

User Guide

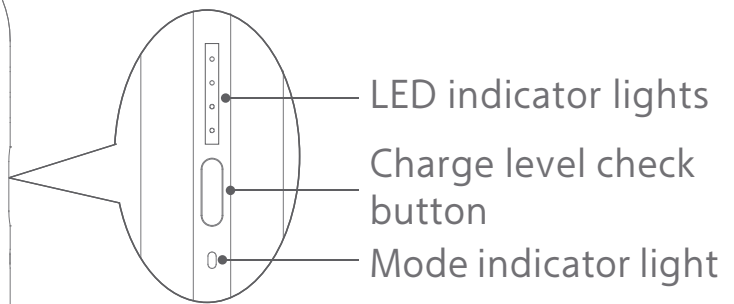
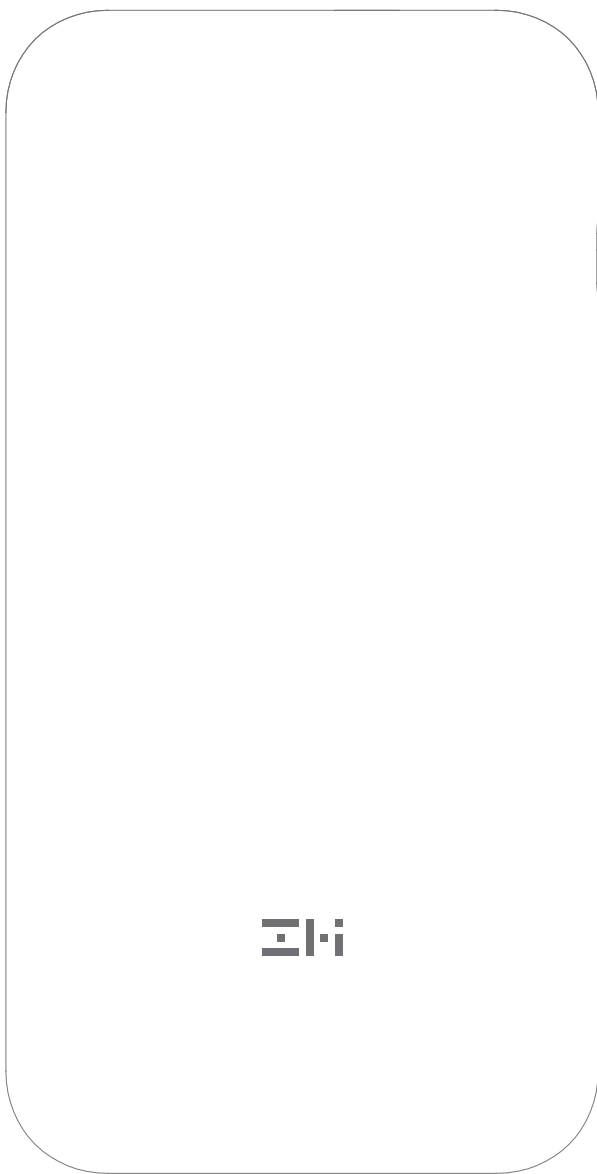
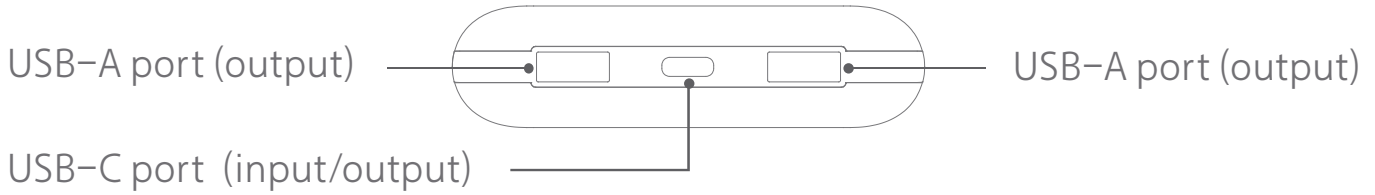
PowerPack 20K Pro

Model: QB823
ZMI PowerPack 20K Pro
USB-C Power Bank



Quick Start Guide

- Get to know your PowerPack



USB hub mode:

Double-press the charge level check button to enter the USB hub mode, and the mode indicator light will turn solid blue. Besides data transfer, the USB hub mode is suitable for charging low-power devices, such as smartwatches, Bluetooth headphones, and fitness trackers.

