

## FAQ

Problem	Possible Cause	Treatment
Not charging even after changing other cables	Very low battery	Charge it for 30 mins and then check
	Broken charger	Use another charger
	The connector is broken	Contact our support team
Want to use it in skiing gloves		Yes, you can
Makes sounds when shaking	Has loose parts or dangling wires	Can be ignored if working well
Unstable temperature	Temperature deviation when the ambient temperature changes	Use it normally or contact our support team if you think it needs attention
It is dented	Dents made by extrusion or drop	Normally won't affect the usage
	Piercing dents	Do not use it, contact our support team
Want to replace the batteries in it		Not possible, don't disassemble it by yourself
Want to warm foot or other body parts		Yes, you can

## Warnings

### Read all instructions and warnings before using this product.

- Do not store the warmer in a high-temperature environment, including intense sunlight.
- Do not place the warmer in fire or other excessively hot environments.
- Be cautious of excessive drops, bumps, abrasions, or other impacts to this warmer. If there is any damage to the warmer such as dents, punctures, tears, deformities, or corrosion, due to any cause, discontinue use and contact the manufacturer or dispose of it appropriately at your local battery recycling center.

- Do not disassemble the warmer or attempt to repair or modify it in any way.
- Do not expose the warmer to moisture or submerge it in liquid. Keep the battery dry at all times.
- Do not attempt to charge this warmer using any method, apparatus, or connection other than the device's USB connector. For questions or instructions on the various ways to charge this warmer, refer to this manual.
- Do not attempt to replace any part of this warmer.
- Maintain close supervision when the device is used by minors. If the Purchaser intends this warmer to be used by a minor, the purchasing adult agrees to provide detailed instructions and warnings to any minor before use. Failure to do so is the sole responsibility of the Purchaser, who agrees to indemnify the Manufacturer for any unintended use/misuse by a minor.
- All batteries have gone through a thorough quality assurance inspection. If you find that your battery is excessively hot, is emitting odor, is deformed, abraded, cut or is experiencing or demonstrating an abnormal phenomenon, immediately stop all battery use and contact the Manufacturer.
- For extended storage, first charge your warmer for at least one hour.

## Cleaning

Wipe the product with a soft and clean cloth. Do not use a wet or damp cloth as it may cause malfunction. Do not use alcohol, thinner, gasoline or cleanser.

## Maintenance

## How to prolong battery life

- To prolong the life of lithium-ion batteries, keep the warmer charged whenever possible.
- Avoid fully depleting the battery or leaving the battery in a fully discharged state.
- If you only use the OCOOPA in the winter season, be sure to put a reminder on your calendar to charge the OCOOPA every month or at least three to maintain the battery's health and ensure it is ready to go when cold temperatures return.

## How to prolong heating time

- Factors that affect heating time include the surrounding temperature, humidity, insulation, your hands' temperature, etc. Heat will escape from the unit faster when in direct contact with the cold, thus forcing it to work harder. Hence, it is best to keep the unit insulated in your pocket, gloves, or scarf.
- If the unit is losing heat due to your cold hands, keep holding the unit and it will start to feel warm once the amount of heat produced is more than the amount absorbed by your hands.

## Take on A Plane

The hand warmers can be carried on a plane following the specified capacity. For specific requirements, please consult the airline of the plane you are flying with.

## One-Year Limited Warranty

We promise an unconditional refund or replacement if the product is found to be faulty as a result of faulty materials or workmanship within one year of the date of purchase.

**This guarantee is subject to the following Terms:**

- Ocoopa brand must be notified of the fault.
- Proof of purchase must be presented to Ocoopa's customer support team.

### What is NOT COVERED:

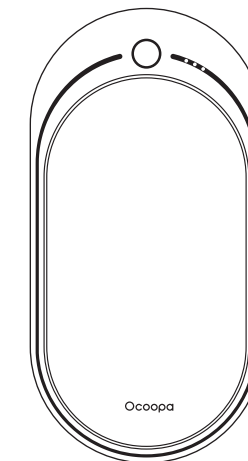
- Incidental or consequential damage caused by possible defects with this product.
- Damage to products caused by improper power supply voltage, accident, fire, floods or acts of nature.
- Failure of product resulting from unauthorized modifications to the product.
- Improper installation or failure to perform the necessary maintenance.

\* Customer Services Email: [support@occoopa.com](mailto:support@occoopa.com)

\* For FAQs and more information, please visit: [www.occoopa.com/pages/contact-occoopa](http://www.occoopa.com/pages/contact-occoopa)

## Safe Battery Disposal

- All rechargeable batteries will degrade over time, eventually limiting the ability to retain a charge. This product contains a lithium-ion rechargeable battery pack, which must be disposed of properly when it will no longer retain a charge.
- Never dispose of batteries in the garbage. Disposal of batteries in the garbage is unlawful in some countries. Please collect them separately and properly recycle them under the local regulations.
- For information on recycling this battery:
  - Call2Recycle: Call 1-800-822-8837 or visit [www.call2recycle.org](http://www.call2recycle.org). (For the US and CA)
  - Contact local, country or state recycling centers for information on proper disposal.



