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## UPBRIGHT NEQUARE S12 Series Power Supply

# UpBright 26.5V AC/DC Adapter User Manual

For NEQUARE S12 Series Cordless Stick Vacuum Cleaners

## 1. INTRODUCTION

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This manual provides essential information for the safe and effective use of your UpBright 26.5V AC/DC Adapter. This adapter is specifically designed to charge NEQUARE S12, S12 Pro, and S12Pro series cordless stick vacuum cleaners. Please read these instructions thoroughly before use and retain them for future reference.



Image 1.1: The UpBright 26.5V AC/DC Adapter with its power cord.

## 2. PRODUCT COMPATIBILITY

The UpBright 26.5V AC/DC Adapter is compatible with the following NEQUARE cordless stick vacuum cleaner models:

- NEQUARE S12 Series
- NEQUARE S12 Pro
- NEQUARE S12Pro

### Important Note:

- This adapter is designed for **direct charging** of the vacuum cleaner. It is **NOT compatible** with

charging docks or stations.

- The vacuum cleaner's battery voltage is 22.2V. The charger's output voltage is 26.5V. This is normal and necessary for proper charging.

## UpBright AC Adapter Power Supply Compatible with:



Image 2.1: Various models of NEQUARE S12 series vacuum cleaners compatible with this adapter.

### 3. SETUP AND CONNECTION

1. **Inspect the Adapter:** Before first use, visually inspect the adapter and cable for any signs of damage. Do not use if damaged.
2. **Connect to Vacuum:** Locate the charging port on your NEQUARE S12 series vacuum cleaner. Insert the adapter's DC output plug firmly into the vacuum's charging port.
3. **Connect to Power Outlet:** Plug the AC input prongs of the adapter into a standard 100-240VAC 50/60Hz wall outlet.
4. **Verify Charging:** The vacuum cleaner's indicator light should illuminate, indicating that charging has begun. Refer to your vacuum cleaner's manual for specific charging indicator behavior.

### 4. OPERATING INSTRUCTIONS

Once connected, the adapter will automatically begin charging the vacuum cleaner's battery. The adapter features advanced power management chips for safe and efficient charging.

#### Safety Protections:

The UpBright adapter is equipped with multiple safety features to protect your device and the adapter itself:

- **OVP (Over Voltage Output Protection):** Prevents damage from excessive output voltage.

- **OCP (Over Current Output Protection):** Guards against damage from excessive output current.
- **SCP (Short Circuit Output Protection):** Protects against short circuits.



Image 4.1: The UpBright adapter highlighting its built-in safety protection features.

## 5. MAINTENANCE AND CARE

- **Cleaning:** Disconnect the adapter from both the power outlet and the vacuum cleaner before cleaning. Use a soft, dry cloth to wipe the adapter. Do not use liquid cleaners or solvents.
- **Storage:** When not in use, store the adapter in a cool, dry place, away from direct sunlight and moisture. Avoid tightly winding the cable to prevent damage.
- **Handling:** Do not drop, disassemble, or attempt to repair the adapter. This can void the warranty and create safety hazards.
- **Environmental Conditions:** Avoid exposing the adapter to extreme temperatures, humidity, or corrosive environments.

## 6. TROUBLESHOOTING

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If you encounter issues with your UpBright AC/DC Adapter, please refer to the following common solutions:

Problem	Possible Cause	Solution
Vacuum not charging.	Adapter not properly connected.	Ensure the adapter is fully plugged into both the wall outlet and the vacuum cleaner's charging port.
Vacuum not charging.	Power outlet issue.	Test the power outlet with another device to ensure it is functional.
Vacuum not charging.	Incorrect charging method.	Confirm you are using direct charging and not attempting to charge via a dock, as this adapter is not compatible with docks.
Adapter feels warm during use.	Normal operation.	It is normal for the adapter to feel slightly warm during charging. If it becomes excessively hot or emits smoke/odor, disconnect immediately and cease use.

If the problem persists after trying these solutions, please contact customer support.

## 7. SPECIFICATIONS

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<b>Model Number</b>	NEQUARE S12 Series Power Supply
<b>Input Voltage</b>	100-240VAC, 50/60Hz
<b>Output Voltage</b>	26.5V DC
<b>Output Current</b>	0.5A (500mA)
<b>Output Wattage</b>	13.25W
<b>Protections</b>	OVP (Over Voltage Protection), OCP (Over Current Protection), SCP (Short Circuit Protection)
<b>Dimensions</b>	Approximately 3 x 2 x 1 inches
<b>Weight</b>	Approximately 3 ounces
<b>Connector Type</b>	Proprietary DC Barrel Connector

## 8. WARRANTY AND SUPPORT

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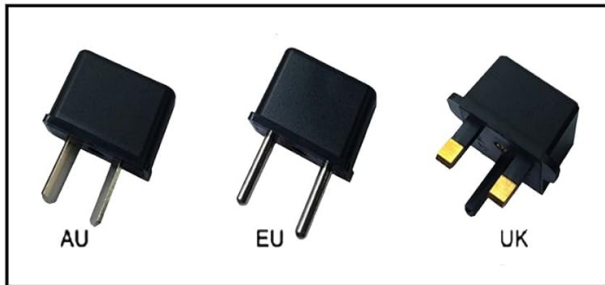
### Warranty Information:

Your UpBright AC/DC Adapter comes with the following warranty:

- **30 Days Refund:** Eligible for a refund within 30 days of purchase.
- **24 Months Exchange:** Eligible for an exchange within 24 months of purchase.

Please retain your proof of purchase for warranty claims.

Come With A Suitable Outlet Adapter (Only One) to Fit  
Your Country/Area For International Order



THIS PRODUCT COMES WITH A UPBRIGHT®

LIMITED WARRANTY CERTIFICATE  
+ UPBRIGHT® LIMITED WARRANTY



Image 8.1: Example of a UpBright warranty certificate and various international plug adapters (not included with all purchases).

### Customer Support:

For technical assistance, warranty claims, or any questions regarding your UpBright AC/DC Adapter, please contact your retailer or the UpBright customer service department through the contact information provided with your purchase or on the official UpBright website.