



**EN** User Manual & Installation Guide



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# GRIZZL-E CLASSIC CONNECT

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Grizzl-E Connect App





## GRIZZL-E CLASSIC CONNECT 40A INSTALLATION MANUAL

This manual is for the installation of the Grizzl-E Classic Connect 40A Level 2 EVSE. This manual includes information on the safety, installation, moving, and storage of the EVSE. This document provides instructions for the listed model numbers and should not be used for any other product.

The user assumes full responsibility for ensuring the safe and correct use of this product. Failure to do so may result in injury or damage. Read all the instructions carefully and exercise caution when using this product.

Manual Revision: 1.1

January, 08, 2026

Model Numbers:

- GRS-077-W-14-25J40-A-GB
- GRS-077-W-14-25J40-A-GW
- GRS-077-W-14-25N40-A-GB
- GRS-077-W-14-25N40-A-GW

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## IMPORTANT SAFETY INSTRUCTIONS

This document contains instructions and warnings that must be followed when installing the Grizzl-E Classic Connect 40A Level 2 Electric Vehicle Supply Equipment (EVSE). Before installing 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 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 this product can be safely installed.
- 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.

### INSTRUCTIONS PERTAINING TO A RISK OF FIRE OR ELECTRIC SHOCK

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.

### SAVE THESE INSTRUCTIONS



## USER MAINTENANCE INSTRUCTIONS

The Grizzl-E Smart 40A Level 2 EVSE does not require routine maintenance. Check before each charging session to ensure that cables and enclosure remain in good working order and no damage exists.

The exterior of the charging station is designed to be waterproof and dustproof (UL Type 4 Indoor/Outdoor Rating). However, periodic cleaning may be required.

To ensure proper maintenance of the charging station, follow these guidelines:

- Only use an automotive-grade soft cleaning cloth with soap and water to clean. Do not use cleaning solvents.
- Submerging the unit under water is not recommended.
- Ensure the output cable is stored on the holster after use to avoid damage.

Do not attempt to open, disassemble, repair, tamper with, or modify any components of the products. Contact Technical Support for any repairs.

## MOVING, TRANSPORTING, AND STORAGE INSTRUCTIONS

- When moving or lifting the unit, always grasp and carry by the charging station body. Never attempt to carry the unit by any of the electrical cables.
- Store the unit in a dry location, away from standing water.
- Store the unit at a temperature between -30C (-22F) to 70C (158F).



**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.



**WARNING:** The service wiring in this section is specific to North America. Before installing the charging station, identify the type of utility connection on site. If you are unsure about the available connection on the service panel, contact a licensed electrician.

## FCC Declaration of Conformity



This charging station complies with part 15 of the FCC Rules. Changes or modifications to the charging station not expressly approved by the manufacturer could void FCC compliance.

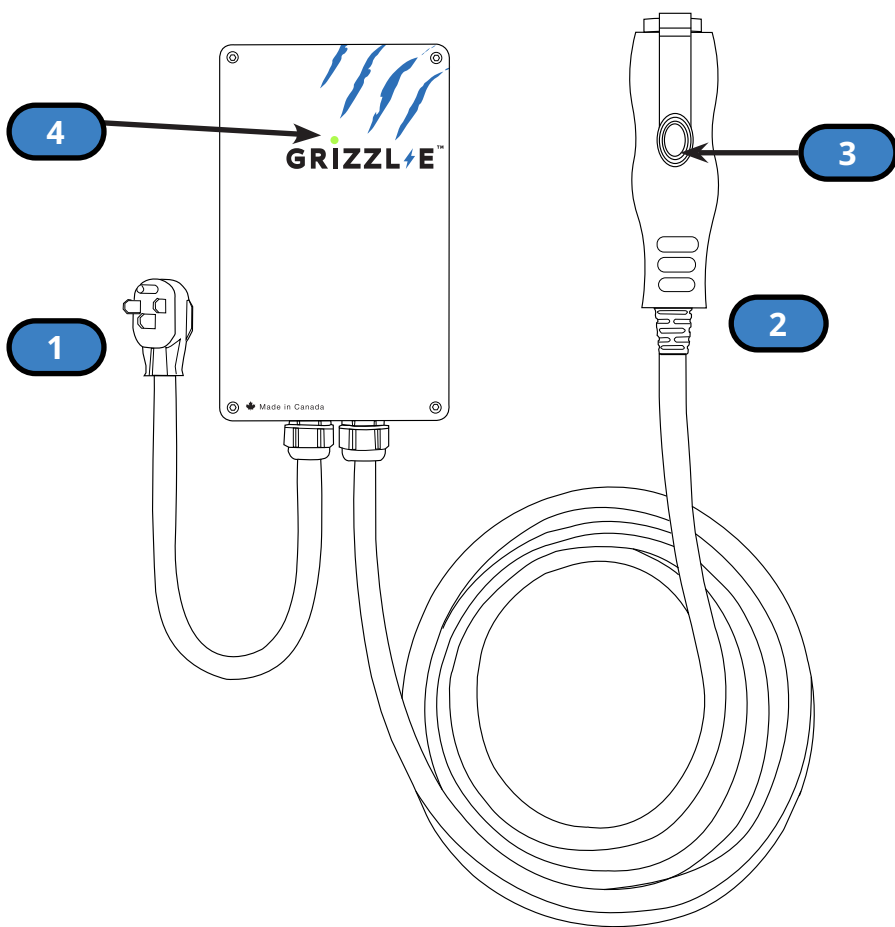
1. This charging station does not cause harmful interference
2. This device accepts any interference received, including interference that may cause undesired operation.

