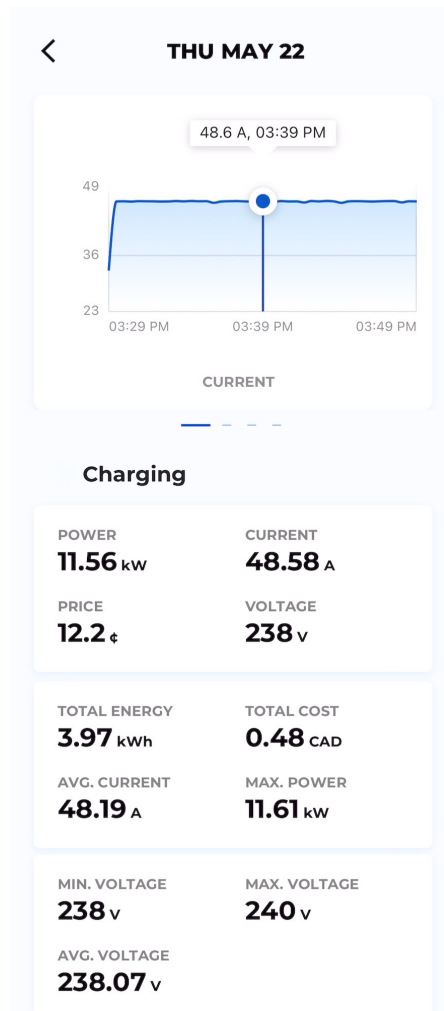
# CHARGING HISTORY

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## DETAILED CHARGING STATISTICS

Tap on any charging session in your history to view a detailed breakdown, including graphs, energy usage, and cost.



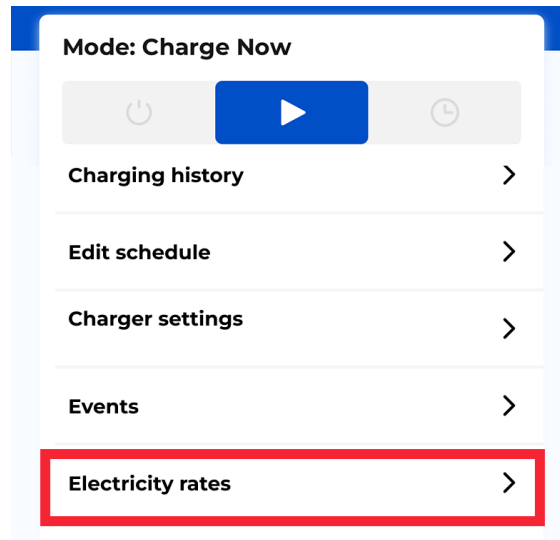
## EXPORT CHARGING HISTORY

1. Select the **Export** button in the top right corner of the My History Page.
2. Select the date range to export.
3. Select the **Export** button.
4. Save the file to your device.

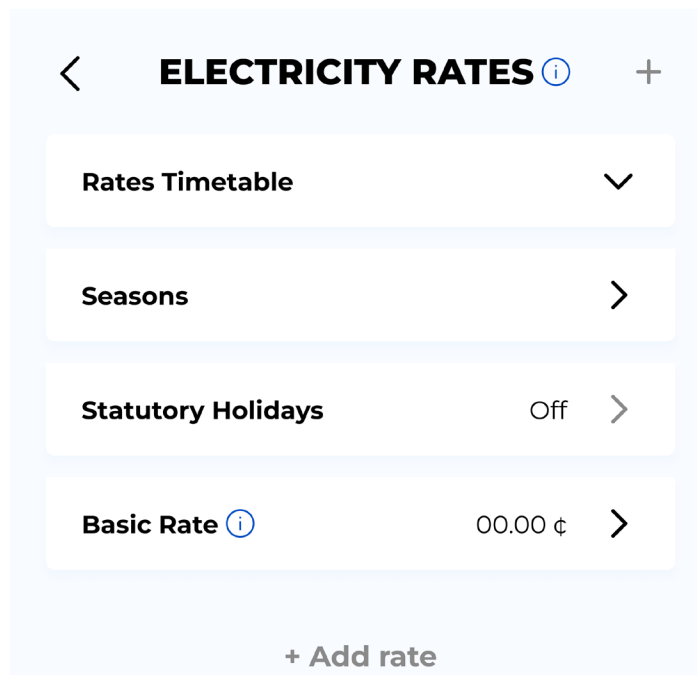
# ELECTRICITY RATES

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The Electricity Rates section allows you to set and manage the charging prices for your station. You can configure a basic rate, advanced time-of-use rates, seasonal pricing, and special rates for statutory holidays.



1. Select **Electricity Rates**.
2. The main screen displays:
  - a) Rates Timetable: A visual schedule of when each rate applies.
  - b) Seasons: Settings for seasonal price changes (e.g., summer and winter).
  - c) Statutory Holidays: Settings for special holiday rates.
  - d) Basic Rate: The default rate used when no time-of-use rates are set

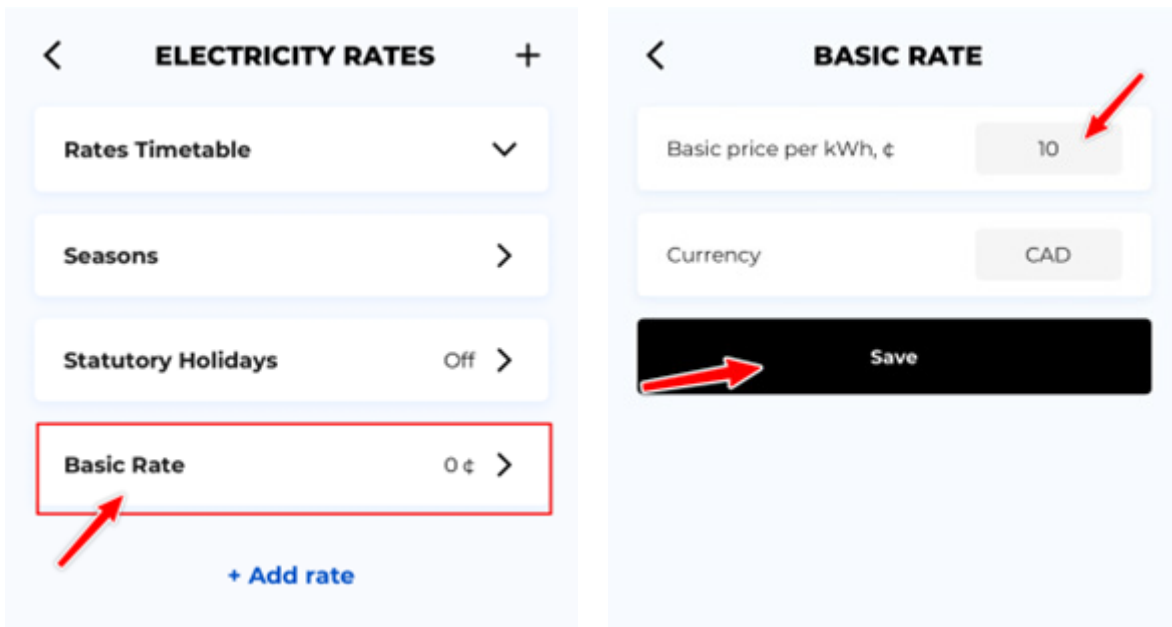


## SETTING THE BASIC RATE

The Basic Rate is the default price per kWh (in cents) that will be applied unless a time-of-use or holiday rate is in effect. Use Basic Rate if your electricity price is fixed.

