

Contact us
Sweet Ocoopa Customers

Model: U5s
The Ocoopa team offers 24/7 service!
Customer Services Email: support@ocoopa.com
For more information, please visit: www.ocoopa.com/pages/contact-ocoopa

EU	REP	eVatmaster Consulting GmbH Bettinastr.30 60325 Frankfurt am Main, Germany contact@evatmaster.com
----	-----	--

UK	REP	EVATOST CONSULTING LTD Suite 11, First Floor, Moy Road Business Centre, Taffs Well, Cardiff, Wales, CF15 7QR contact@evatmaster.com
----	-----	---



FAQ

Problem	Possible Cause	Treatment
Not charging	Broken charging cable	Use another charging cable
	Broken charger	Use another charger
	The connector is broken	Contact our support team
	The Union Case isn't properly installed on the Union Core	Press the bottom of Union Core and make it properly connect to Union Case
Cannot charge other devices	Battery level is too low!	Charge up the Union Core to 100%
	Broken charging cable	Use another charging cable
	The connector is broken	Contact our support team
Not hot enough	Battery level is too low!	Charge up the Union Core to 100%
	Extreme cold temperature	It will recover when the ambient temperature increases.
Short working time (heating)	Battery level is too low!	Charge up the Union Core to 100%
	Extreme cold temperature	It will recover when the ambient temperature increases.
	Battery life cycle is low	Contact our support team
Submerged in water	Not waterproof	Cease use
Warmer has dents	Dents made by extrusion or drop	Normally won't affect the usage of the handwarmer.
	Piercing dents	Do not use it, contact our support team
No fast charging		The product does not support fast charging. Use the charging cable in the box and a 5V2A USB charger.

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 your 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 every three months 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 it is 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:

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

What is NOT COVERED:

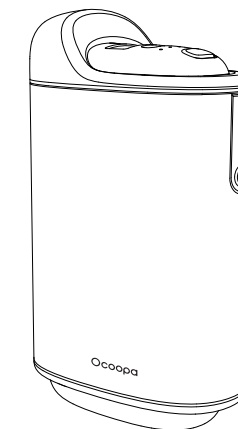
- Incidental or consequential damage caused by possible defects with this product.
- Damage to products caused by improper power supply voltage, accident, fire, floods or acts of nature.
- Failure of the product resulting from unauthorized modifications to the product.
- Improper installation or failure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

* Customer Services Email: support@ocoopa.com

* For FAQs and more information, please visit: www.ocoopa.com/pages/contact-ocoopa

Safe Battery Disposal

- All rechargeable batteries will degrade over time, eventually limiting their 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. (For the US and CA)
 - Contact local, country or state recycling centers for information on proper disposal.



Union Series - Union 5s

User manual

Rechargeable Hand Warmers Loved By 1 Million+ Users

* Ocoopa Union 5s is a patented rechargeable hand warmer.

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 the 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 Union Case



1 X USB-A to USB-C cable



1X Lanyard



1 X Union Core



1 X Portable pouch



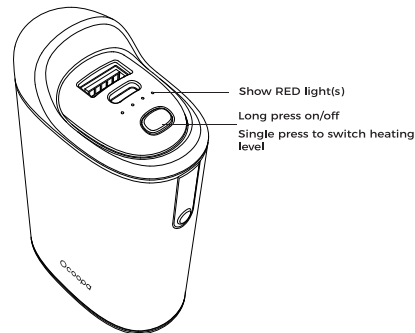
1 X User manual

Specifications

Model	U5s
Battery Capacity	10000mAh
Recommend Charger	5V2A
Working Time	6-15H
Charging Time	5-6H
Input	5V2A
Output	5V2A
Dimensions(cm)	10.2x6x3.4
Weight	240g

Using The Hand Warmer Function

* The hand warmer only works when the Union Core (the hand warmer battery) is properly installed in the Union Case (the heating housing case).



Temperature and Operating Time

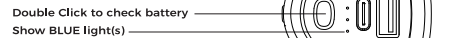
LED Indicators	1 Red LED	2 Red LEDs	3 Red LEDs	4 Red LEDs
	●●●●	●●●●	●●●●	●●●●
Setting	Low	Medium	High	MAX
Max Warming temp	104-115°F	115-126°F	126-136°F	133-145°F
Working Time	Approx 15 hours	Approx 11 hours	Approx 8 hours	Approx 6 hours

- * Operating time will change depending on the surrounding temperature.
Notes:
1. You can extend the working time by replacing the Union Core.
2. The product has the temperature memory function, making it turn on at the same temperature setting as before the last shutdown.
3. If you disconnect the Union Core and the Union Case when the product is still heating, the heat function will be disabled while the red light(s) flash 6 times.

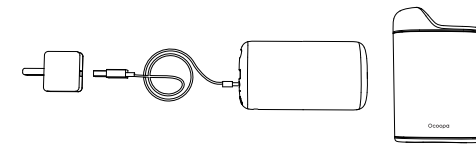
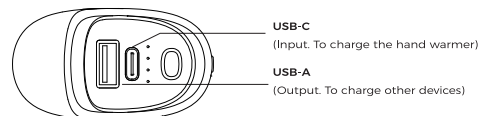
Battery Checking

LED Indicators	1 Blue LED	2 Blue LEDs	3 Blue LEDs	4 Blue LEDs
	●●●●	●●●●	●●●●	●●●●
Battery Level	5%-35%	36%-70%	71%-99%	100%

* A flashing blue light indicates the battery level is less than 5%.

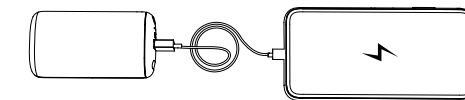


Recharging and Charging Methods



Notes for recharging:

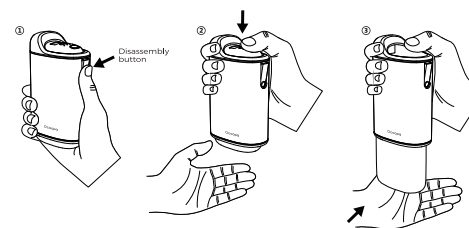
1. The hand warmer MUST be fully charged before using it for the first time.
2. It is recommended to use the charging cable in the box and a 5V2A USB charger. Ocoopa USB charger is your best choice.
3. Avoid using a USB charger higher than 5 volts for model U5s.
4. Avoid using the heat function while recharging.
5. The blue indicator(s) will blink to show the battery level while charging. The warmer is fully charged when the 4 blue indicators stay on.



Notes for charging:

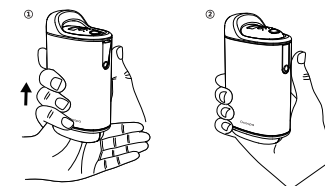
1. The Union Core can work as a 10,000mAh power bank with or without the connected Union Case.
2. While charging a mobile device, the heat functions are disabled to prevent overheating. Unplug the device to allow the heat function to resume.
3. While charging a mobile device, double-click the button to turn off the charging function.

Detaching & Install Union Core



Detaching Method:

1. Press the disassembly button until it is tilted to unlock.
2. Press the top of the Union Core while holding its bottom with the other hand to prevent accidental drop.
3. Catch the Union Core. It may slip out of the Union Case. Be careful.



Install Method:

1. Aim the yellow part on the Union Core at the yellow part on the Union Case.
2. Press the bottom of the Union Core. They are connected when there is a "Click" sound and the disassembly button resets.