GROO

GROO·EV

EV Charging Operations

Track charger faults, manage site power, and see how each session was billed.

groo.im/en/ev/



Manage multiple charging sites in one place

GROO EV uses charger status and meter readings to group faults, manage charging load, and calculate session charges.



01 Fault Response

Compare fault frequency and recovery times.

02 Power Management

Set site limits and manage charging load.

03 Billing and Settlement

Review session charges and see why a record is on hold.

Who It's For

Charge point operators, fleet operators, public agencies, local governments, apartment complexes, commercial properties, and workplaces

Protocols

OCPP — Charger communication
OCPP 1.6J / 2.0.1

OPEN CHARGE POINT INTERFACE — Station and tariff data for connected roaming hubs
OCPI 2.2.1

Know which chargers to check first

Prioritize chargers with frequent faults or long recovery times.

Fault Frequency and Recovery

Compare the number of incidents and average recovery time by fault type.

Recurring Faults

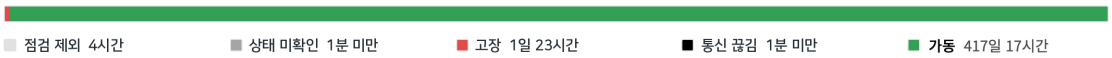
GROO EV groups recurring fault signals and shows when they occurred, how often they happened, and what might have caused them.

고장 코드 순위

고장 코드	건수	충전기	복구	미해결	평균 복구 시간
과전압 OverVoltage	5	5대	5	0	2시간 20분
커넥터 잠금 장애 ConnectorLockFailure	4	4대	3	1	2시간 36분
접지 불량 GroundFailure	4	4대	3	1	1시간 32분
전력량계 이상 PowerMeterFailure	4	3대	4	0	3시간 4분
차량 통신 오류 EVCommunicationError	1	1대	1	0	50분
과열 HighTemperature	1	1대	1	0	2시간 20분
과전류 OverCurrentFailure	1	1대	1	0	27분
전원 스위치 이상 PowerSwitchFailure	1	1대	1	0	3시간 30분
합계	**21**	-	**19**	**2**	**2시간 17분**

전체 시간 분해

계산한 시간을 점검·집계 불확실·고장·통신 끊김과 나머지(가동)로 나눕니다.



점검 제외 4시간 · 상태 미확인 1분 미만 · 고장 1일 23시간 · 통신 끊김 1분 미만 · **가동** 417일 17시간

집계 전 30일 2시간 — 기록 시작 전이거나 충전기를 등록하기 전이라 계산하지 못한 시간입니다.

Uptime and Downtime

Uptime calculations track charger faults and communication outages separately. Any overlap counts once.

Manage charging load with site power limits

With load balancing enabled, GROO EV sends power-limit commands to compatible chargers when site load exceeds the configured limit. It starts with eligible connectors drawing the most power.

In this example, the calculated reduction is capped at 30% of a connector’s current output.

Site Load

Current load
100 kW

Configured limit
90 kW

10 kW above the site limit

Connector Power Limit

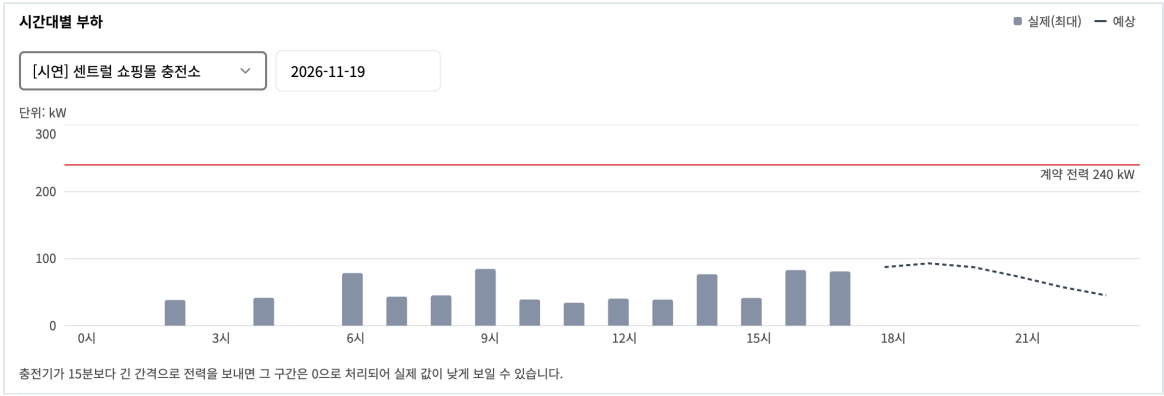
Current output
40 kW

Requested limit
30 kW

Requested reduction of 10 kW at this connector

Demand Forecasting

When enabled, the forecast uses historical meter readings to estimate hourly demand over the next 24 hours. Compare expected peaks with your contracted power capacity.