## PRODUCT SPECIFICATIONS

| Description                                          | Specifications                                                                                                                                                                                        |
|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>EVSE Level</b>                                    | AC Level 2                                                                                                                                                                                            |
| <b>Max Output Rating</b>                             | 40 A; 9.60 kW Maximum Output – For use with 50 A Circuit Rating                                                                                                                                       |
| <b>Adjustable Output Ratings</b>                     | 32 A; 7.68 kW Maximum Output – For use with 40 A Circuit Rating<br>24 A; 5.76 kW Maximum Output – For use with 30 A Circuit Rating<br>16 A; 3.84 kW Maximum Output – For use with 20 A Circuit Rating |
| <b>Charging Connector</b>                            | SAE J1772 or NACS                                                                                                                                                                                     |
| <b>Charge Cable Length</b>                           | 25 ft. (7.6 m)                                                                                                                                                                                        |
| <b>Electrical Circuit / Input Power Requirements</b> | Dedicated 208 VAC Single Phase or 240 VAC Split Phase, 50/60 Hz;<br>Branch Breaker: Double pole;<br>Circuit Conductors: Line 1, Line 2, Earth/Ground                                                  |
| <b>Input Power Connection</b>                        | NEMA 14-50 Plug                                                                                                                                                                                       |
| <b>Installation Rating</b>                           | UL Type 4 Indoor/Outdoor Rating Indoor/Outdoor Rated                                                                                                                                                  |
| <b>Operational Ratings</b>                           | Temperature: -22 °F to 122 °F (-30 °C to 50 °C);<br>Humidity: 95% RH non-condensing                                                                                                                   |
| <b>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>                                | 21 lbs. (9.5 kg)                                                                                                                                                                                      |
| <b>Connectivity</b>                                  | 2.4 Ghz Wi-Fi network                                                                                                                                                                                 |
| <b>Display &amp; Indicators</b>                      | LED Charge Status Indicators (Power/Ready, Charging, Fault)                                                                                                                                           |
| <b>FCC ID / AC ID</b>                                | 2AC7Z-ESPWROOM32UE                                                                                                                                                                                    |
| <b>Certifications</b>                                | UL Certified E510712;                                                                                                                                                                                 |

## INTRODUCTION & UNPACKING

### YOUR CHARGER

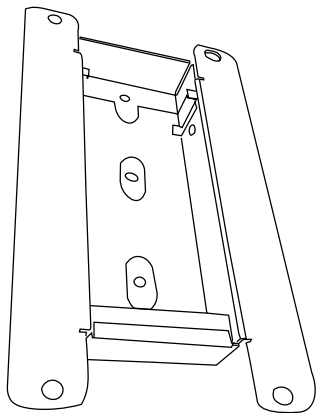


#### Charger Components

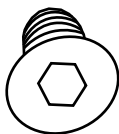
1. Input NEMA 14-50 Plug
2. Output Cable Connector J1772/NACS
3. Latch Release Button (J1772 Only)
4. Indicator Light

## PACKAGE CONTENTS

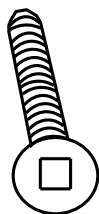
### Mounting Kit



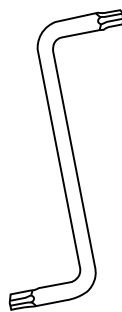
Mounting Bracket (x1)



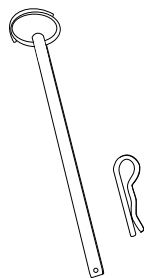
Front Plate  
Screw (x4)



Back Plate  
Screws (x2)

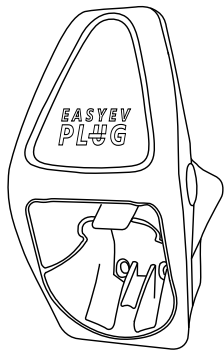


Hex Key Tool (x1)

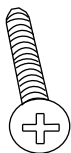


Security Pin(x1)

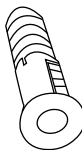
### Charging Holster



Holster (x1)



Phillips-head  
Screws (x4)



Anchor (x4)

## INSTALLATION PLANNING AND SERVICE WIRING



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



**WARNING:** To reduce the risk of fire, connect only to a circuit provided with 20-50 amperes maximum 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 contractor, licensed electrician, or trained installation expert.