To exit the USB hub mode, press the charge level check button, and the mode indicator light will turn off.

● Check the charge level of your PowerPack

Press the charge level check button, and the set of lights corresponding to the current charge level will begin to flash. When the PowerPack is completely drained and needs to be recharged, the lights will stay off.

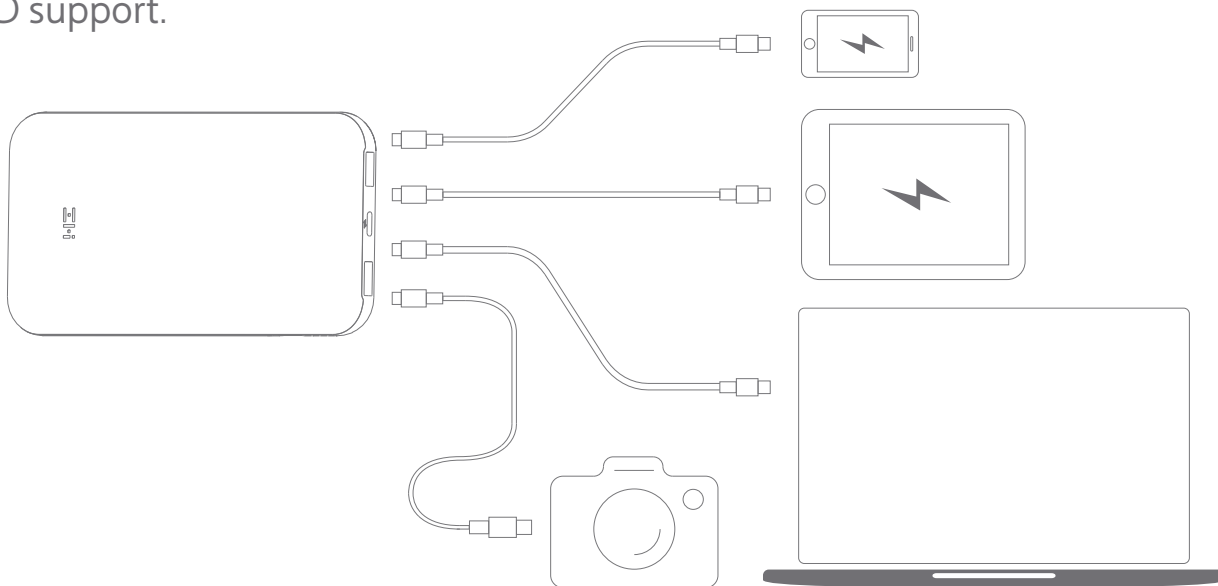



NOTE: The charge level check button is not a typical ON/OFF switch. A single press will wake up the device from sleep, but will not turn it off if already on. By design, the device (including the lights) will turn off automatically within 30 seconds after it has gone idle.

● Charge your smartphones, tablets, laptops, or other USB devices

Connect your digital device to a USB-A or USB-C port of the PowerPack with a quality charge cable. As the device is being charged, the PowerPack's LED indicator lights will flash.

NOTE: Please verify that your laptop is of a newer model with a USB-C port AND PD support.



 Tip: Using a quality charge/sync cable not only improves energy efficiency and shortens the charge time, but also reduces the risk of potential damage to your device and PowerPack.

● Recharge your PowerPack

A quality charge cable with a USB-C connector on one end and a USB-A or USB-C on the other end can be used. Plug the USB-C connector of the cable into the PowerPack's input (middle) port and the other connector into the matching port of a USB power adapter. The LED indicator lights will flash and then stay on solid one by one as the charging progresses.





