To set the Basic Rate:

1. Tap Basic Rate.
2. Enter your desired price per kWh.



## CONFIGURE SEASONS

Seasonal pricing allows you to set different rates in summer and winter.

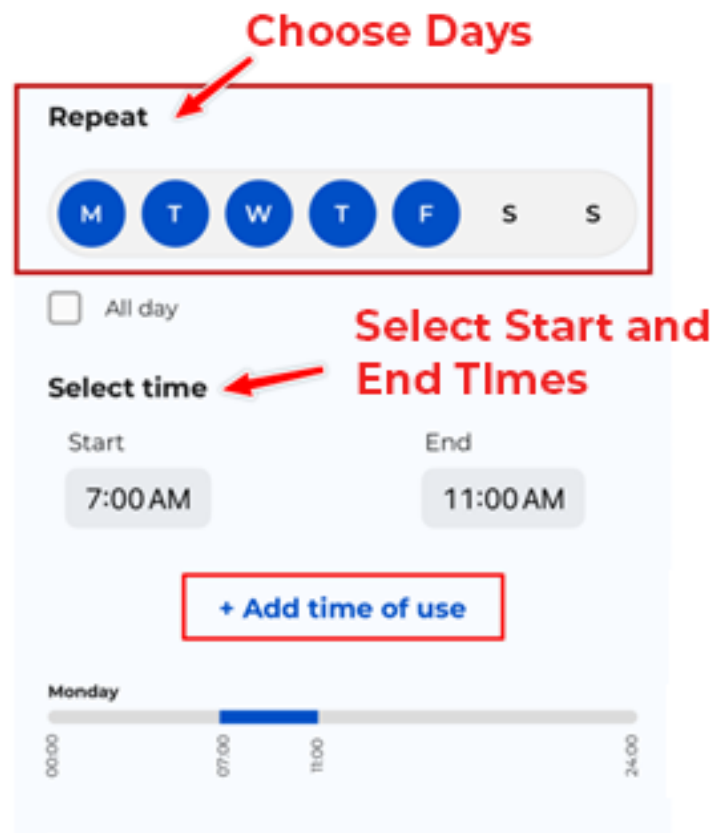
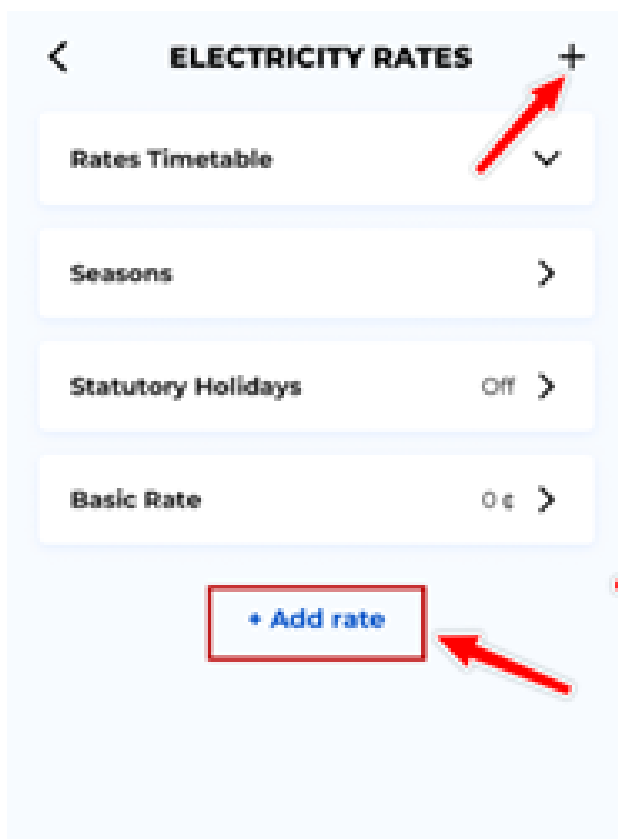
1. Tap Seasons.
2. By default, summer starts on May 1 and winter on November 1. Tap the date and select a new date to change.
3. When creating a new rate, enable “Use seasonal prices” and set different prices for winter and summer.

## CREATING RATES

Add custom time-of-use rates for specific days and time intervals.

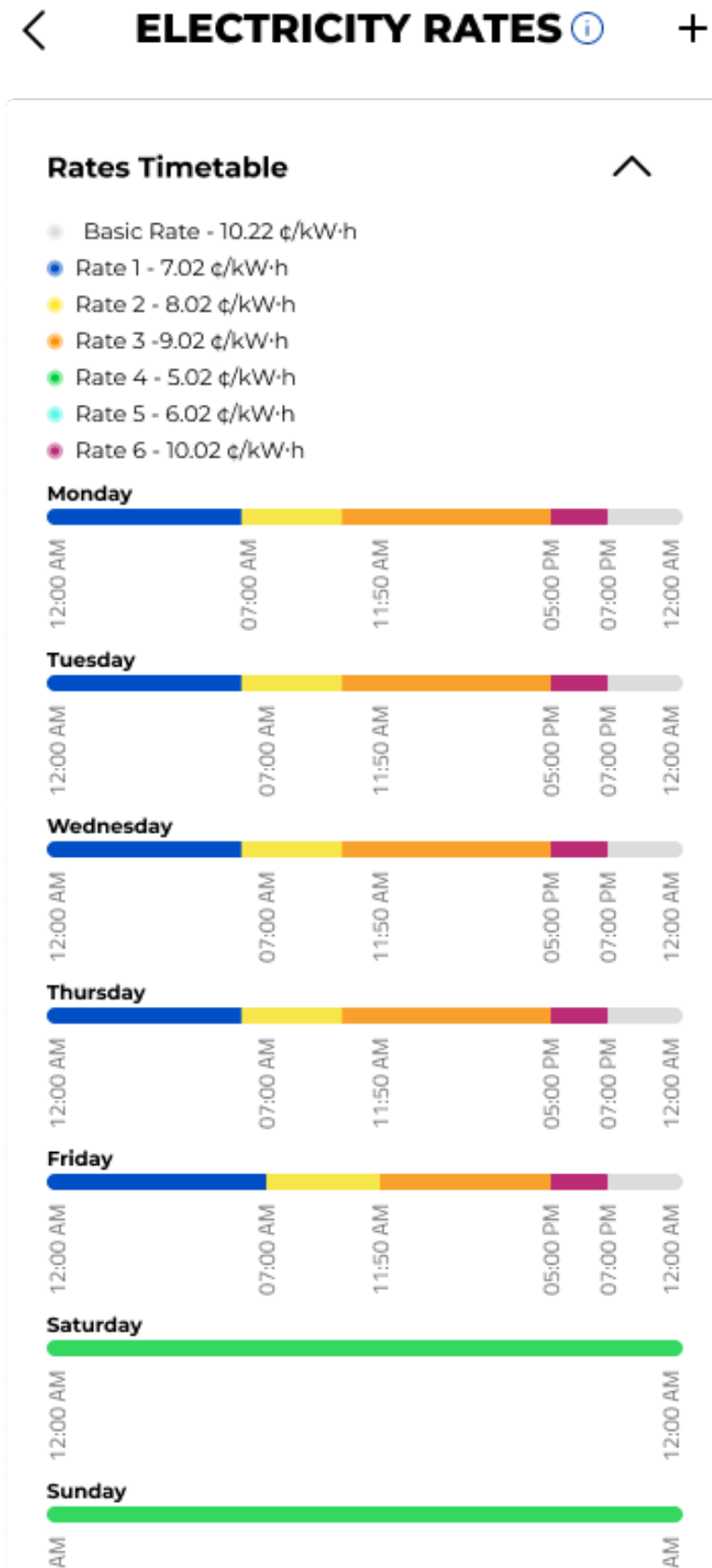
To create a new rate:

1. Tap the + (Add Rate) button.
2. Enter a unique Rate Name.
3. Enter the Price per kWh (in cents).
4. (Optional) Enable Use seasonal prices to set different prices for winter and summer.
5. Select the days of the week when the rate applies.
6. Set the Start and End time. For a rate that applies all day, select **All Day**.
7. (Optional) To apply the rate over multiple periods on the same day, select **Add time of use**.
8. If the end time goes past midnight, you'll see the "End (next day)" label.
9. Select **Save** to add the rate.



## RATES TIMETABLE

The Rates Timetable visually displays all your active rates:

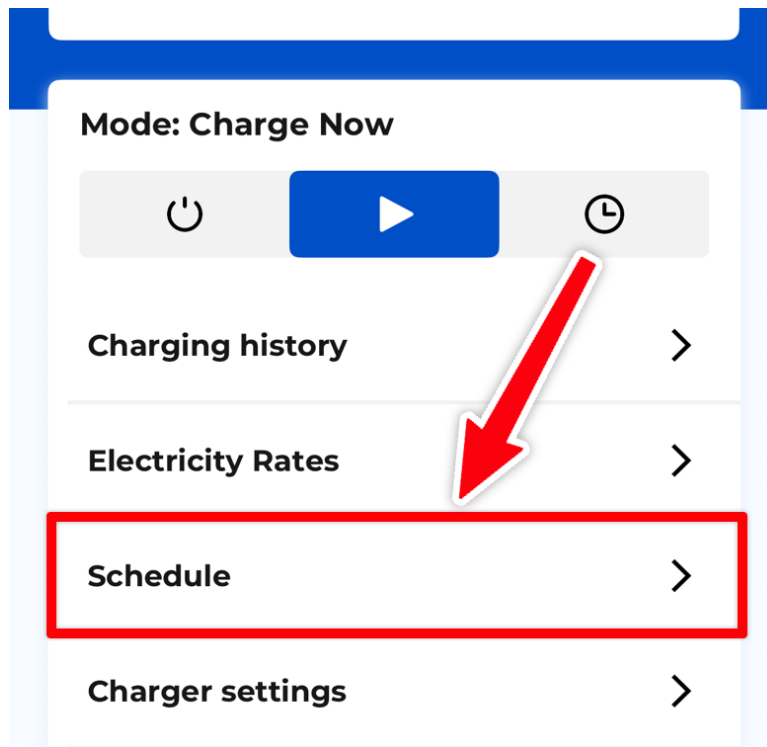


# SCHEDULE

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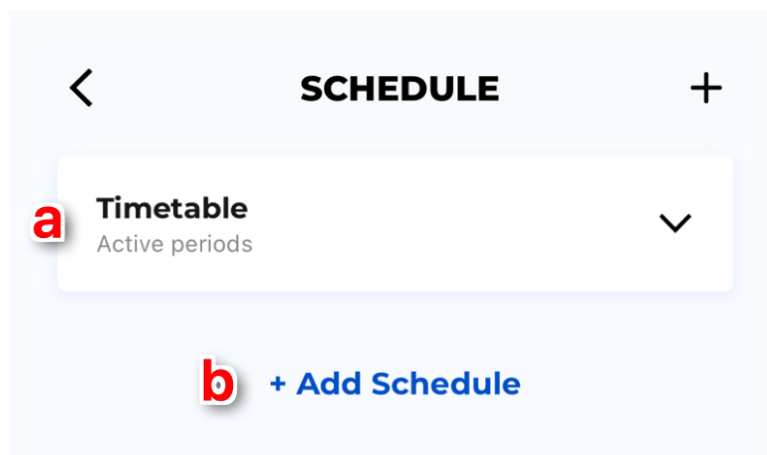
## CREATE/EDIT SCHEDULE

1. Select **Schedule**.



The main Screen displays:

- a) **Timetable:** Visual schedule of all active schedules.
- b) **Add Schedule:** (or + icon in the top right corner) for creating new schedules.