### 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: DEDICATED CIRCUIT rated for 50A; 208VAC Single Phase or 240VAC Split Phase, 50-60 Hz,
  - » 32A Maximum Output Setting: DEDICATED CIRCUIT rated for 40A; 208VAC Single Phase or 240VAC Split Phase, 50-60 Hz,
  - » 24A Maximum Output Setting: DEDICATED CIRCUIT rated for 30A; 208VAC Single Phase or 240VAC Split Phase, 50-60 Hz,
  - » 16A Maximum Output Setting: DEDICATED CIRCUIT rated for 20A; 208VAC Single Phase or 240VAC Split Phase, 50-60 Hz,
- A Double Pole Circuit Breaker of the circuit rating must be used.
- The Charging Stations can be plugged into a Standard NEMA 14-50 Receptacle.

## GROUNDING INSTRUCTIONS

This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment grounding conductor.

An insulated grounding conductor that is identical in size, insulation material, and thickness to the grounded and ungrounded branch-circuit supply conductors, except that it is green with or without one or more yellow stripes, shall be installed as part of the branch circuit that supplies the device or system.

The grounding conductor described in item 1 shall be grounded to earth at the service equipment or, when supplied by a separately derived system, at the supply transformer.



**WARNING:** Improper connection of the equipment-grounding conductor is able to result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded.

## GFCI

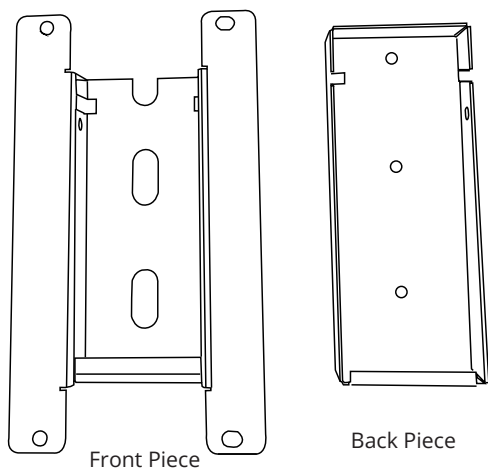
- The Charger is equipped with GFCI. Additional downstream GFCI is not required.
- In locations where GFCI at the outlet is mandated by code, install a 20mA GFCI Breaker. A 5mA GFCI Breaker may cause disruptions to the charger function.

## INSTALLATION

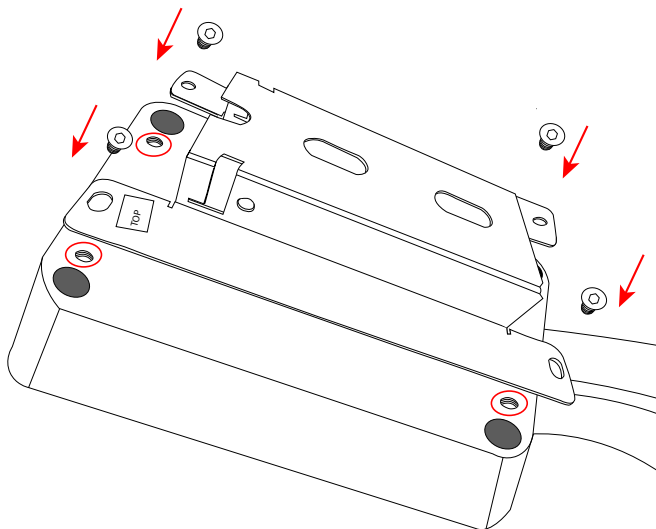
### INSTALL THE CHARGING STATION

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.

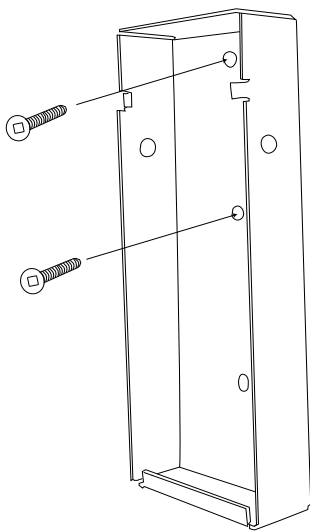
1. Separate the front and back piece of the mounting bracket by pushing down on the notch.



2. Attach the front piece of the mounting bracket to the back of the charging station using the front plate 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.

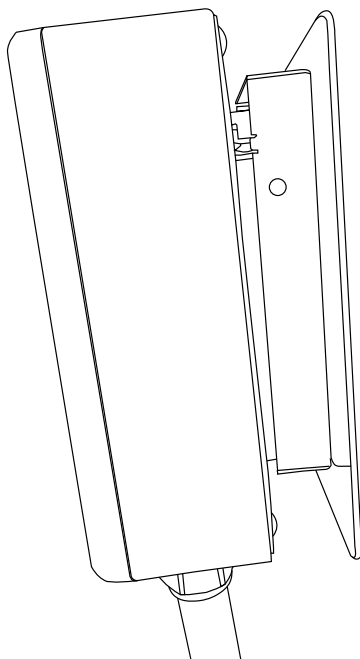
Mounting Screw Recommendations:

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

This device shall be mounted at a sufficient height from grade such that the height of the storage means for the coupling device is located between 0.45m (18") and 1.2 m (48") from grade.

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

The EVSE shall be installed with the power supply cord managed so that it cannot contact the floor once the EVSE is installed.



