

## TotalBoost™ 20k FAQ's

- Q.** Do I have to charge the TotalBoost 20k before I use it?
- A.** It is recommended to charge the internal battery to 100% before charging connected devices.
- Q.** How do I recharge the TotalBoost 20k?
- A.** Use one of the included Type-C charging cables and a USB/Type-C power source (wall charger not included).
- Q.** How do I check the battery level without turning on the flashlight?
- A.** To check the battery level without turning on the flashlight, press the flashlight power button.
- Q.** How do I turn on the flashlight?
- A.** Press and hold the flashlight power button to turn the flashlight on/off.
- Q.** Can I carry the TotalBoost 20k on an airplane?
- A.** The TotalBoost 20k meets FAA regulations and is approved to carry on an airplane! Please note, this power bank must be carried with you and not stored in your checked baggage during travel.
- Q.** How do I turn off the TotalBoost 20k?
- A.** The TotalBoost 20k will automatically turn off after approximately 10 seconds of being idle, or you can double click the power button to turn off the TotalBoost 20k manually.
- Q.** What devices are the 3-In-1 Type-C to USB Cable compatible with?
- A.** The charging adapters include Micro, Type-C, and Lightning connectors to create universal compatibility with virtually any USB enabled device included mobile phones, tablets, cameras, speakers, power banks, controllers, and more.

### **Micro Adapter**

Compatible with select Samsung, Amazon Kindle, and Motorola devices as well as cameras, power banks, speakers, controllers, and more.

### **Type-C Adapter**

Compatible with most new Samsung, Google, Motorola, Microsoft, LG, and Apple iPads 2018 and newer.

### **Lightning Adapter**

Compatible with most Apple Devices and AirPods.

- Q.** Will the TotalBoost 20k “overcharge” my cell phone or device?

- A.** The TotalBoost 20k is designed to optimally charge your devices. This means it will charge them quickly, as well as safely.
- Q.** How long will the battery last?
- A.** The battery life will depend on the usage of the power bank in between charges. We recommend checking the battery level and recharging the TotalBoost 20k every 90 days.
- Q.** How long does the TotalBoost 20k take to charge my phone?
- A.** Charging times vary depending upon the device, the charging method, the age of the device and the level of current power. However, the TotalBoost 20k is equipped with fast charging technology to safely charge your device as fast as it will allow.
- Q.** Can I use the TotalBoost 20k outdoors?
- A.** The TotalBoost 20k is designed for indoor and outdoor use, only in dry locations. Do **NOT** expose the TotalBoost 20k to extreme heat, moisture, water, rain, or snow.
- Q.** Is there a Warranty?
- A.** Yes, the TotalBoost 20k comes with a 1-Year Limited Warranty by Limitless Innovations.
- Q.** Who do I contact if I have a question or issue with the TotalBoost 20k?
- A.** For any inquiries regarding the TotalBoost 20k, please contact our support team at [LimitlessInnovations.com/Support](https://LimitlessInnovations.com/Support), email us at [Support@LimitlessInnovations.com](mailto:Support@LimitlessInnovations.com), or call us at (855) 843-4828.