FAQ POWERBOOST

1. How do I know which PowerBoost suits my device?

Depending on individual needs and requirements, there are several general criteria to consider when selecting a powerbank:

a) Capacity

For example if your phone battery is 1500mAh and is 0% now, a powerbank with 2200mAh can charge your phone 1 time. If your phone battery is 3000mAh and is 0% now, a powerbank with 2200mAh will not be able to charge your phone to full because the phone battery capacity is higher than the powerbank. If you require a powerbank that is able to charge your phone several times, you need a powerbank with higher capacity.

b) Number of output

1 output to charge 1 device, 2 outputs to charge 2 devices.

c) Output specification

1A-1.5A output is generally for smartphones, 1.5A-2.0A output is generally for tablets.

2. How long do I need to charge the powerbank for the first time and subsequent times?

a) BrandCharger PowerBoost is already pre-charged and ready to use.

b) Re-charging time depends on the capacity of the PowerBoost, remaining power in the PowerBoost and the power supply.

Eg. Powerbank = 5200 mAh (0% remaining), Power Supply: 1000mA plug
1600 mAh / 800 mA = minimum 2 hours
1200 mAh / 800 mA = minimum 1.5 hours

(Why divide by 800mA? An estimate 20% power is consumed during the charging/discharging process.)

3. PowerBoost unable to charge my tablet?

We recommend powerbank with 2A output to charge tablets. While some tablets can accept lower input (1A or 1.5A), the charging is slower and sometimes can only be charged when the tablet is in sleep mode.

4. PowerBoost battery drained off very fast?

a) Generally, a well maintained powerbank can retain up to 80% of its original capacity. Please check your device (phone/ tablet) original battery capacity and the PowerBoost capacity. Please also see answer 1.a. above.

b) Please do not attach cables to the PowerBoost when not in use.

5. Unable to turn on my PowerBoost?

a) It is possible that your PowerBoost is fully drained. Please charge your PowerBoost. The indicator will start blinking when the PowerBoost receives sufficient power.

b) It is possible that your PowerBoost went into sleep mode. The PowerBoost will automatically cut-off the power and go into sleep mode when it detects possibility of over-charge/ over-discharge/ short-circuit. This is sometimes due to faulty cable issue. Please activate the "sleeping" PowerBoost by charging it and use a good condition cable.

6. What is the lifespan of the PowerBoost?

Generally, a properly maintained PowerBoost can retain up to 80% of its original capacity at +/- 500 charge and discharge cycles (charge then discharge = 1 cycle, regardless of whether you charge/ discharge it partially or fully). Until your PowerBoost no longer holds sufficient charge to meet your needs, you may choose to purchase a new one.

7. How do I claim for my PowerBoost warranty?

a) Check our FAQ to identify the problem with the product.

b) Check that your warranty is still valid. BrandCharger offers 12 months warranty from the date of purchase with proof of purchase.

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c) You must contact the distributor where you made your purchase
Our dealers/ our warranty personnel will do some troubleshooting with you. If problem still persist, you may send in your warranty respectively.
d) Note that warranty does not cover counterfeit products not distributed by BrandCharger, accessories such as cables/ connectors, wear and tear, product with sign of being tampered and physical damage. Other conditions may apply.

8. What is my phone/ tablet battery capacity?

Please check your device model below. Note that these information are meant for reference only. For more accurate information, please check the specifications that comes with your phone.