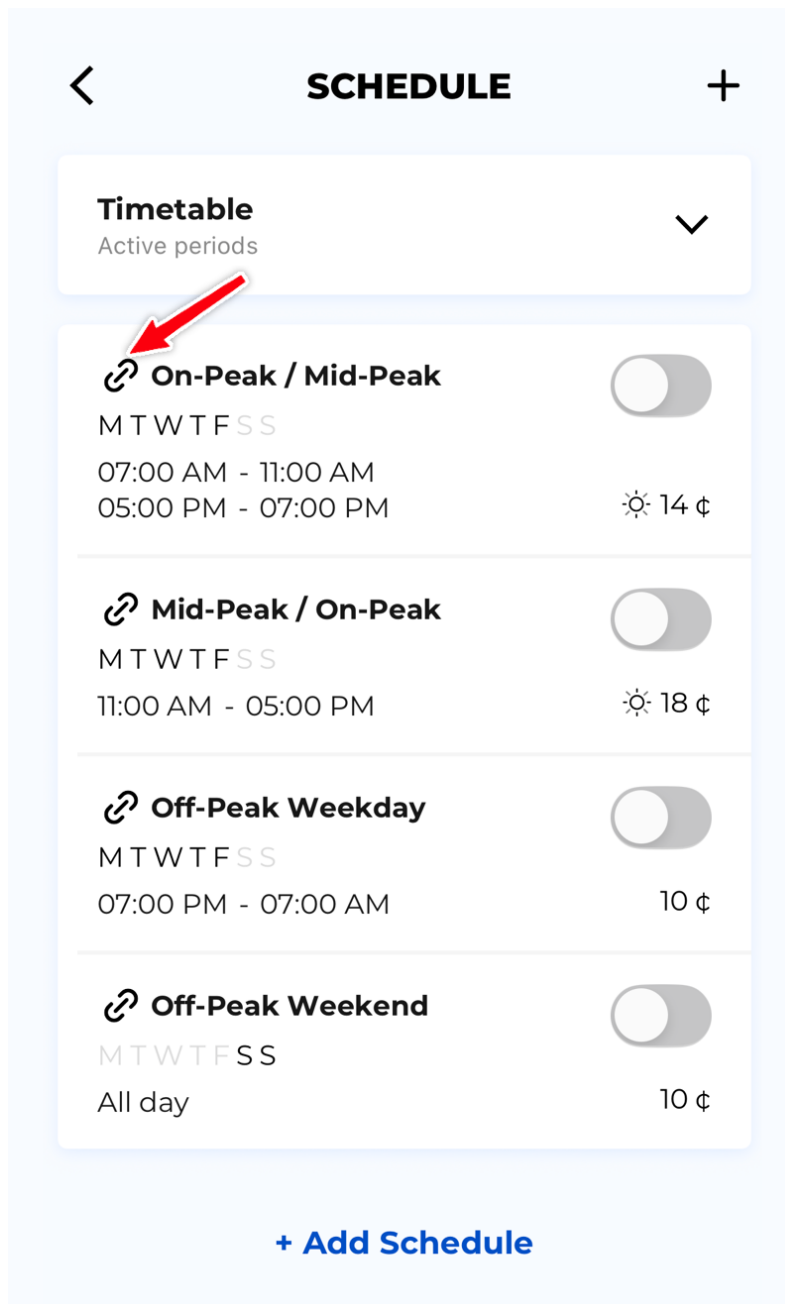


## SYNCHRONIZED ELECTRICITY RATES

If you have previously set up electricity rates, all your rates will be displayed within the Schedule settings.

You can activate a schedule to ensure your charger operates only during the hours of a specific rate.

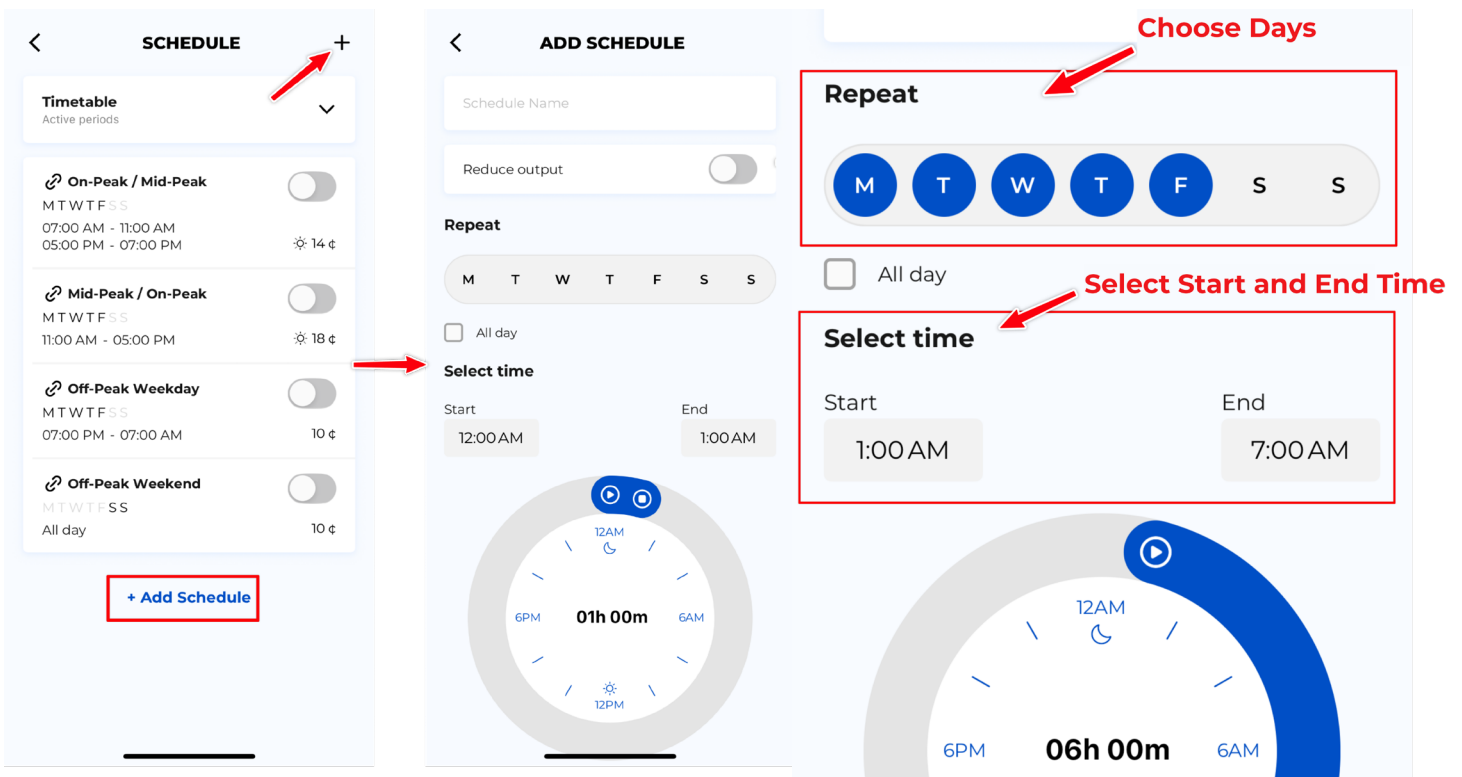
Select the toggle to enable the Electricity rate schedule. The charger will only charge during the rate times.



Any changes to a rate's time will automatically update in both the Schedule and Electricity Rates sections.

