

Elite 15,000mAh Power Bank FAQ's

Q. Do I have to charge the Elite 15,000mAh Power Bank before I use it?

A. The Elite 15,000mAh Power Bank can be used as a wall charger or portable power bank. It is recommended to charge the internal battery to 100% before charging connected devices.

Q. How do I recharge the Elite 15,000mAh Power Bank?

A. The Elite 15,000mAh Power Bank can be recharged by plugging into a standard wall outlet, using the included Type-C to USB Cable, or the Retractable Type-C Cable and a secondary power source. For a faster recharge, it is recommended to use the AC Plug connected to a wall outlet.

NOTE: Some outlets are controlled by a switch. Make sure the Elite 15,000mAh Power Bank is plugged into a live outlet. The Digital LCD Display should light up with the current power level, until a 100% charge is met. If the Lights do not turn on when plugged into an outlet, try another outlet.

Q. Can I recharge the power bank and still charge other devices at the same time?

A. Yes! Pass-through technology allows a device, such as a portable charger, to charge itself and simultaneously charge other devices connected to it. In the context of the Elite 15,000mAh Power Bank, this means that you can plug the charger into a power source to recharge its own battery while also using it to charge your smartphone, tablet, or other gadgets.

Q. Will my phone charge faster by using the built-in cables, the Type-C Port or USB Port?

A. The Elite 15,000mAh Power Bank provides an optimal charge using both the built-in cables as well as the Type-C and USB ports. For the fastest charge, use the Retractable Type-C Cable.

Q. What does the green icon on the display mean?

A. The green charging icon on the display indicates that a quick-charge compatible device is connected and charging. Please note, some devices may not trigger the green icon, but they are still able to optimally charge with the Limitless Elite 15,000mAh Power Bank.

Q. What does the green icon on the display mean?

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 the built-in cables compatible with?

A. The built-in cables include Type-C and Lightning connectors to create universal compatibility with virtually any USB-enabled device, including mobile phones, tablets, cameras, speakers, power banks, controllers, and more.

Type-C

Compatible with most new Samsung, Google, Motorola, LG, and newer Apple products: iPhone 15, iPhone 15 Plus, iPhone 15 Pro, iPhone 15 Pro Max, iPad Pro 11", iPad Mini (6th gen.), iPad Air (4th-5th gen.), iPad (10th gen.), iPad Pro 12.9" (3rd-6th gen.), AirPods Pro (2nd 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 Max, AirPods (2nd gen.), AirPods (3rd gen.), AirPods Pro (1st gen.), Apple Pencil, and Magic Mouse/Keyboard/Trackpad.

Q. What if I have an older device that does not use Type-C or Lightning?

A. Good news! We included a built-in Micro Adapter that attaches to the retractable Type-C Cable tip.

Q. What devices can I charge with the Micro Adapter?

A. The Micro Adapter is compatible with older Android devices and other gadgets that use a Micro-USB port for charging. Example: navigation systems, digital cameras, music players, or headphones.

Q. How do I Extend/Retract the Retractable Type-C Cable?

A. Extend the cable and connect the Type-C end to a compatible device. The device will begin to charge. The Retractable Cable can stop at any point and then pull again to retract. When not in use, ensure the cable is fully retracted to prevent damage or tangling. **Note:** Do not overextend the cable. Doing so may damage the Elite 15,000mAh Power Bank.

Q. How do I use the wireless charging feature?

A. Prop the device vertically on the Phone Holder to utilize the Wireless Charger. Place your wireless charging-compatible device on the designated wireless charging pad on the Elite 15,000mAh Power Bank, ensuring it aligns properly for efficient charging. The device will begin to charge automatically.

Wireless Charging Compatibility:

Apple: iPhone 8 and newer, AirPods Samsung: S6 and newer

Motorola: Droid, Moto, Edge+

LG: G2 and newer

Lumia 950 and newer
Sony: Xperia Z3V and newer

Q. Can I charge multiple devices at the same time?

A. Yes, the Elite 15,000mAh Power Bank can charge multiple devices simultaneously, thanks to its various output options, including the built-in cables, USB port, and wireless charger. It is recommended to only charge one device at a time to achieve the maximum power output. When multiple devices are connected, the Elite 15,000mAh Power Bank 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. Can I recharge devices while the Elite 15,000mAh Power Bank is in its storage case?

A. The Elite 15,000mAh Power Bank can stay in the Premium Carrying Case while charging devices via the charging ports.

Q. Can I recharge the Elite 15,000mAh Power Bank in a power strip or extension cord?

A. Yes, the Elite 15,000mAh Power Bank can be recharged and/or plugged into a power strip or extension cord.

Q. Will the Elite 15,000mAh Power Bank “overcharge” my cell phone or device?

A. The Elite 15,000mAh Power Bank 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 Elite 15,000mAh Power Bank every 90 days.

Q. How long does the Elite 15,000mAh Power Bank 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 Elite 15,000mAh Power Bank is equipped with fast charging technology to safely charge your device as fast as it will allow.

Using Built-in AC Plug: Approx. 5-6 Hours

Using Built-in Type-C Charging Cable and PD 20W Wall Charger: Approx. 5-6 Hours

Using included USB-A to Type-C Cable: Approx. 7-8 Hours

Q. Can I use the Elite 15,000mAh Power Bank outdoors?

A. The Elite 15,000mAh Power Bank is designed for indoor and outdoor use, only in dry locations. Do **NOT** expose the Elite 15,000mAh Power Bank to extreme heat, moisture, water, rain, or snow.

Q. What are the hinged pieces on the Elite 15,000mAh Power Bank for?

A. The Elite 15,000mAh Power Bank features a Slide-Out Phone Holder allowing you to securely place your phone on the charger, making it convenient to use your device while it's charging.

Q. How do I check the battery level?

A. Press the Power Button. The Digital LCD Display will turn on and show the current battery percentage.

Q. How do I use the Flashlight?

A. Press and hold the Power Button to turn the Flashlight on. Continuously click the Power Button to scan through the modes (High & S.O.S.) or press and hold to shut off the Flashlight.

Q. What is the purpose of the magnetic kickstand?

A. The Magnetic Kickstand props up your phone or device, allowing for hands-free viewing during charging sessions. Can be used for vertical and horizontal viewing.

Q. Can I carry the Elite 15,000mAh Power Bank on an airplane?

A. The Elite 15,000mAh Power Bank is approved by TSA and FAA to carry on an airplane! Please note, this power bank must be carried with you in your carry-on baggage and not stored in your checked luggage during travel. In addition, you can use the Elite 15,000mAh Power Bank to charge your devices during the flight.

Q. How do I turn off the Elite 15,000mAh Power Bank?

A. The Elite 15,000mAh Power Bank will automatically turn off after approximately 10 seconds of being idle.

Q. Is there a Warranty?

A. Yes, the Elite 15,000mAh Power Bank comes with a 1-Year Limited Warranty by Limitless Innovations.

Q. Who do I contact if I have a question or issue with the Elite 15,000mAh Power Bank?

A. For any inquiries regarding the Elite 15,000mAh Power Bank, please contact our support team at LimitlessInnovations.com/Support, email us at Support@LimitlessInnovations.com, or call us at (855) 843-4828.