5. Secure the charger in place by inserting either the security pin or the outdoor security lock into the mounting bracket.

## ADJUSTABLE MAXIMUM CURRENT OUTPUT

The Grizzl-E Smart 40A EVSE features the ability to adjust the maximum current output to support 60A, 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)                   |

Requirements govern that only 80% of the circuit-rated load may be utilized.

### ADJUST MAXIMUM CURRENT OUTPUT

1. Remove the front cover by removing the 4 screws at each corner of the charging station. Use the Hex Key Tool to remove the front cover. Do not use power tools.

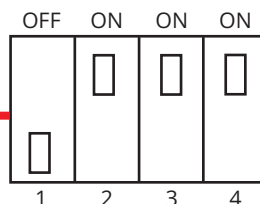


**CAUTION:** Do not use power tools to remove screws, as this may strip the screws. Use the provided Hex Key Tool.



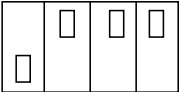
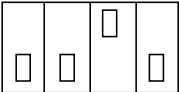
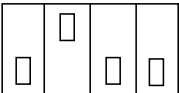
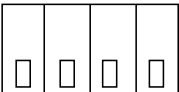
**CAUTION:** The LED pipe is attached to the front cover. Place the cover facing down on a flat surface to avoid damage to the LED pipe.

2. Place the front cover to the side. Locate the DIP switch on the charging station circuit board. The DIP switch is a 4-position switch on the top circuit board, located on the right side of the charger.



**WARNING:** Do not touch live electrical parts. Disconnect the power supply to the charging station before adjusting the DIP Switches. Failure to do so may result in physical injury or damage to the charging station.

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

| Maximum Current            | Switch 1 | Switch 2 | Switch 3 | Switch 4 | Diagram                                                                           |
|----------------------------|----------|----------|----------|----------|-----------------------------------------------------------------------------------|
| 40A Maximum Current Output | OFF      | ON       | ON       | ON       |  |
| 32A Maximum Current Output | OFF      | OFF      | ON       | OFF      |  |
| 24A Maximum Current Output | OFF      | ON       | OFF      | OFF      |  |
| 16A Maximum Current Output | OFF      | OFF      | OFF      | OFF      |  |

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

| Screw | Torque             |
|-------|--------------------|
| M4    | 1.6 Nm   14 lbf-in |

## PLUG IN CHARGER

Install a NEMA 14-50 receptacle outlet with the ground facing downward. The bottom of the NEMA 14-50 receptacle must be at least 18" (45cm) above floor level.

The NEMA 14-50 receptacle must be rated EV Grade.

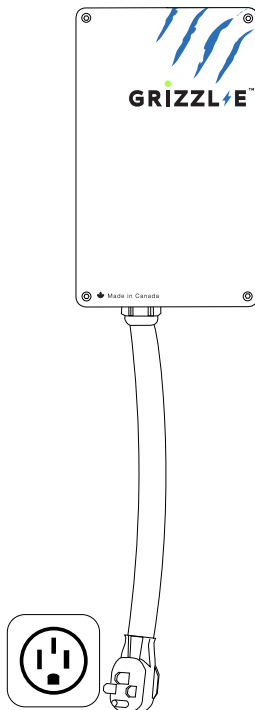
The input cable length is 16" - 24" (40 cm - 60 cm) due to manufacturing variances. Measure the input cable length before installing the charger and NEMA Receptacle.



**WARNING:** Installation of the NEMA 14-50 receptacle must be done by a licensed contractor, licensed electrician, or trained installation expert. Follow all applicable electrical codes and safety standards. Ensure that all parts and tools comply with regulations. Failure to wire the receptacle correctly may lead to risk of electrocution, personal injury, or fire.

Plug the Charger into the NEMA 14-50 receptacle.

Ensure the distance between the NEMA 14-50 receptacle and the charging station allows slack in the input cable.



**WARNING:** There is a risk of fire if the NEMA 14-50 receptacle is not torqued to specification. The receptacle can become loose during normal charger use. Check the receptacle torque at least once a month and tighten if out of specification.

## OPTIONAL HARDWIRE CONNECTION



**WARNING:** Hard Wiring connection must be done by a licensed contractor, licensed electrician, or trained installation expert. Follow all applicable electrical codes and safety standards. Ensure all parts and tools meet regulations. Failure to wire station correctly may lead to risk of electrocution, personal injury, or fire.

### EQUIPMENT NEEDED

Choose appropriate conduit and terminal lugs in accordance with all applicable electrical safety codes and standards.

#### Wire

Choose appropriate wire gauge based on maximum output current settings. Use heat shrink tube to cover the non-insulated portion of the terminal.

- Gauge: 6-8 AWG (10 AWG for Ground)
- Material: Copper Wire only
- Rating: 75 °C
- Recommended Wire Strip length: 8mm (0.32in)

#### Conduit

- Flexible Conduit
- Diameter of the enclosure opening is 1.26" (32mm).

