

## FAQ

| Problem  | Possible Cause   | Treatment  |
|--|--|--|
| Button stuck   | The influence of the waterproof structure                            | Use your fingernail or a suitable hard object to lift it   |
| Green light is always on while blue light is not bright. | Shows the warmer is in fast charging, but there is no charging power | Contact our support team if it doesn't work properly   |
| Unstable temperature                                     | Temperature deviation when ambient temperature changes               | Use it normally. Or contact our support team if you think it needs attention.                              |
| Charging well but not heating                            | May be broken  | Double click to check battery level. Contact our support team if the warmer is not showing the right level |
| Not charging even after changing other cables            | Very low battery   | Charge it for 30 mins and then check   |
|  | Broken charger   | Charge with other chargers   |
|  | The connector is broken  | Contact our support team   |

## 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.
- Does not guarantee the dustproof, waterproof, shockproof performance of the hand warmer or that the hand warmer will be free from damage or trouble under all conditions.

## 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

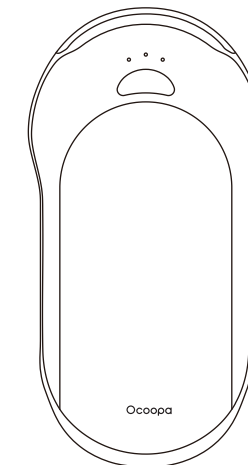
\* For FAQs and more information, please visit: [www.occoopa.com/pages/contact-occoopa](http://www.occoopa.com/pages/contact-occoopa)

## 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.



Ocoopa



## Halo Series - OC-H01 (PD) PRO

### User manual

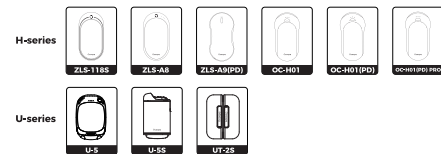
Rechargeable Hand Warmers Loved By 1 Million+ Users

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**

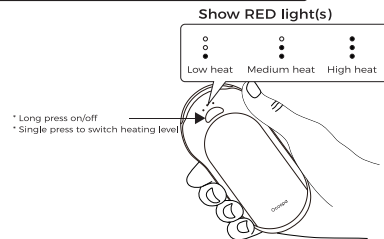
- 1 X Ocoopa OC-H01(PD) PRO 10000mAh hand warmer
- 1 X USB-A to USB-C cable
- 1 X Portable pouch
- 1 X User manual
- 1 X Silicone lanyard

**Specifications**

|                   |                |
|-------------------|----------------|
| Model             | OC-H01(PD) PRO |
| Battery Capacity  | 10000mAh       |
| Recommend Charger | 18W            |
| Working Time      | 8-15H          |
| Charging Time     | 3-4H/7-8H      |
| Input             | 5V2A/9V2A      |
| Output            | 5V2A/9V2A      |
| Dimensions(cm)    | 11.7x6.1x3.1   |
| Weight            | 210g           |

Upgrade Tri-proof: IP45\* waterproof and dustproof, and shockproof that's go through drop-and-crush tests for durability.  
 \* IP45: Protected against solid objects that are bigger than 1mm and water splashing from all directions

**Using The Hand Warmer Function**

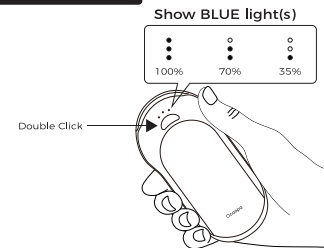


**Temperature and Operating Time:**

| Setting | LED Indicators | Max warming temp | Operating time   |
|---------|----------------|------------------|------------------|
| Low     | 1 Red LED      | 95-107°F         | Approx. 15 hours |
| Medium  | 2 Red LEDs     | 104-118°F        | Approx. 12 hours |
| High    | 3 Red LEDs     | 118-131°F        | Approx. 8 hours  |

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

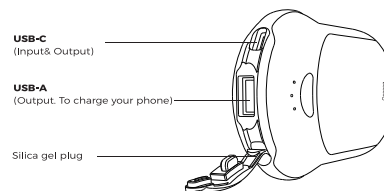
**Battery Checking**



The blue indicator(s) will blink to show the battery level while charging. Fully charged when 3 indicators stay on.

\* Green lights indicate the hand warmer is in Power Delivery input or Quick charge output.

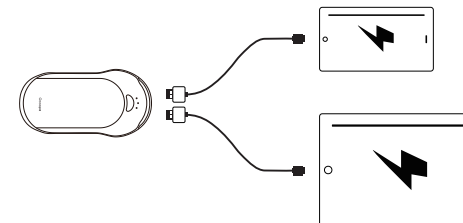
**Recharging and Charging Methods**



**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.
3. Avoid using the heat function while charging.
4. Recommended to use a charger and charging cable that supports fast charging for model OC-H01(PD) PRO.

**Charging:**



**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. If the mobile device supports fast charging, the green light will be on until full charge.
4. 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: OC-H01(PD) PRO  
 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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