Correct charges when session-end records arrive late

GROO EV checks the session end time and meter readings, then recalculates eligible charges while the settlement period is open. Corrections for closed periods stay on hold.

Same charging session at KRW 200 per kWh

Before the session-end record arrives

3 kWh **KRW 600**

→

After validation

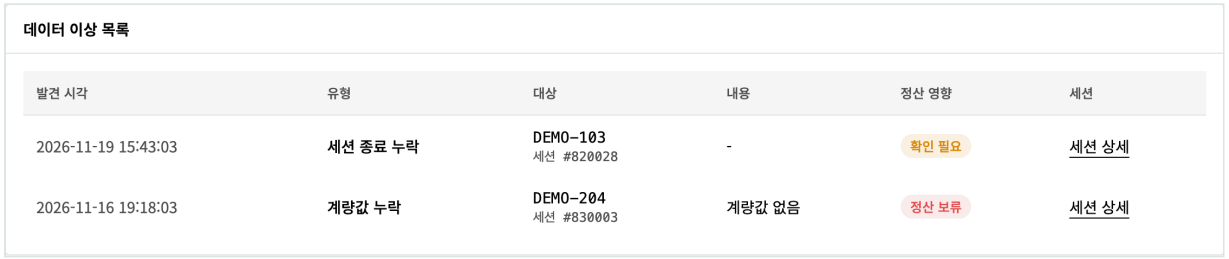
9 kWh **KRW 1,800**

Tariff Settings

Set rates by charging speed, with time-of-day pricing for members.

Revenue Reports

Review charging volume and revenue by reporting period.



데이터 이상 목록

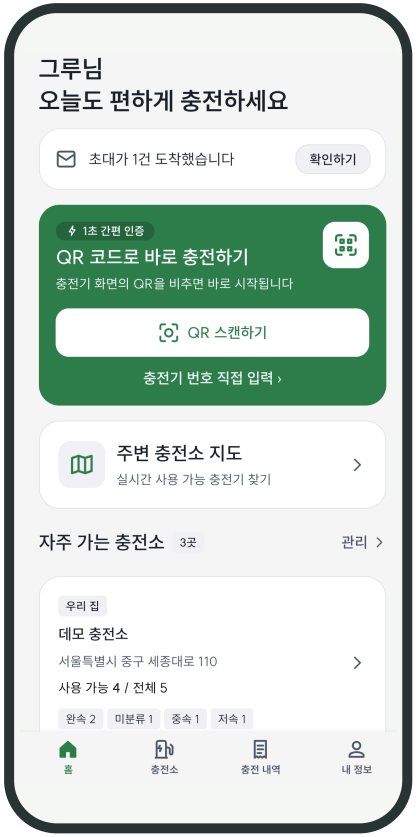
발견 시각	유형	대상	내용	정산 영향	세션
2026-11-19 15:43:03	세션 종료 누락	DEMO-103 세션 #820028	-	확인 필요	세션 상세
2026-11-16 19:18:03	계량값 누락	DEMO-204 세션 #830003	계량값 없음	정산 보류	세션 상세

Settlement Holds

Find sessions that need review because end records or meter readings are missing.

A charging app you can brand

The driver app can be configured with your company name and brand colors.

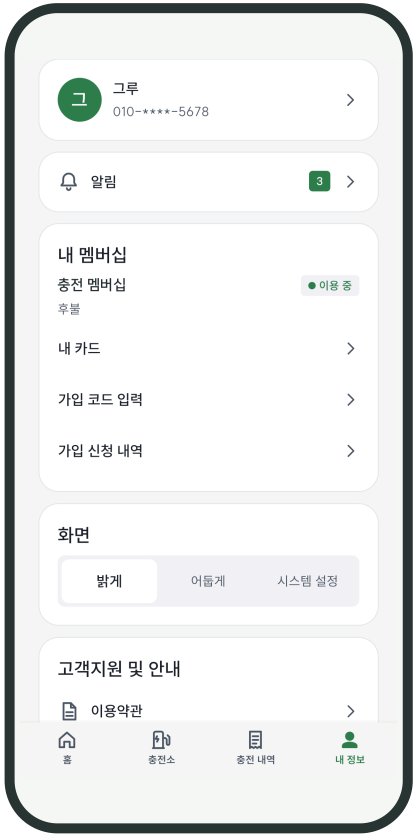


Start a Charge

Drivers can scan a QR code or enter the charger number to begin.

