

Appliance Chargegenie 25 Compact

Frequently Asked Questions

Q: Is Chargegenie 25 compatible with my device?

A: Chargegenie 25 is a rechargeable external battery for your mobile phone, music player, games player & other mobile devices.

Q: Do I need to use my own USB connector to charge my device?

A: We supplied a selection of connectors with Chargegenie 25 including minUSB, microUSB, Nokia2.0, Samsung G600, NDS Lite and PSP. But you will need to use your own iPhone cable if you want to charge up your iPhone.

Q: Can Chargegenie 25 charge up my iPad?

A: No, the output power of Chargegenie 25 is not high enough to charge the iPad internal battery. But our Chargegenie 50, which have 3 different output power settings can charge up iPad.

Q: I connected my device with Chargegenie 25, but it will not start charging?

A: You will need to press the start button locate on the side to initial charging.

Q. Nothing happens after pressing the button to start charging?

A: First, please make sure you are using the proper cable and the correct tip for your device. Make sure the cable is firmly in place and press the start button on the side. Additionally, we recommend checking the power level to ensure Chargegenie 25 is charged up.

Q: Can I charge a device while charging Chargegenie 25?

A: No, unfortunately you can't. You can only do one thing at a time.

Q: Can I use a USB outlet adaptor with the USB charge cord?

A: Yes. Using a USB wall outlet adapter will allow you to charge your Chargegenie 25 via a wall outlet. Just connect your USB charge cord to the adapter and charge in the same manner as charging from a computer or car adaptor.

Q: What are the LED lights on Chargegenie 25 mean?

A: The 4 blue LED lights indicate battery level of the Sleevecharger; each light represents 25% of battery level. The yellow LED light is always on while charging.

Q: Why Chargegenie 25 gets warm while charging?

A: It is normal for a battery to get 'reasonably' warm while charging. But we suggest not using Chargegenie 25 under direct sunlight.

Q: Can I stop Chargegenie 25 charging my device while they still connected?

A: No, you can't. You can only terminate charging by unplug the device/appliance.

Q: Can I check Chargegenie 25's battery level while charging?

A: Yes, you can check battery level by press the start button on the top.

Q: Do you have other charging range?

A: Yes, we have a larger version Chargegenie 50, which double the battery capacity of Chargegenie 25.