#### Terminal Lugs

- Terminal Type: Lug/Ring
- Wire Gauge: 6-8
- Material: Copper
- Screw Size: M4/#8

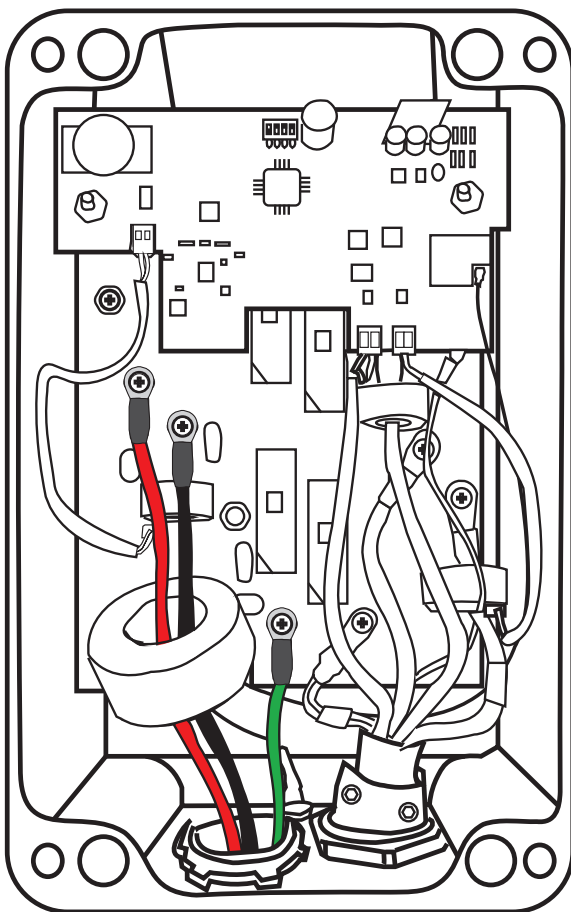
## HARDWIRE CHARGER

### Step 1: Remove Input Cable

1. Remove the front cover of the charging station by removing the 4 screws at each corner. Use the Hex Key Tool to remove the front cover. Do not use power tools.
2. Loosen the plastic cable gland beneath the charger.
3. Loosen strain relief clamp on inside of charger. Use a screwdriver or other tool to break and remove metal clamp.
4. Use a Philips Head 3 screwdriver to release the terminal screws of the NEMA 14-50 input cable. Save the terminal screws for the hardwiring.
5. Remove the input cable and cable gland.

## Step 2: Connect Wires to Charger

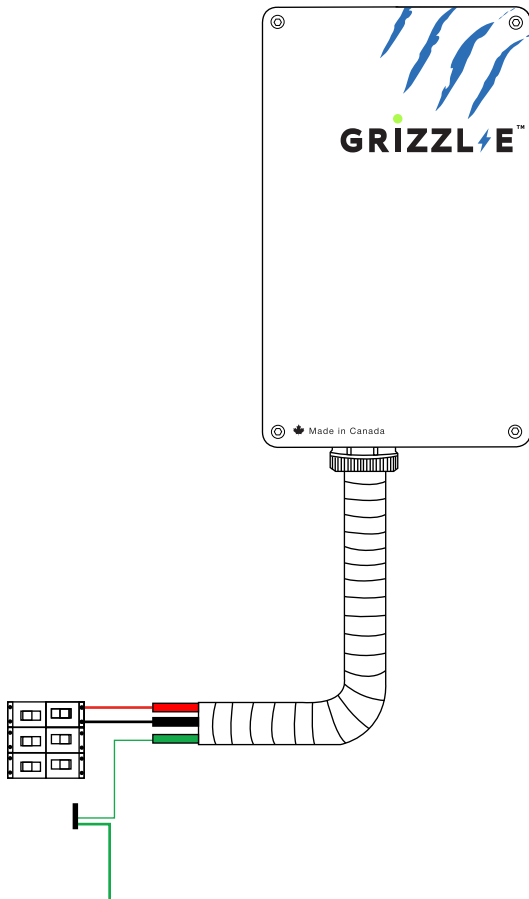
1. Connect the Terminal Lugs to the Terminals using the Terminal Screws. Connect to L1, L2, and G. Torque Terminal screw to 2.2 Nm.
2. Connect conduit to the input cable gland.
3. Feed the input wires (L1, L2, G) through the conduit into the charger.
4. Feed L1, L2, through the transformer.
5. Place heat shrink tube over the terminal lugs.
6. Insert L1, L2, G into the corresponding Terminal Lug.
7. Secure the wires to the Terminal Lug using the screw. Use a heat gun to shrink the tubing around wire and terminal lug.