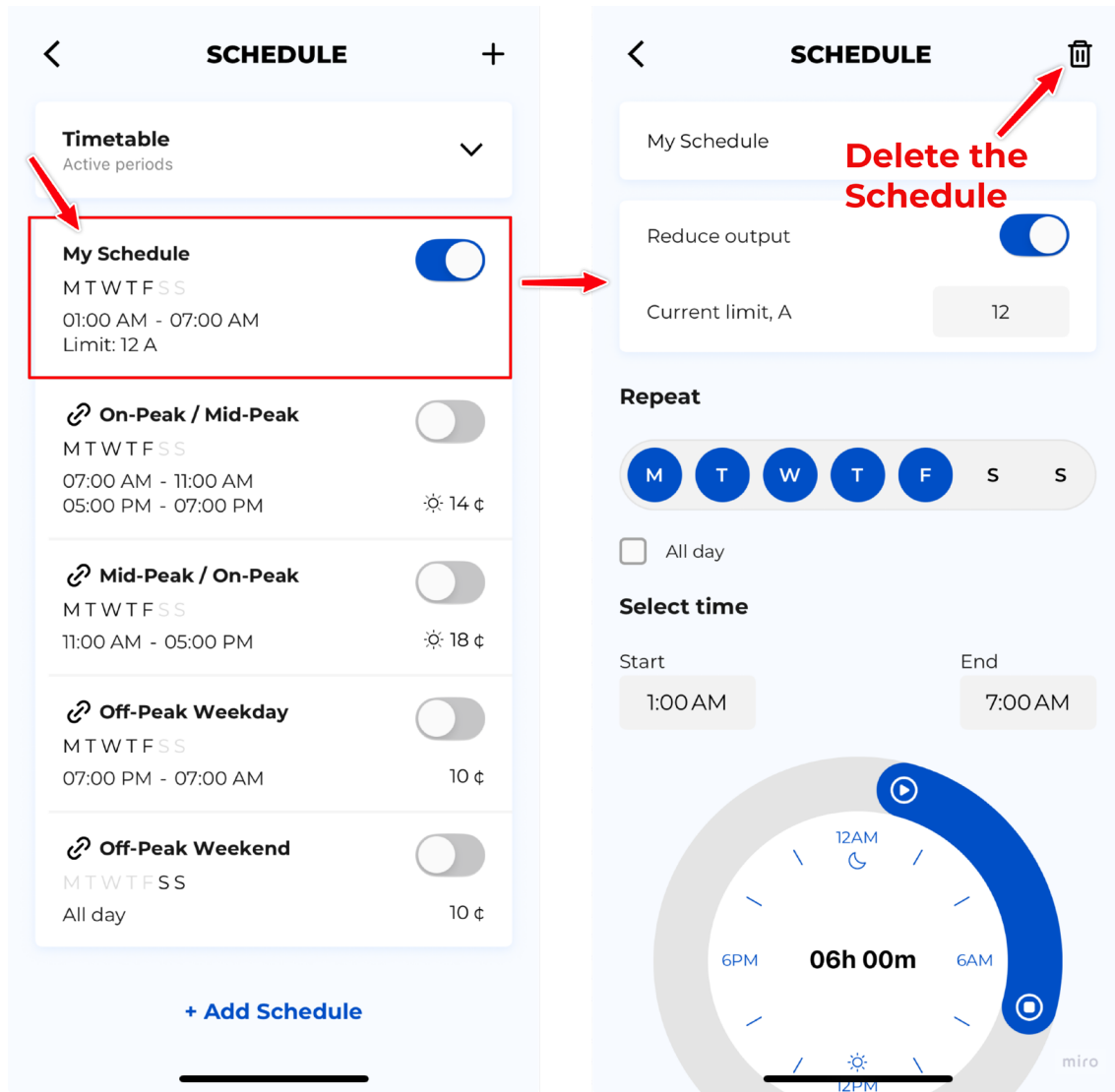
# CREATE A NEW SCHEDULE

1. Tap the Add Schedule button or + icon.
2. Enter a Schedule Name.
  - a) (Optional) Enable Reduce output and enter the current limit (in Amps) to be applied during this schedule.
3. Select the days of the week when the schedule should be active.
4. Set the Start and End time:
  - a) Enter the time manually or use the circular time slider by dragging the handles.
  - b) To set the schedule for the entire day, check the All day box (the time selectors will disappear).
  - c) If you select the same start and end time, the schedule will run 24 hours.
5. Tap **Save** to add the schedule.



## MANAGING SCHEDULES:

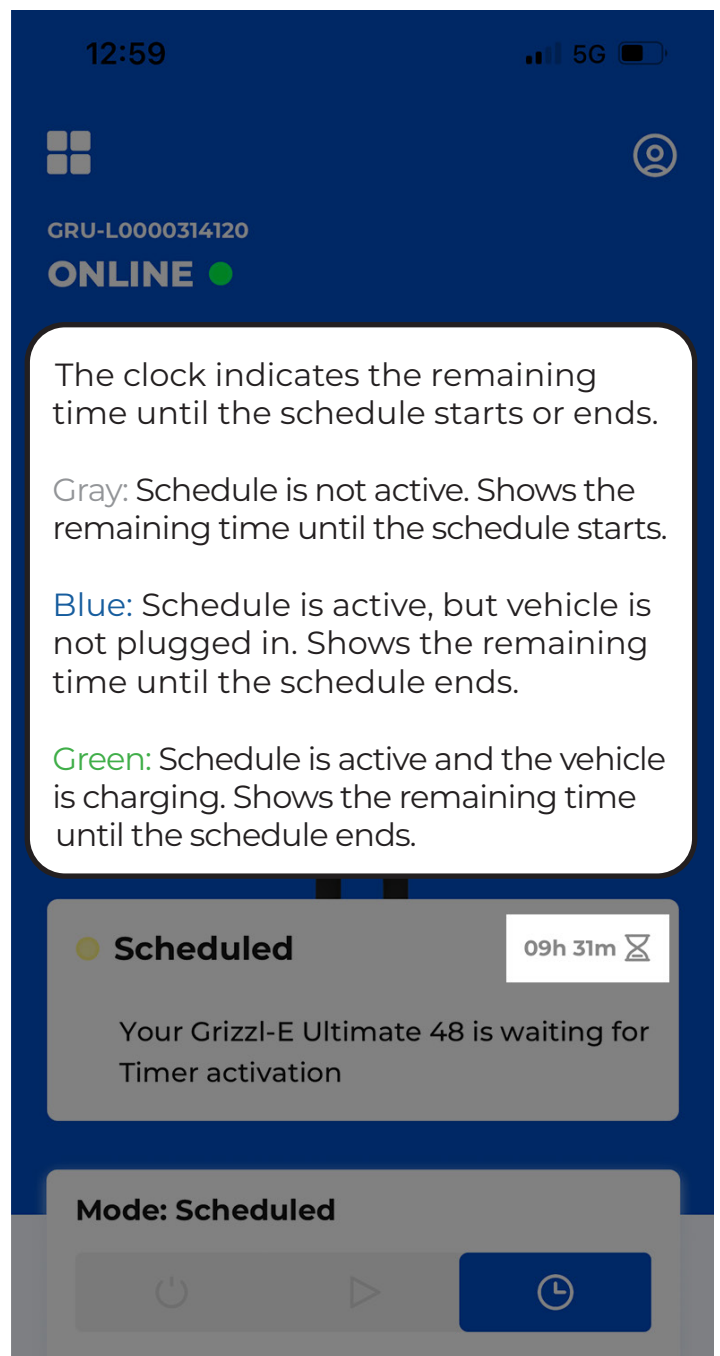
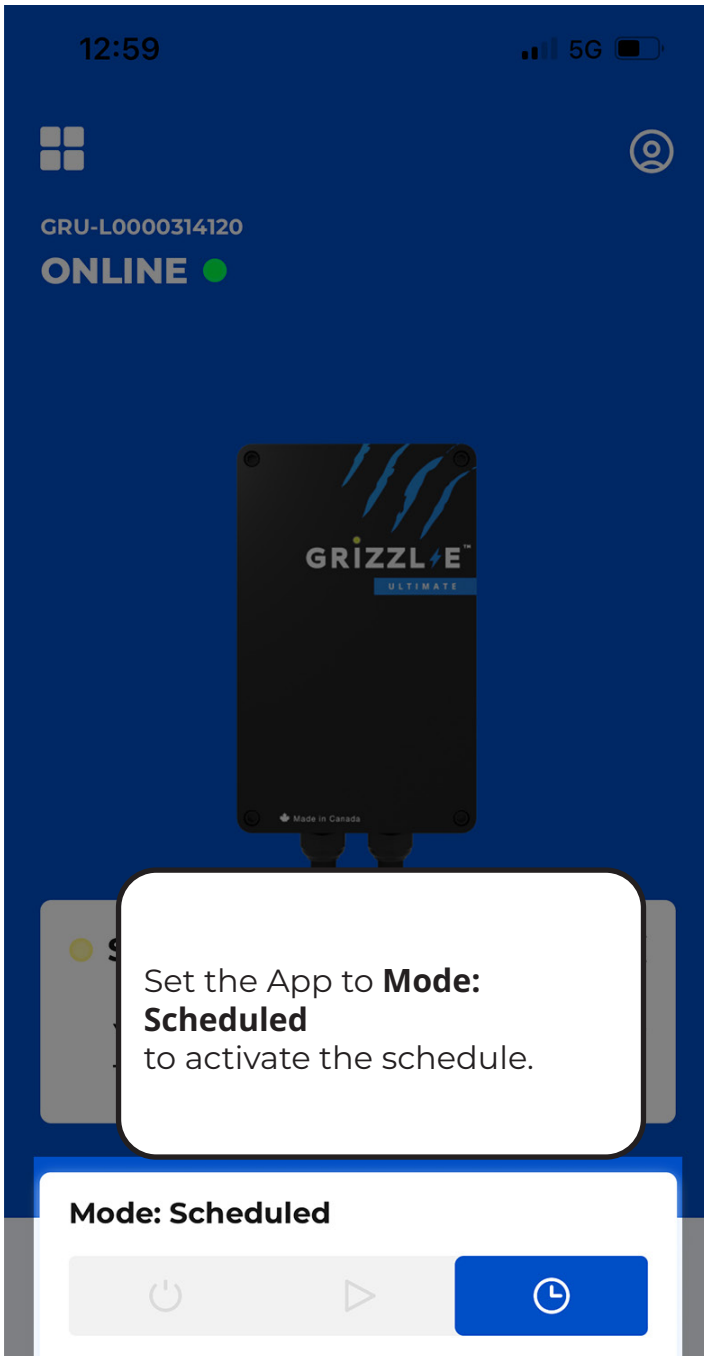
Tap any schedule in the list to edit or delete it.