For a 20,000 mAh battery pack like the PowerPack 20K Pro, it is crucial that the battery gets electricity as fast as possible during recharge, so that it can be ready for the next use in no time. A more powerful charger with a higher rated wattage (18W+) is strongly recommended. The PowerPack 20K Pro is designed to recharge via USB PD or Quick Charge fast-charging power adapters as well as via conventional power plug. Here are some suggested power adapters for recharging the PowerPack:

MacBook (2015 or later), MacBook Pro (2016 or later) stock Apple USB-C power adapter (29W, 30W, 61W, or 87W)

Google Pixelbook USB-C power adapter (45W)

ZMI PowerPlug Turbo USB-C charger (45W)

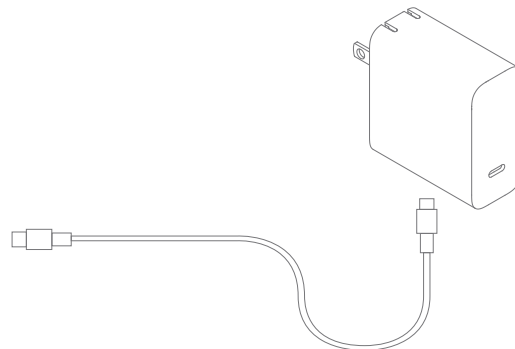
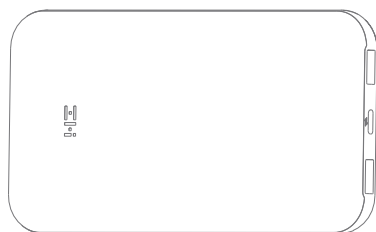
Google Pixel USB-C charging plug (18W)

≤25%				
≤50%				
≤75%				
<100%				
100%				

 FLASH

 ON

 OFF



● Factory reset

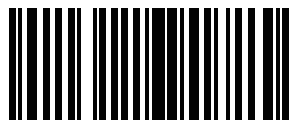
The PowerPack is designed to safeguard against short-circuiting by entering a temporary, protective mode, waiting to be reset. To reset, connect the PowerPack to an AC/wall adapter via a quality charging cable and plug the AC adapter into a wall outlet; unplug and replug the PowerPack's side of the cable while leaving the AC adapter plugged in the outlet. Short-circuiting on a port can sometimes result from using a frayed/damaged charging cord. To avoid the protective mode being triggered again, it is strongly suggested that you replace your frayed/damaged cord ASAP.

Specifications

Model	QB823	Cell Type	Lithium ion
Cell Capacity	20,000 mAh 3.6V 72Wh	Maximum Charging Voltage	12.6V DC
Nominal Capacity	12,000mAh 60Wh (USB-C: 5V \equiv 3A & 2× USB-A: 5V \equiv 3A total) 2,800mAh 56Wh (20V \equiv 3.25A)		
Operating Temperature	41° to 95° F (5° to 35° C)		
Input (USB-C)	5V \equiv 3A 9V \equiv 3A 12V \equiv 3A 15V \equiv 3A 20V \equiv 2.25A		
Output (1× USB-A only)	5V \equiv 2.4A 9V \equiv 2A 12V \equiv 1.5A (18W max)		
Output (1× USB-C only)	5V \equiv 3A 9V \equiv 3A 12V \equiv 3A 15V \equiv 3A 20V \equiv 3.25A (65W max)		
Output (Multi-port)	5V \equiv 3A (15W total over 2 USB-A ports), 5–15V \equiv 3A 20V \equiv 2.25A (45W max via USB-C), 60W max over all ports		
Recharge Time	Approximately 3 hours with a 5–20V DC 45W USB PD power adapter. Approximately 5.5 hours with a 9V/2A 12V/1.5A power adapter and quality charge cable. Approximately 9.3 hours with a 5V/2A power adapter and quality charge cable.		
Dimensions	6.31 × 3.22 × 0.83 in (160.4 × 81.8 × 21 mm)		
Weight	15.52 oz (440 g)		



Be in charge. Anytime. Anywhere.