8. Reinstall the charging station cover. Torque Cover screws to 1.6 Nm.

### Step 3: Hardwire Connection

1. Bring leads from both phases of the breaker, along with the ground, to a junction box.
2. Connect the leads to **Line 1** (120 VAC to Ground), **Line 2** (120V AC to Ground), and **Ground** from the Charger.
3. Connect the conduit to the junction box.



| Terminal  | Conductor                     | Screw | Rating              | Torque                |
|-----------|-------------------------------|-------|---------------------|-----------------------|
| L1, L2, G | 6-8 AWG<br>(10AWG for ground) | M4    | 75°C<br>copper wire | max 1.8Nm   19 LBF.IN |

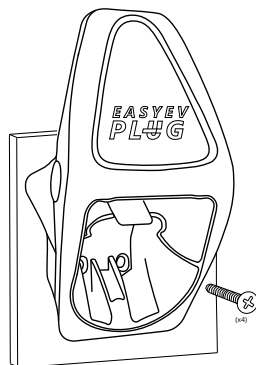
## EASyEVPLUG HOLSTER

The EasyEvPlug Holster is used to protect the charging plug and manage the cable when the EVSE is not in use.

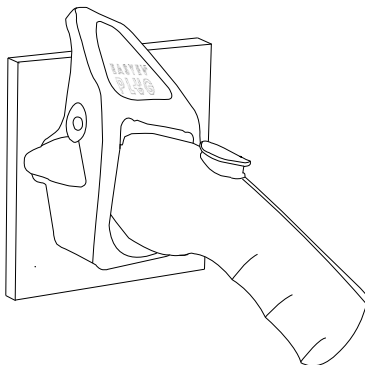
The Plug Holster can be installed at any location near the charging station.

To install the EasyEvPlug Holster:

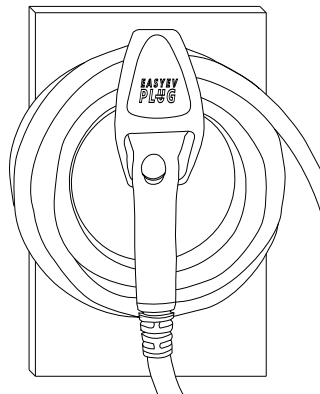
1. Hold back of holster against the mounting surface. Fasten Phillips head screws through back holes. Use anchors if attaching directly to drywall.



2. Insert charging connector into holster.



3. Wrap cable on top of the holster.



**Note:** Remove rubber cap from charging gun before inserting into holster. Failure to do so may result in damage to the cap or holster.

## OPERATING INSTRUCTIONS

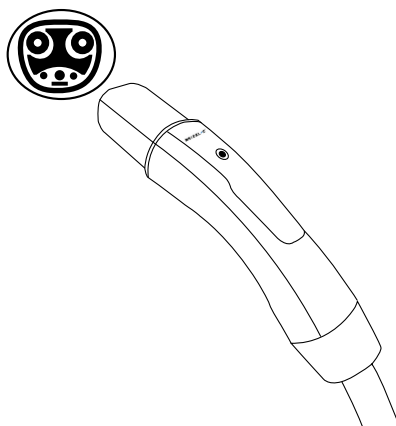
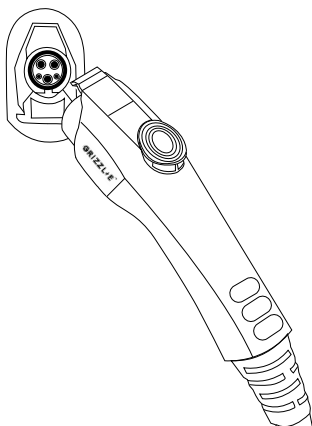
### INSERT CONNECTOR

#### J1772

1. Press down on the latch release button. Ensure latch release button is fully compressed.
2. Insert charging connector into the EV and ensure the connector is fully seated/locked in place.
3. Release the latch release button.

#### NACS

1. Insert charging connector into the EV and ensure the connector is fully seated/locked in place.



### DISCONNECT CONNECTOR

#### J1772

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.

#### NACS

1. Remove the Charger Connector from the EV
2. Return the connector to the holster.



**WARNING:** DO NOT tamper with the device. No User Serviceable parts inside.

## CHARGING STATUS INDICATORS AND BUZZERS

### INDICATOR LIGHTS

The following indicator lights are used to display the charger status:

| LED Indicator                                                                       | Buzzer         | Description                   | Definition                                                          |
|-------------------------------------------------------------------------------------|----------------|-------------------------------|---------------------------------------------------------------------|
|    | No buzzer      | White Steady                  | Charging station<br>Booting Up or<br>Processing Software            |
|    | No buzzer      | Magenta Steady                | Charger Ready<br>Not connected to server                            |
|    | No buzzer      | Blue Steady                   | Charger Ready<br>Connected to server                                |
|    | No buzzer      | Blue Flashing                 | Vehicle detected                                                    |
|    | No buzzer      | Green Flashing                | Charging in progress                                                |
|    | No buzzer      | Green Steady                  | Charging complete.<br>Stopped by vehicle                            |
|  | No buzzer      | Yellow Steady                 | Vehicle not detected.<br>Charging restricted by<br>Smart Features   |
|  | No buzzer      | Yellow Flashing               | Vehicle Detected.<br>Charging restricted by<br>Smart Features       |
|  | No buzzer      | Green + Yellow<br>Alternating | Charging Not Complete +<br>Charging restricted by<br>Smart Features |
|  | Buzzer beeping | Red Flashing                  | Fault (see <a href="#">LED FAULT INDICATOR</a> )                    |

## LED FAULT INDICATOR

When the charger experiences an error, the red light will flash, and the buzzer will beep a specific number of times. The cycle will pause for 1 second and repeat.