## SCHEDULE LIMITS

- Up to 7 schedules are allowed.
- Overlaps between schedules are allowed.
- Up to 4 schedules can be active at the same time.
- When schedules overlap, the minimum current limit specified in the overlapping schedules is applied.

# ACTIVATE SCHEDULE



# CHARGER SETTINGS

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## TIMEZONE

The Charger uses the Time Zone to calculate schedules and electricity prices.

Update the time zone to match your local time to maintain accurate information. If you move the Charger into a different time zone, update it to prevent timing errors.

Go to **Charger Settings** > **Timezone** to edit the time zone.

 **CHARGER SETTINGS**

Model: **Grizzl-E Ultimate 48**  
Manufacturer: **United Chargers**  
Serial Number: **GRU-L0000314120**  
Firmware Version: **ULGRW000A-03.12.0**  
DIP switch current limit: **12A**

**Timezone** >

**Location** >

**Charger sharing** >

**Max Current** >

**Charger's Firmware** >  
Your Charger is up to date!

**Charger's name** >

**Reboot**

 **TIMEZONE**



America/Toronto (EDT, UTC-4), 04:11 PM ✓

**Set automatically**

**Save**

# LOCATION

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Location is used to calculate Electricity Rates and Utility Savings. Ensure the charger's Location is kept up to date.

Go to **Charger Settings > Location** to edit the location.

 **CHARGER SETTINGS**

Model: **Grizzl-E Ultimate 48**  
Manufacturer: **United Chargers**  
Serial Number: **GRU-L0000314120**  
Firmware Version: **ULGRW000A-03.12.0**  
DIP switch current limit: **12A**

Timezone >

**Location** >

Charger sharing >

Max Current >

Charger's Firmware >  
*Your Charger is up to date!*

Charger's name >

**Reboot**

 **LOCATION**

Please select the location of your charger. This helps us show relevant settings and utility program opportunities.

 Search for your charger's address

Canada ▾

Quebec ▾

Montreal ▾

H4A 0A1

Address

☒ By setting the address and continuing, I accept [Terms of Service](#) and [Privacy Policy](#)

**Save**

# CHARGER SHARING

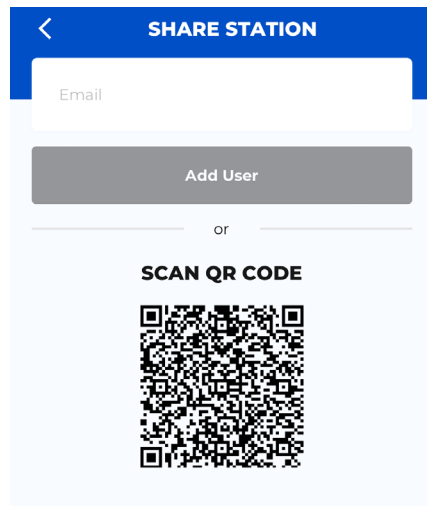
## [Back to Table of Contents](#)

Give other users access to your station to set schedules, view history, and view events.

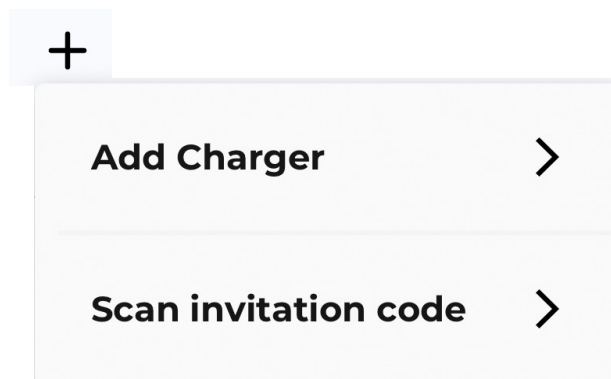
To share a station go to **Charger Settings > Charger Sharing**.

## QR Code

1. Display the QR Code on your device.



2. Have the User go to their Dashboard and select **Scan Invitation Code**.
3. Select the **Scan QR Code** button to open the camera.
4. Scan the QR Code to add the charger.

