

10,000mAh Magnetic Wireless Power Bank With 2x Built-In Cables, Type-C Port, USB-A Port, & Cable Strap – FAQ's

General Information

Q: What is the Limitless 10,000mAh Magnetic Wireless Power Bank?

A: It's a portable 10,000mAh power bank that offers wired and wireless charging for smartphones, tablets, and other devices. It includes built-in Lightning® and Type-C cables, a USB-A port, a Type-C port, and a magnetic wireless charger for MagSafe®-compatible phones.

Q: What makes this power bank magnetic?

A: The back of the power bank includes a MagSafe®-compatible magnetic ring that automatically aligns and attaches securely to iPhone 12 or newer, or to other wireless-capable phones using the included Magnetic Ring.

Q: What's included in the box?

A:

- (1) 10,000mAh Magnetic Wireless Power Bank
- (1) Magnetic Ring
- (1) 36" Type-C to USB Charging Cable
- (1) Detachable Type-C to Micro Cable Strap
- (1) Microfiber Pouch with Drawstring

Q: Is it safe to bring this power bank on an airplane?

A: Yes, it is FAA-approved for carry-on luggage. Do not pack it in checked baggage. Always confirm your airline's latest battery transport guidelines.

How to Use the MagSafe® Wireless Charger

Q: How do I charge my device wirelessly using the MagSafe® charger?

A:

1. Make sure your phone supports wireless charging.
2. Flip the power bank so the side with the lightning bolt symbol faces your phone.
3. Align your phone with the wireless logo on the back of the power bank.
4. If your phone or case is MagSafe®-compatible, it will automatically snap into place magnetically.
5. Charging will begin automatically.
6. If charging doesn't start, adjust your phone's position slightly until it connects.

Q: Can I wirelessly charge a phone that isn't MagSafe®-compatible?

A: Yes. You can use the included Magnetic Ring to align your phone properly and enable wireless charging (see below for instructions).

How to Apply the Magnetic Ring

Q: How do I attach and use the Magnetic Ring for wireless charging?

A:

1. Place the Magnetic Ring on the back of the power bank, aligning it with the printed outline on the charger.
2. The adhesive liner should be facing outward.
3. Position the power bank on your phone to find the best spot where wireless charging starts.
4. Once you've located the ideal position, remove the liner from the ring.
5. Gently place your phone back on the power bank in that same position and press down so the ring adheres to your phone or phone case.
6. Now your device will align magnetically each time you charge wirelessly.

Q: Do I need to remove my phone case?

A: If your case is not MagSafe®-compatible or is thick/metal, remove it before applying the ring for best performance.

Charging and Recharging

Q: How do I recharge the power bank itself?

A:

There are **two ways** to recharge:

1. **Using the included USB cable:**
 - Plug the included Type-C to USB cable into the Type-C port on the power bank.
 - Connect the other end to a USB power source (wall charger, computer, etc.).
2. **Using the built-in Type-C cable:**
 - Plug the built-in Type-C cable directly into a Type-C power source (not included).

Q: How long does it take to fully recharge?

A:

- Using a built-in Type-C cable with a 20W PD charger: about 4 hours.
- Using the included USB-A to Type-C cable, the charging time is approximately 5-6 hours.

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

A: Yes, with passthrough charging, you can charge the power bank and your phone simultaneously.

Display Indicators

Q: What do the blinking numbers on the digital display mean?

A:

- The display shows the current battery percentage of the power bank.
- While the power bank is recharging, the second digit will blink to indicate active charging.
- When it reaches 100%, the display stops blinking and remains steady.
- If the display does not light up or blinks irregularly, see the Troubleshooting section below.

Technical Information

Q: What are the power specifications?

A:

- **Battery Capacity:** 10,000mAh (3.85V) | 38.5Wh
- **USB Output Port:** 5V 3A | 9V 2A | 12V 1.5A | QC 22.5W
- **Type-C Input/Output:** 5V 3A | 9V 2.2A | 12V 1.67A | PD 20W
- **Built-In Type-C Cable:** 5V 3A | 9V 2.2A | 12V 1.67A | PD 20W
- **Built-In Lightning® Cable:** 5V 2.4A | 12W
- **Wireless Output:** 15W / 7.5W / 5W
- **Type-C to Micro Cable Strap:** 2A

Q: What is the temperature range for operation?

A: 32°F–113°F (0°C–45°C).

Q: What are the dimensions and weight?

A: 4.34" x 2.95" x 0.77"; weight is 7.05 oz (0.44 lbs).

Troubleshooting

Q: My device isn't charging wirelessly. What should I do?

A:

- Make sure your phone supports wireless charging.
- Ensure the phone or case is MagSafe®-compatible, or apply the included Magnetic Ring.
- Remove thick or metal cases.
- Reposition the phone until the charging symbol appears.

Q: The power bank feels warm during charging — is that normal?

A: Yes. Slight warmth is normal during charging or recharging. If it becomes excessively hot, disconnect immediately and let it cool.

Q: The built-in cables don't work with other chargers. Why?

A: The built-in cables are designed exclusively for use with this power bank and should not be used with other chargers or adapters.

Q: The display isn't turning on or showing any numbers. What can I do?

A:

1. Connect the power bank to a wall charger for at least 15–30 minutes.
2. Press and hold the Power Button for 3 seconds.
3. If it still doesn't respond, try a different cable or wall adapter.
4. Contact Limitless Innovations support if the issue persists.

Q: The device isn't charging my phone. How can I fix it?

A:

- Confirm that the power bank's battery isn't empty.
- Ensure the cable is securely plugged into both devices.
- Try another charging method (USB, built-in cable, or wireless).
- Fully recharge the power bank before trying again.

Q: Can I charge multiple devices at once?

A: Yes. You can use any combination of wired and wireless charging simultaneously, but total output is shared across all ports.

Care and Maintenance

Q: How should I store my power bank?

A:

- Avoid moisture, direct sunlight, and high temperatures.

- If not used for a long period, recharge and discharge once every 3 months to maintain battery health.

Warranty and Support

Q: Is my power bank covered under warranty?

A: Yes. Limitless Innovations provides a limited warranty covering defects in materials and workmanship. The duration and terms may vary by region or retailer, so check your product packaging or LimitlessInnovations.com for full warranty details.

Q: How do I contact Limitless Innovations for support or warranty service?

A: You can reach the Limitless Innovations Support Team through:

- **Email:** Support@LimitlessInnovations.com
- **Phone:** (855) 843-4828
- **Website:** limitlessinnovations.com/support

Our team can assist with troubleshooting, warranty claims, replacement inquiries, and general product information.