Membership and Charging Cards

Drivers can view their memberships and charging cards in the app.



Deployment options for GROO EV

Talk with us about hosting with GROON or installing the software on your own servers.

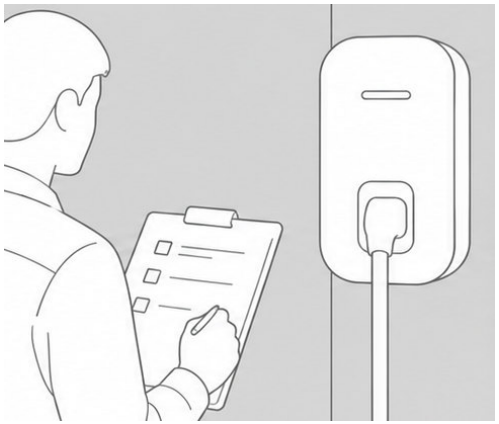
SaaS

A web console hosted by GROON for your operations team.

On-Premises

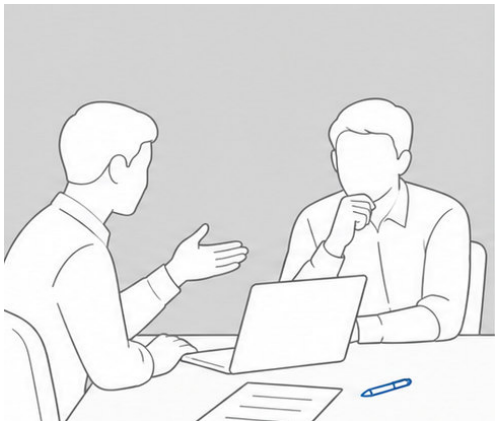
Deploy GROO EV on your servers and agree on procedures for updates, backup, and recovery.

Getting Started



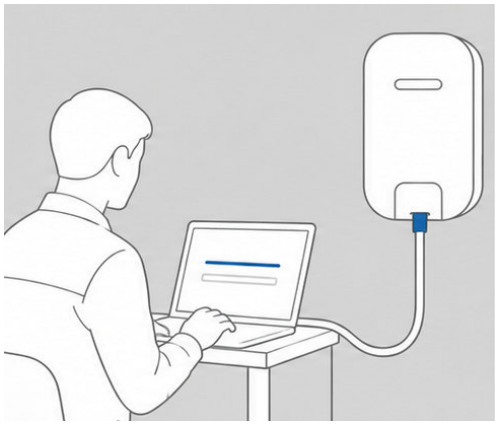
01 Assess the Site

Review charger models and connectivity.



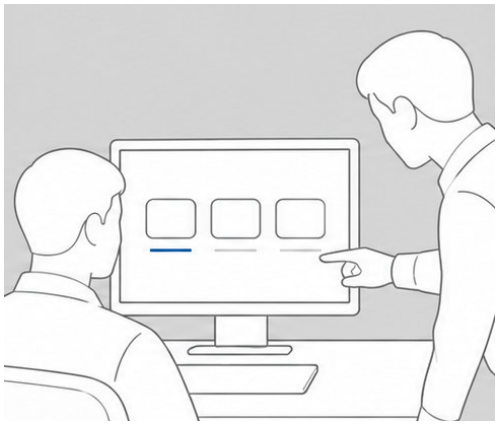
02 Define the Scope

Agree on which features you need and who handles each task.



03 Set Up and Verify

Verify that charger status and session records reach the console.



04 Go Live

Walk through the console with your operations team.

GROO GROO⚡EV

Contact GROON

Ask us about charger supply, site operations,
and the records your team needs for fault response and billing.

Product and Deployment Inquiries
help@groo.im ↗

Website
groo.im/en/ev/ ↗

Room B1006, Support Center Building, 119 Songdomunhwa-ro, Yeonsu-gu, Incheon, Republic of Korea