The number of red flashes and beeps indicates the type of fault:

| LED Indicator | # of Flashes | Error Description              |
|---------------|--------------|--------------------------------|
| Red Flashing  | 1            | Lost Ground                    |
| Red Flashing  | 2            | GFCI High Leakage              |
| Red Flashing  | 3            | Relay Stuck                    |
| Red Flashing  | 4            | GFCI Low Leakage               |
| Red Flashing  | 5            | High Temperature of the Module |
| Red Flashing  | 7            | Pilot Status E or F            |
| Red Flashing  | 8            | Under voltage                  |
| Red Flashing  | 9            | Diode error                    |
| Red Flashing  | 10           | Over Current                   |
| Red Flashing  | 12           | Application Error              |
| Red Flashing  | 13           | GFCI Self-Test Failure         |
| Red Flashing  | 14           | Over voltage                   |

## SELF-MONITORING AND RECOVERY (AUTO RESTART)

When a charging session is interrupted due to a temporary error condition, it will automatically restart when the cause of the temporary error condition returns to normal.

- All error conditions can Self-Recover if the error condition is cleared.
- If the error condition is cleared, the charger will automatically reset. If it is not cleared, the charger will continue to display a RED error light.
- If the error condition occurs within 5 seconds of starting a charging session, a permanent fault will be triggered.

## ERROR TROUBLESHOOTING

If the charger is not able to auto-recover, follow these steps:

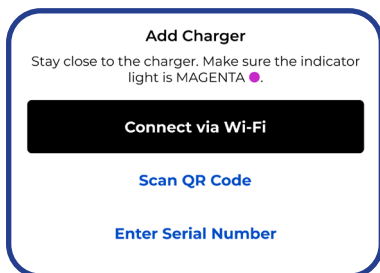
1. Unplug the charging connector from the vehicle.
2. Count the number of flashes to identify the error type.
3. Power off the charger by switching the upstream circuit breaker to the "OFF" position.
4. Wait 1-2 minutes. Switch the upstream circuit breaker back to the "ON" position.
5. Confirm the Fault light is no longer present.
6. If the Fault light remains, please contact Technical Support.

## GRIZZL-E CONNECT APP

Grizzl-E Connect is the exclusive app for Grizzl-E OCPP Wi-Fi connected chargers. Control your charging experience with scheduling, electricity rates, charging history, monitoring, and more.

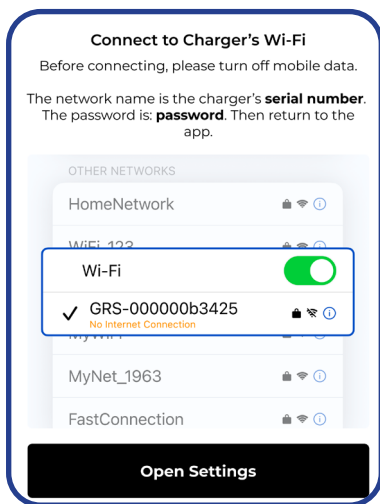
### CONNECT VIA WI-FI

1. Open the app and go to the Dashboard. Select the + icon
2. Select **Connect Via Wi-Fi**.



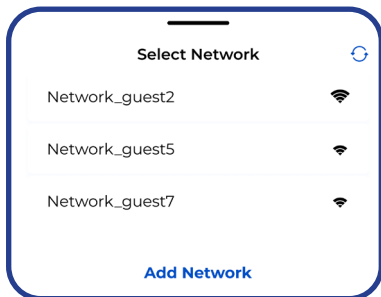
3. Select the Open Settings button. This will open your phone's Wi-Fi settings.
4. Select the Wi-Fi network with the name matching your charger's serial number.

**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 charger's Wi-Fi network.



5. Return to the Grizzl-E Connect app.

6. A list of networks detected by the charger will show. Select your home Wi-Fi network.



Select Network

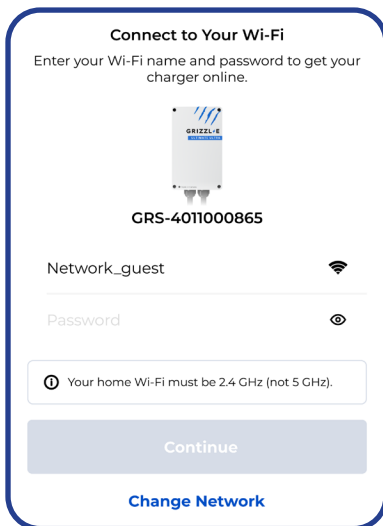
Network\_guest2

Network\_guest5

Network\_guest7

Add Network

7. Enter your Home Wi-Fi password and select **Continue**.



Connect to Your Wi-Fi

Enter your Wi-Fi name and password to get your charger online.

GRIZZL-E

GRS-4011000865

Network\_guest

Password

ⓘ Your home Wi-Fi must be 2.4 GHz (not 5 GHz).