## Halo Series - 118s

### User manual

Rechargeable Hand Warmers Loved By 1 Million+ Users

As the industry-leading brand of rechargeable hand warmers, over the years, Ocoopa has provided the best solution for the warmth needs of millions of users. Ocoopa's product offerings include the classic, durable, and diverse Halo series, as well as the industry's first detachable and interchangeable Union series, which allows you to enjoy comfort without fear of cold, whether for home use, daily use, or outdoor sports.

Founded in 2017, we stand apart from the rest of crowd in our dedication to quality, sustainability and purposeful innovation. Every progress and development of Ocoopa is inseparable from the recognition and support of millions of Ocoopa loyal customers over the years. Every innovation and revolution we make is deeply rooted in the real needs and voices of our users.

We will strive to advance product development, improve customer service, adhere to the path of sustainable development, and devote ourselves to providing millions of families with a high-quality, comfortable, and exclusive warm experience in the future.



### Profession makes us superior.

- \* Be cautious of low-temperature burns.
- \* Do not allow children to use this product without proper adult supervision.
- \* This product contains Li-Batteries. Before initial use or after a long period of non-usage, please fully charge the warmer.

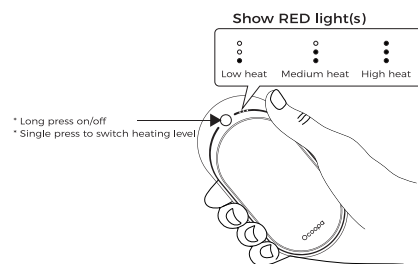
### Packing List

- 1 X Ocoopa hand warmer 118S
- 1 X USB-A to USB-C cable
- 1 X USB-C to USB-A convertor
- 1 X Portable pouch
- 1 X User manual

### Specifications

Model	ZLS-118S
Battery Capacity	5200mAh
Recommend Charger	5 volt
Working Time	4-8H
Charging Time	2-3H
Input	5V2A
Output	5V2A
Dimensions(cm)	10.4x5.3x2.9
Weight	132g

### Using The Hand Warmer Function

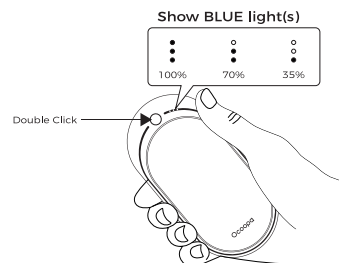


### Temperature and Operating Time:

Setting	LED Indicators	Max warming temp	Operating time
Low	1 Red LED	95-107°F	Approx. 8 hours
Medium	2 Red LEDs	104-118°F	Approx. 6 hours
High	3 Red LEDs	118-131°F	Approx. 4 hours

\* All data based on tests conducted at 77°F / 25°C.  
Operating time will change depending on the surrounding temperature.

### Battery Checking

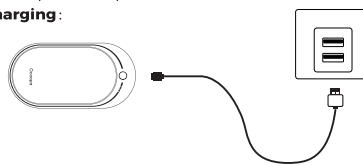


\* The blue indicator(s) will blink to show the battery level while charging. The warmer is fully charged when the 3 blue indicators stay on.

### Recharging and Charging Methods

USB-C (Input & Output)

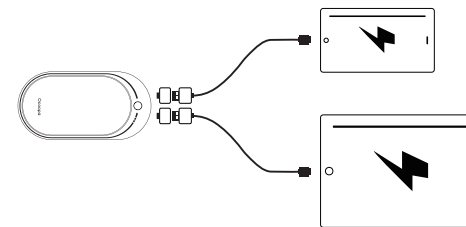
Recharging:



### Notes for Recharging:

1. The hand warmer MUST be fully charged before using it for the first time.
2. It is recommended to use the charging cable in the box and a 5V2A USB charger. Ocoopa USB charger is your best choice.
3. Avoid using a USB charger higher than 5 volts for model 118S, A8.
4. Avoid using the heat function while charging.

### Charging:



\* Connect the USB-C converter in the box before using it to charge an external device.

### Notes for Charging:

1. Turn off the hand-warming function before using it to charge other devices.
2. Once you properly connect the cable between our hand warmer and your device, the device will begin to charge automatically. No further action is required.
3. While charging a mobile device, the heat functions are disabled to prevent overheating. Unplug the device to allow the heat function to resume.

### Contact us

Sweet Ocoopa Customers

Model: ZLS-118S

The Ocoopa team offers 24/7service!

Customer Services Email: support@ocoopa.com

For more information, please

visit: [www.ocoopa.com/pages/contact-ocoopa](http://www.ocoopa.com/pages/contact-ocoopa)



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