

PocketCharge 5k | FAQ's

Q. What are the dimensions?

A. 2.83 in x 4.57 in x 0.41 in

Q. Is this Sized for a Wallet?

A. It can fit many wallets but not all depending on the size of the wallet. This PocketCharge 5k power bank is a little bigger and thicker than a credit card.

Q. How Do I Get the Charging Cables to Pop Out?

A. There are grooves along each edge of a charging cord. Simply grab the desired cord by the grooves and gently pull the cord loose from the slot that it rests in.

Q. What charging cables come built-in the PocketCharge 5k?

A. There is 1 Type-C and 1 Lightning cable built into the sides of the PocketCharge 5k.

Q. How do I recharge the PocketCharge 5k?

A. Use the included 36" Type-C to USB Charging Cable to recharge the PocketCharge 5k using the Type-C port and USB power source (not included). The PocketCharge 5k will begin to charge and the 4x LED Indicator Lights will blink while charging, indicating the current battery level.

Q. How Do You Know When It's Done Charging?

A. The 4 small lights that flash while charging will stop blinking once the power bank reaches 100%.

Q. How do I turn off the PocketCharge 5k?

A. The PocketCharge 5k will automatically turn off after approximately 20 seconds of being idle.

Q. Do I have to charge the PocketCharge 5k before I use it?

A. It is recommended to charge the internal battery to 100% before charging connected devices

Q. What devices are compatible with the PocketCharge 5k ?

A. Virtually any USB-chargeable device is compatible with the PocketCharge 5k.

Lightning®: Compatible with iPhone SE, iPhones 5-14, iPad Mini (1st-5th gen.), iPad (5th-9th gen.), iPad Air (1st-3rd gen.), iPad Pro 9.7" and 10.5", iPad Pro 12.9" (1st and 2nd gen.), AirPods (2nd gen.), AirPods (3rd gen.), AirPods Pro (1st gen.), AirPods Max, Apple Pencil, and Magic Mouse/Keyboard/Trackpad.

Type-C: Compatible with most new Samsung, Google, Motorola, LG, and some Apple products: iPhone 15, iPhone 15 Plus, iPhone 15 Pro, iPhone 15 Pro Max, AirPods Pro (2nd gen.), iPad Mini (6th gen.), iPad Air (4th-5th gen.), iPad (10th gen.), iPad Pro 11", iPad Pro 12.9" (3rd-6th gen.), and Apple Vision Pro.

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

Q. Can I Carry the PocketCharge 5k on an Airplane?

A. The PocketCharge 5k 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. Is it small enough for a wallet or purse?

A. Yes! The power bank is only 4oz (0.25lbs), and has a sleek and compact design small enough to fit into the palm of your hand.

Q. Does this Charger Support Wireless Charging?

A. No, it does not.

Q. What Do the Blinking Lights Mean?

A. The lights indicate how much charge is left: 1 (1-25%), 2 (26-50%), 3 (51-75%), or 4 (76-100%).

Q. I lost the Charging Cable that Came with the Power Bank. What Kind of Cable Should I Look For to Replace It?

A. Any Type-C to Type-C Charging Cable will work. You can also use a Type-C to USB Charging Cable.

Q. How many devices can I charge at once on the PocketCharge 5k?

A. It is recommended to only charge one device at a time to achieve the maximum power output. When multiple devices are connected, the PocketCharge 5k may, at times, reach its maximum charge capacity causing the connected devices to charge at a slower rate. If this occurs, remove a connected device to resume optimal charge.

Q. How long does the PocketCharge 5k take to charge my phone?

A. Charging times vary depending upon the device, the age of the device and the level of current power.

Q. Can I use the PocketCharge 5k outdoors?

A. The PocketCharge 5k is designed for indoor and outdoor use, only in dry locations. Do **NOT** expose the PocketCharge 5k to extreme heat, moisture, water, rain, or snow.

Q. What is the lifespan of this power bank

A. If properly taken care of and stored in a cool, dry place. There's no reason your Power Bank won't last for several years. If you use your Power Bank multiple times a day, there will eventually come a time where the battery performance degrades gradually. This is the same with all batteries whether they are in Power Banks, phones or laptops.

Q. Is there a Warranty?

A. Yes, the PocketCharge 5k comes with a 1-Year Limited Warranty by Limitless Innovations.

Q. Who do I contact if I have a question or issue with the PocketCharge 5k?

A. For any inquiries regarding the PocketCharge 5k, please contact our support team at LimitlessInnovations.com/Support, email us at Support@LimitlessInnovations.com, or call us at (855) 843-4828.