Apple		Blackberry		Sony	
iPhone 5S	1560 mAh	Z10	1800 mAh	Xperia L	1750 mAh
iPhone 5C	1560 mAh	Bold 9900	1230 mAh	Xperia Sp	2370 mAh
iPhone 5	1420 mAh	Bold 9930	1230 mAh	Xperia Z	2330 mAh
iPhone 4S	1420 mAh	Bold 9700	1500 mAh	Xperia ZL	2370 mAh
iPhone 4	1420 mAh	Bold 9000	1500 mAh	Xperia E	1530 mAh
iPhone 3GS	1119 mAh	Curve 9300	1150 mAh	Xperia E dual	1530 mAh
iPhone 3G	1150 mAh	Torch 9630	1400 mAh	Xperia V	1750 mAh
New iPad	11560 mAh	Storm 9530	1400 mAh	Xperia J	1750 mAh
iPad 2	6944 mAh	Storm 9500	1400 mAh	Xperia TX	1750 mAh
iPad Mini	4490 mAh	Curve 9300	1150 mAh	Xperia miro	1500 mAh
iPod Touch 4	930 mAh	Curve 8900	1400 mAh	Xperia go	1205 mAh
iPod Touch 3	789 mAh				
iPod Touch 2	789 mAh				

Samsung		HTC		Nokia	
Galaxy Note 2	3100 mAh	One	2300 mAh	Lumnia 900	1830 mAh
Galaxy Note	2500 mAh	One x	1800 mAh	Lumnia 800	1450 mAh
Galaxy Mega 6.3	3200 mAh	Titan 2	1730 mAh	N9	1450 mAh
Galaxy Grand	2100 mAh	One S	1650 mAh	N950	1320 mAh
Galaxy S4	3150 mAh	Desire V	1650 mAh	Lumnia 710	1300 mAh
Galaxy S3 Mini	1500 mAh	Rezound	1620 mAh	Lumnia 610	1300 mAh
Galaxy S3	2100 mAh	Vivid	1620 mAh	X7	1300 mAh
Galaxy S2	1650 mAh	Rhyme	1600 mAh	C7	1200 mAh
Galaxy S 4G	1650 mAh	Titan	1600 mAh	E7	1200 mAh
Galaxy R	1650 mAh	Sensation 4G	1520 mAh	Oro	1200 mAh
Galaxy W	1650 mAh	Radar	1520 mAh	Asha	1110 mAh
Omnia	1500 mAh	One V	1500 mAh	C5-06	1000 mAh
Galaxy Ace	1350 mAh	7 Pro	1500 mAh	5250	1000 mAh
Galaxy Y	1200 mAh	Trophy	1300 mAh		
Galaxy Tab (10.1)	7000 mAh	Desire C	1230 mAh		
Galaxy 10.1v	6860 mAh	Explorer	1230 mAh		
Galaxy 8.9	6000 mAh				
Galaxy 7.0	4000 mAh				
Galaxy Wi-fi	4000 mAh				

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9. What is a Li-Poly battery?

Li-ion Polymer Battery, also named Lithium Polymer Battery

1. High capacity and density, which is 1.5~2.5 times higher than Nickel Metal Hydride Battery or Nickel-Cadmium Battery.
2. Low leakage loss even after pro-long unused time owing to its low self-discharge characteristic.
3. Compared with liquid batteries, Li-ion polymer batteries have lower internal resistance, which can reduce the consumption of battery effectively.
4. Under normal usage, the battery recharge cycle can be more than 500 times.
5. Compared with Lithium ion battery with same capacity and dimension, Li-ion polymer battery is 40% lighter.
6. Owing to its safety maturity, the lighter soft aluminum-plastic wrapping can be used for Li-polymer battery.

10. What safety protections does the mobile charger have?

Short circuit protection, over-load protection, over-discharge protection, etc.

11. How do I know that my battery has been charged fully?

There are 4 LED lights in total to show the charging status, each one represents 25% power. The four LED lights will light together and stay still when the battery is fully charged.

9. General Information

- A = Ampere
- mA = mili Ampere
- mAh = mili Ampere hour
- Output from computer's USB port = about 500mA
- Output from wall plug (3-pin plug) = varies (please refer to specific wall plug specification)
- Output from powerbank USB port = varies (please refer to specific powerbank model)

10. I need more help

For further assistance, please contact us: info@brandcharger.asia

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