0267001

Welcome

Thank you for choosing our product. Your support is most appreciated.

In this section of the user guide you will learn about the main features of the PowerPack 20K Pro and the terms of its warranty. You will also find our customer support contact information. Please contact us if you have any questions or concerns.

This product was made with the aims of achieving heavy-duty capacity, portability, functionality, and premium design.

Its 20,000 mAh or 72 watt-hour cell provides enough power for on-the-go entertainment and productivity for an extended period of time. It fits easily in your backpack or bag and is accepted aboard flights as a carry-on item. The PowerPack 20K Pro provides the user with extra USB ports for charging multiple devices at once. Its sleek and durable blue-patinaed enclosure emphasizes sophistication and professionalism. Multi-purpose productivity features make the PowerPack 20K Pro an essential piece in the toolkit of business professionals, students, and photographers.

If you are a frequent traveler, outdoors adventurer, or mobile gamer, this backup battery is for you. It will power a wide variety of electronic devices — from action cameras to solar panel backpacks. Our customers include avid backpackers, professional photographers, and busy students who often surprise us with their creative ways of using this backup battery.

On the next page, you will find a list of the PowerPack 20K Pro's main features and capabilities.

Features

Safety:

Multiple protections for your digital devices and PowerPack against overheating, short-circuiting, input overvoltage/reverse polarity, output overvoltage/overcurrent, and battery overcharge/overdischarge, and other abnormalities.

Efficiency:

Uses best-in-class lithium ion cells and other premium components combined with refined circuitry design to attain the highest energy efficiency. The PowerPack, via its USB-C port, leverages bidirectional Power Delivery (PD) over a wide range of voltages (5 to 20 volts) for super fast charging (65W max) and recharging (45W max).

Compatibility:

The product employs a built-in smart detection IC chip, which ensures its universal compatibility with all major smartphones, tablets, MacBook models, and other USB devices. The PowerPack supports USB PD 2.0/3.0 as well as fast charging for Quick Charge 2.0/3.0 capable devices.

WARNING

Please read all instructions and warnings before first use, including charging/recharging instructions and information on the operating temperature range. Improper use of this product may result in product damage, excess heat, fire, and other hazards.

- Do not short-circuit, bend, crush, puncture, heat, incinerate, or disassemble the product. Avoid mechanical shock and drop impact.
- Do not expose the product to temperatures above 140° F (60° C). Keep the product away from heat sources, direct sunlight, combustible material, moisture, and liquids.
- The product will generate heat when charging. Always charge in a cool, well-ventilated area.
- Do not use the product if it is bloated, deformed, wet, or otherwise damaged.
- Product usage by children should be under adult supervision. This product is not a toy for children; please store it in a secure place where children cannot reach.

FCC

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

18-Month Limited Warranty

The product has an 18-month limited warranty, unless the warranty is voided by one or more of the following:

- Unauthorized repair, incorrect use, drop, negligence, abuse, liquid damage, accident, alteration, improper use with non-ZMI-branded accessories, or removing or altering product labeling
- Warranty expiration

Customer Service

 Web: zmiusa.com/support

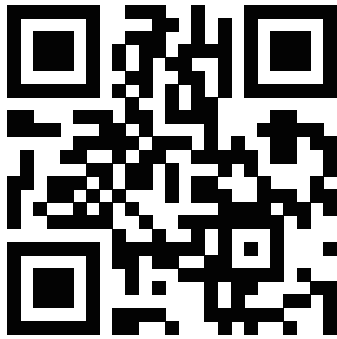
 Email: support@zmiusa.com

 Phone: +1 (844) 828-2302

ZMI USA Corporation, 120 San Lucar Ct, Sunnyvale, CA 94086-5213, USA

For FAQs and more information, please visit:

zmiusa.com/support 



@zmiusa



@zmiusa



@zmiusacorp