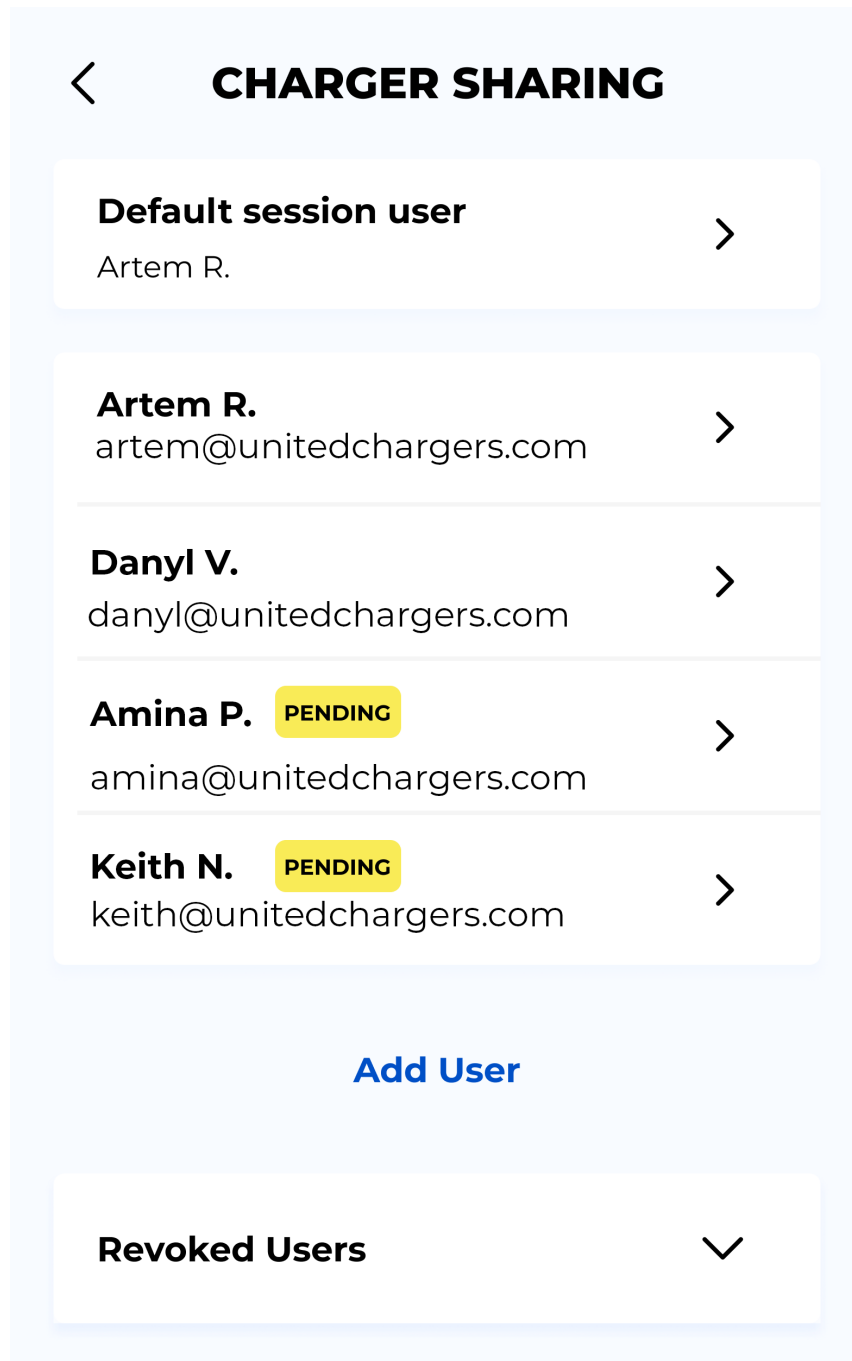


## User Email:

1. Enter the User's email address into the Email field.
2. Have the User go to their Dashboard and accept the sharing request.

## MANAGE SHARED USERS

After the shared users have been added go to **Charger Settings** > **Charger Sharing**.



View the list of shared users, including pending invitations.

Select a user to see user information and Revoke Access.

# MAX CURRENT

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Current can be adjusted in increments of 1A from a minimum of 7A to the maximum determined by the DIP switch settings.

Only Maximum Current settings equal to or less than the DIP switch settings will display. Refer to the Installation Manual for instructions on changing the maximum current using the DIP switches.

To change the Max Current:

1. Go to **Charger Settings > Max Current**.
2. Select the **Current limit, A** value.
3. Set the maximum current value.
4. Select the **Save** button.

**Caution:** Ensure the maximum current does not exceed 80% of the circuit breaker rating.

<

CHARGER SETTINGS

Model: **Grizzl-E Ultimate 48**

Manufacturer: **United Chargers**

Serial Number: **GRU-L0000314120**

Firmware Version: **ULGRW000A-03.12.0**

DIP switch current limit: **12A**

Timezone >

Location >

Charger sharing >

**Max Current >**

Charger's Firmware >  
Your Charger is up to date!

Charger's name >

Reboot

2:07

Signal

Wi-Fi

Battery

<

MAX CURRENT

By adjusting the current limit, you can optimize the charging process according to the capabilities of the charging infrastructure and the vehicle's requirements.

Current limit, A

40

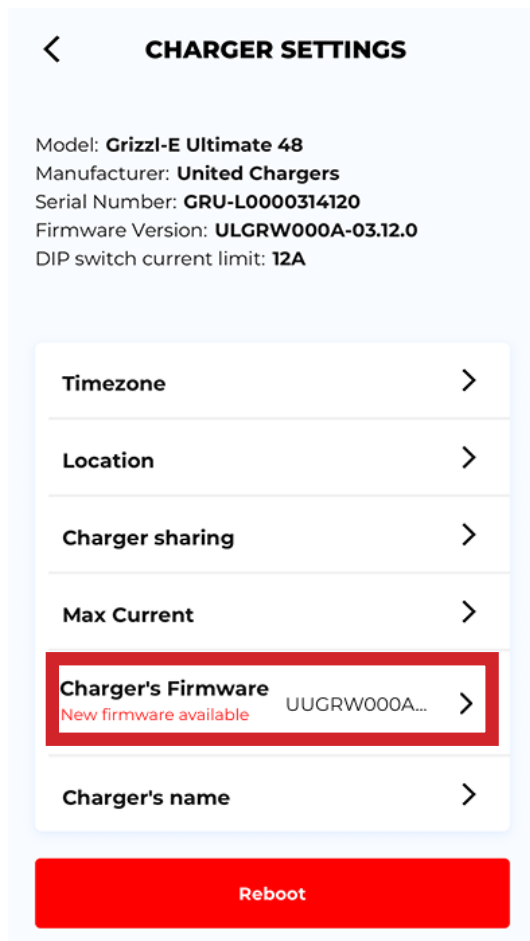
Save

# CHARGER FIRMWARE

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It is important to keep the charger's firmware up to date.

1. Go to **Charger Settings** > **Charger's Firmware**.
2. If an update is available, select the **Update** button.
3. Wait until the update is completed to continue using the charger.



### Important Notes:

- Ensure Wi-Fi connection is strong and stable before updating firmware.
- The firmware will not update if the charger is plugged into a vehicle.
- Do not plug the charger into the vehicle while the update is in progress.
- Do not cut power to the charger or WI-Fi network during the update.

# CHARGER NAME

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Give the charger a unique name to help identify and manage your chargers.

