

Appliance iPhone 4 Chargegenie Sleevecharger

Frequently Asked Questions

Q: I inserted my iPhone, but it will not start charging?

A: You will need to press the start button located at the bottom right to initiate charging.

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

A: First, please make sure your iPhone is firmly in place and press the start button. Additionally, we recommend checking the power level to ensure the iPhone Sleevecharger is charged up.

Q: Can I charge a device while charging the Sleevecharger?

A: No, 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 adaptor will allow you to charge your Sleevecharger via a wall outlet. Just connect your USB charge cord to the adaptor and charge in the same manner as charging from a computer or car adaptor.

Q: Why do I experience disconnection while charging my iPhone 4s?

A: Because our iPhone 4 Sleevecharger is only compatible with iPhone 4 at the moment.

Q: What are the LED lights on the Sleevecharger mean?

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

Q: Can I use other cable to charge up the Sleevecharger?

A: We recommend you to use the supplied cable.

Q: Why the Sleevecharger gets warm while charging?

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

Q: Can I stop the Sleevecharger charging my iPhone while they are still connected?

A: Yes you can. Press and hold the start button for 2 seconds, it will terminate charging.

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

A: Yes, you can check battery level by pressing the start button at the bottom.

Q: Do you have other charging ranges?

A: Yes, we have other rechargeable batteries that are compatible with iPhone 3G/3Gs/4/4s and iPad (work with ENER105 only). But you will need to use your own Apple connector (USB) to connect device and iPhone/iPad. They are portable solar chargers with emergency LED torch (ENER101); Chargegenie 50 (ENER104) and Chargegenie 50 (ENER105).