

5,000mAh GaN AC Charger & Power Bank FAQ's

Q. How do I charge the power bank itself?

A. Plug the included 36" Type-C to Type-C Charging Cable into the Type-C Port. Plug the opposite end of the Charging Cable into a Type-C power source (not included). The Power Bank will begin to charge. You can also retract the Prongs and plug into a wall outlet.

Q. Do I need to charge the power bank prior to using?

A. The Power Bank will arrive with a partial charge. It is recommended to charge the battery to 100% upon arrival and after each use.

Q. Can I charge multiple devices simultaneously?

A. Yes! This device will allow you to charge multiple devices at once, but it might affect the charging speed.

Q. Is it safe to leave the power bank plugged in overnight?

A. Limitless power banks have safety features to prevent overcharging, but it's generally recommended to avoid leaving them plugged in unattended for extended periods.

Q. Can I use the power bank while it's charging?

A. Yes, most power banks support pass-through charging, allowing you to charge your devices while the power bank itself is charging.

Q. How do I use the Lightning Cable?

A. Pull to remove the Lightning Cable from the storage slot. Plug the Charging Adapter into the charging port of the device. The device will begin to charge.

Q. Is it compatible with devices other than iPhones?

A. While it has a built-in Lightning cable, you can still use it to charge other devices by using your own cable with the USB/Type-C Port. Plug the desired cable into the Type-C or USB Output. Plug the other end of the charging cable into the charging port of the device. The device will begin to charge.

Q. Can I take it on a plane?

A. Designed with your travel needs in mind, this power bank is compact and lightweight, easily fitting into your pocket, bag, or purse. In addition, its airline-friendly design means you can take it with you on the plane in your carry-on luggage.

Q. How can I check the remaining battery life of the power bank?

A. Click the Power Button and white lights will illuminate showing the available battery capacity.

Q. What is GaN technology?

A. Compared with silicon chargers, GaN chargers require fewer components. GaN chargers are physically smaller and conduct higher voltages. GaN chargers are more efficient in transferring current and conserving energy. Conserved energy enables a better flow to the charging device, resulting in quicker charge times.

Q. What devices are compatible with this charger?

A. 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.

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.

Q. Is there a warranty?

A. Every Limitless GaN charger comes with a 1-Year Limited Warranty.

Q. Who do I contact if I have a question or issue with the GaN charger?

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