

# REFLEX ACTIVE

## Power Bank- getting started



We know you want to get straight to the power but please take a minute to read through these instructions, they will help ensure you get the best from your Reflex Active product. You can also visit our website for lots of helpful information and video guides. And of course, if you have any questions, please get in touch, we're here to help!

### PRODUCT INSTRUCTIONS

- 1.To charge the powerbank, you must connect directly to a mains power source.
- 2.To charge any compatible item, switch on the powerbank and connect a device with a relevant charge cable.

Note: The LED power indicator will keep flashing when a device is not charging correctly.

- Please make sure your phone is positioned correctly on the pad.
- Please make sure you are using a 9V-2A or QC 3.0 or above adapter.

- 3.To charge a compatible Magsafe/wireless item, align with logo on charging plate and your device will automatically charge.
- Please make sure your phone does support Qi/Wifi charging.

- 4.To turn off the powerbank, double click the power button.

### SAFETY INSTRUCTIONS

- 1.Do not disassemble or throw into fire or water.
- 2.Do not use wireless charger in severely hot/humid environments.
  - Make sure the charging plate does not get too hot. If the plate is hot then remove your device immediately and turn off the powerbank. The powerbank may switch off automatically if it gets too hot.
- 3.Do not place too close to magnetic stripes or chip cards (debit/credits cards etc).
- 4.Please keep the distance at least 20cm from medical devices.
- 5.Not to be used by children

### CARING FOR YOUR PRODUCT

Please follow these simple instructions to keep your powerbank looking great!

- Clean product with a damp cloth & mild soap.
- Not designed to be submerged in water, should this occur product will malfunction.
- Keep away from steam & dust as these may affect quality of performance.
- Avoid excessive twisting / turning of charging cables as this can cause malfunction.
- Contains no serviceable components. Do not attempt to open the powerbank casing as this may cause harm.
- Keep away from strong magnetic fields to avoid interference.
- Do not leave in direct sunlight, if the powerbank gets too hot it will switch off.

### SPECIFICATIONS

<b>Input</b>	5V-2A 9V-1.67A 12V-1.5A QC3.0 / PD3.0	<b>Type C Output</b>	20W (iPhone) Max, 18W (Android) Max	<b>Product Weight</b>	186g
<b>Wireless Charging Output</b>	5W / 7.5W / 10W / 15W max	<b>Material</b>	ABS+PC	<b>Working Frequency</b>	110-205kHz
<b>Battery Capacity</b>	10000mAh	<b>Size</b>	109 x 70 x 17mm	<b>Transmission Distance</b>	3-8mm
<b>Conversion Efficiency</b>	78%	<b>Charge Time (Powerbank)</b>	3 Hours from 0% to 100% (Do not exceed 3 hour charge time)	<b>Standby Time for Powerbank</b>	1500 Hours
<b>Typical Smartphone Charge Time (Wireless)</b>	3.5 Hours			<b>Typical Smartphone Charge Time (Wired)</b>	2 Hours

### GUARANTEE

Your Reflex Active product is guaranteed against any defective construction or parts for 12 months from date of purchase. Please retain your receipt as proof of purchase. Breakages caused by water damage, accident or mishandling are not covered. This guarantee is in addition to your statutory consumer rights.

In the unlikely event you need to return your Reflex Active product or you need any other assistance with your product, please contact us and we'll be happy to help.

### IMPORTANT SAFETY INFORMATION - BEFORE USING THE PRODUCT, PLEASE FAMILIARISE YOURSELF WITH ALL OF THE SAFETY INFORMATION AND INSTRUCTIONS FOR USE!

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### DISPOSAL OF GOODS

The crossed out wheelee bin symbol is to remind you that waste electrical products, batteries & accumulators should not be disposed of in household waste. If you are unable to reuse or recycle your article it should be disposed of at a civic amenity site or a local authority recycling facility • Do not dispose of your product within household waste • Disposal of the packaging & your product should be done in accordance with local regulations • Batteries are not to be disposed of in municipal waste stream and require separate collection.

### HELP AND CONTACT

If you require any further assistance using your REFLEX ACTIVE product we are here to help!

You can also contact the REFLEX ACTIVE customer service team Monday to Friday, 9AM to 4PM on:



There is also lots of information on our website [reflex-active.com](https://reflex-active.com) that you may find helpful.