Continue

Change Network

8. Wait for the device to connect. Enter the charger's information and select the Next button.

Click the Link to View the  
Complete online  
[Grizzl-E Connect User Manual](#)

## WI-FI TROUBLESHOOTING

Before connecting the charger to the Wi-Fi network, ensure the network meets the necessary requirements:

- ✓ Signal strength of -67 dB or better received by the charger.
- ✓ 2.4 GHz band Wi-Fi Network (Not 5 GHz).

### Signal Strength

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

Check the Wi-Fi signal strength to ensure a quality EV charging experience.

1. Connect to the charger's Wi-Fi Network. The network name is the **serial number**.
2. Open your web browser. Enter the IP address **192.168.4.1** to open the local connection page.
3. In the Setup tab go to the **WiFi connect configuration** section.
4. Select the **Search** button to show the list of available networks.
5. Check the RSSI value beside the Wi-Fi network name. Ensure it is greater than -67.

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

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

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 the 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 will recycle the connection if password information is incorrect.

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

Special characters in the Wi-Fi password may prevent the charger from connecting.

### Hidden Wi-Fi Network

For increased security, the Charger's Wi-Fi network [Serial Number] will display for 15 minutes after the charger is powered on. After 15 minutes, the network will be hidden.

If you do not see the charger's Wi-Fi network power cycle the charger by turning the circuit breaker off and on to restore the Wi-Fi network.

### **2.4 GHz band Wi-Fi Network:**

Grizzl-E only connects to a 2.4GHz Wi-Fi frequency. Ensure the home Wi-Fi network has a dedicated 2.4GHz Wi-Fi band with its own SSID.

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

### **Options for connecting to a Mesh Network**

A mesh network is a Wi-Fi network that uses both 2.4G and 5G bands. Grizzl-E Wi-Fi functionality may encounter errors when connecting to these networks. To resolve issues with mesh networks try the following:

#### **Split the band on Mesh Network.**

1. Consult your Network user manual to identify how to split a second band to 2.4 GHz.
2. Rename the 2.4 GHz band to a different name from the Main Home Network and assign a different password. This will ensure that the charger does not jump between bands.

#### **Create a Guest Network (assigning a single node/pod)**

If the Mesh Network does not allow you to create a separate band, create a Guest Network:

1. Consult your Network user manual to identify how to create a guest network.
2. Select the guest network option and assign the individual node/pod closest to the charger as the designated node/pod for the guest network.
3. Assign the guest network to the 2.4 GHz band, and provide it with a different name and password from the Primary home network.

#### **Create a Guest Network (not assigned to any individual Node/Pod)**

If unable to assign an individual node/pod to 2.4 GHz, you should still be able to create a separate Guest Network with a separate name and password from the primary home network.

Once a separate 2.4 GHz band has been created, follow the connection directions in [GRIZZL-E Connect App](#) to connect to the separate Wi-Fi network.

**Note:** Individual Mesh Networks are different, and not all Mesh Networks will have these options. If your network does not have these options, install a 2.4 GHz WiFi Extender/Booster to connect to the charger to your home network.

## CHARGER WI-FI FEATURES

### AUTOMATIC HIDDEN WI-FI

For increased security, the Charger's Wi-Fi network [Serial Number] will display for 15 minutes after the charger is powered on. After 15 minutes, the network will be hidden.

Once hidden, the network will no longer be accessible by devices.

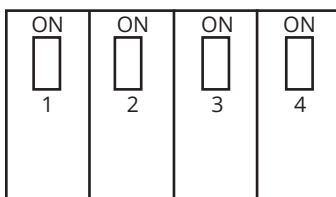
To restore the charger's Wi-Fi network:

1. Turn off the power to the Charging Station by switching the upstream circuit breaker to the "OFF" position.
2. Wait 1 minute. Turn on the power to the Charging Station by switching the upstream circuit breaker to the "ON" position.

### WI-FI CONNECTION RESET

Use the Wi-Fi Connection Reset to clear the following Wi-Fi credentials from the charger:

1. Turn off the power to the Charging Station by switching the upstream circuit breaker to the "OFF" position.
2. Remove the front cover by removing the 4 screws at each corner of the charging station. Use 5/32" (M4) hex key to remove screws.
3. Place the front cover to the side. Locate the DIP switch on the charging station circuit board. The DIP switch is a 4-position switch on the top circuit board, located on the right side of the charger.
4. Move DIP Switch #1 to the **ON** position. This applies to all amperage settings.



5. Restore power to the charging station by switching the upstream circuit breaker to the "ON" position.
6. Wait 1-2 minutes, with the charger powered on.
7. Turn off the power to the Charging Station by switching the upstream circuit breaker to the "OFF" position.
8. Return DIP Switches to the original position.
9. Reassemble the front cover. Torque Cover to 1.6 Nm (14 lbf-in).
10. Turn on the power to the Charging Station by switching the upstream circuit breaker to the "ON" position.

## SAVE THESE INSTRUCTIONS

The most up to date User Manual is available online:

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

Visit our Technical Support page:

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

View the full terms and conditions:

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

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