1. Go to **Charger Settings > Charger's Name** to add a name to the charger.
2. Enter a unique name for the charger and select **Save**.
3. The charger's name will show on the Home Screen and dashboard.

<

CHARGER SETTINGS

Model: **Grizzl-E Ultimate 48**  
Manufacturer: **United Chargers**  
Serial Number: **GRU-L0000314120**  
Firmware Version: **ULGRW000A-03.12.0**  
DIP switch current limit: **12A**

Timezone >

Location >

Charger sharing >

Max Current >

Charger's Firmware >  

Your Charger is up to date!

Charger's name >

Reboot

<

CHARGER'S NAME

Grizzl-E 1

Save

# EVENTS

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The Events log is the record of charger activity, including changes to settings, updates, charging, charger sharing, and errors.

| <                        | EVENTS                                                         |
|--------------------------|----------------------------------------------------------------|
| <b>Sat, Dec 2, 11:08</b> | <b>GRU-L313120</b> schedule updated                            |
| <b>Fri, Dec 1, 10:15</b> | <b>GRU-L313120</b> was rebooted.                               |
| <b>Fri, Dec 1, 10:15</b> | <b>GRU-L313120</b> firmware updated to version GRU-06-12-I-H   |
| <b>Fri, Dec 1, 10:15</b> | Time zone is updated for <b>GRU-L313120</b> to Toronto/America |

# PROFILE

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## **Edit Profile:**

Edit the name, phone number, and email address of the profile.

## **Change Password:**

Change the password on the account.

## **Language:**

Choose between the following languages:

- English
- French
- Spanish
- Ukrainian

## **Notifications**

Enable push notifications from the app. Select the notifications you want to receive.

## **Data Protection**

Read the Privacy Policy or Terms of Service

- [Privacy Policy](#)
- [Terms of Service](#)

Delete your account.

## **Sign Out**

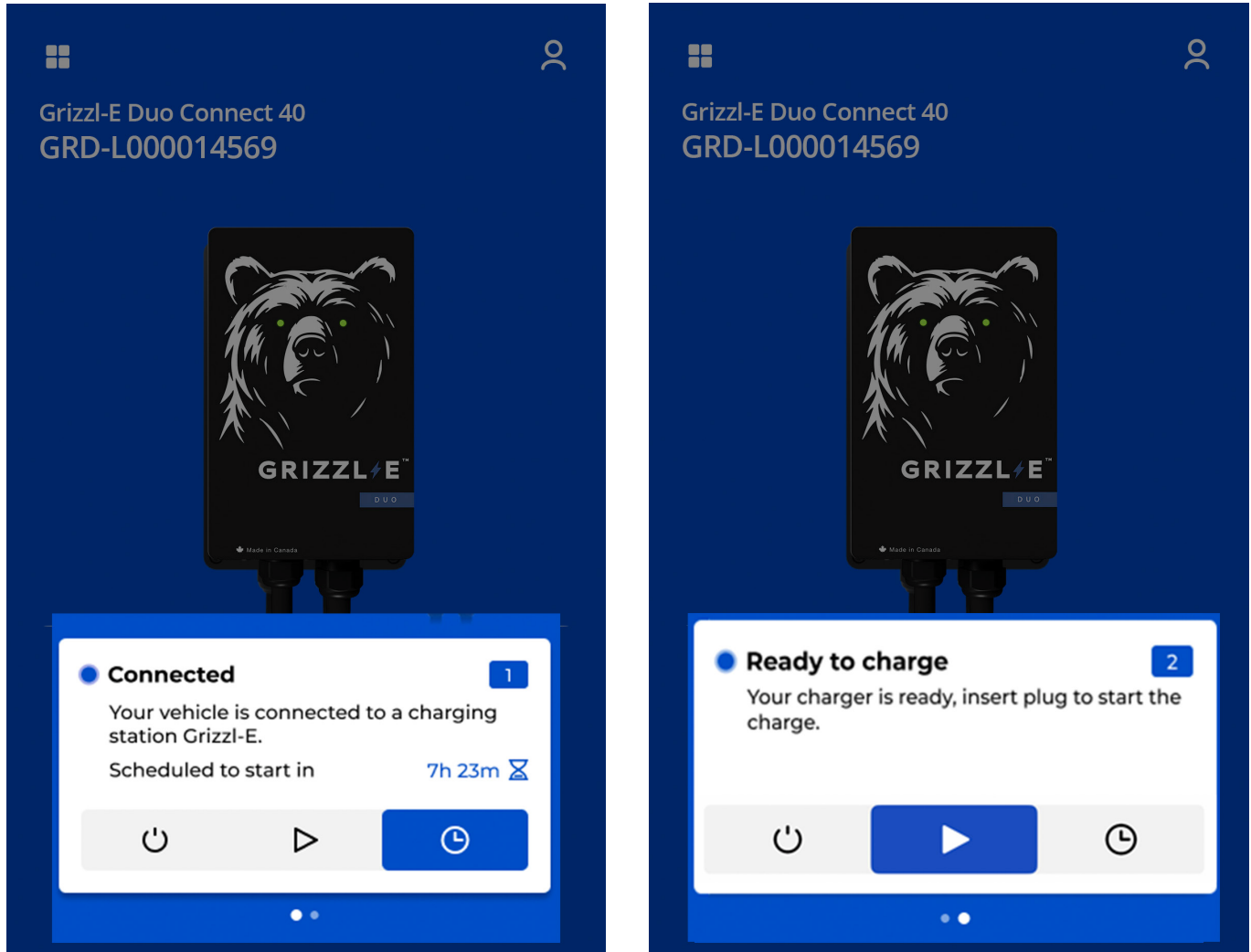
Sign out of the account and return to the login screen.

# GRIZZL-E DUO

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## HOME SCREEN

Swipe on the Home Screen to see the controls for Connector 1 and Connector 2.



## HISTORY

Grizzl-E Duo Connect will display charging history for each connector, Plug 1 and Plug 2.

## CURRENT LIMIT

Grizzl-E Duo has the ability to set the current limit for the entire station or for each connector:

Select the **Type of Control**

### Auto

- If one vehicle is connected, the maximum amperage is available for this vehicle.
- If two vehicles are connected, the maximum available amperage is divided evenly between each vehicle (Example:  $40A / 2 = 20A$  for each vehicle).
- The Current Limit sets the maximum total current for the entire charger.
- Load balancing is available.

### Manual

- Manually configure the maximum current for each connector.
- The total current cannot exceed the DIP Switch settings. An error message will show.
- Each plug must have a minimum current of 8A.
- Load balancing is not available.

<

CURRENT LIMIT

Type of Control

Manual

Set how your Duo station shares power.

Recommended for experienced users.

1. You can manually configure the current for each plug.

2. Group Load Balancing is unavailable.

3. Total current must not exceed the DIP switch limit (24 A); each plug requires at least 8 A.

Select current limit (A) for each plug:

Plug 1

24

Plug 2

16

Save

# CONTACT US

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Visit our Technical Support page:

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

Phone: +1-833-971-8118

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