

## TopMate C12

# TopMate C12 Laptop Cooling Pad

## User Manual

### 1. INTRODUCTION

---

Thank you for choosing the TopMate C12 Laptop Cooling Pad. This device is designed to enhance your laptop's performance and longevity by providing efficient cooling and an ergonomic workspace. It features multiple fans, adjustable RGB lighting, and a customizable height stand to suit your needs. Please read this manual thoroughly before use to ensure proper operation and maintenance.

### 2. SAFETY INFORMATION

---

- Do not expose the cooling pad to water or excessive moisture.
- Avoid placing heavy objects on the cooling pad.
- Keep the device away from heat sources and direct sunlight.
- Do not attempt to disassemble or repair the unit yourself. Contact customer support for assistance.
- Ensure proper ventilation around the cooling pad during operation.

### 3. PACKAGE CONTENTS

---

- TopMate C12 Laptop Cooling Pad
- USB Power Cable
- User Manual

### 4. PRODUCT OVERVIEW

---

The TopMate C12 Laptop Cooling Pad features a robust design with multiple cooling fans, customizable RGB lighting, and an ergonomic stand. Below are the key components:

- **Cooling Fans:** Six high-speed, silent fans (3 large, 3 small) provide powerful airflow.
- **RGB Lighting:** Surround RGB light strips with 8 different lighting modes.
- **Control Panel:** LCD display and buttons for fan speed, fan modes, and RGB light control.
- **Adjustable Stand:** 10 adjustable height settings for ergonomic comfort.

- **Phone Holder:** A hideable, expandable phone holder integrated into the side.
- **USB Ports:** Two reinforced USB 2.0 ports for connectivity.
- **Anti-slip Features:** Non-slip baffles and silicone pads to secure your laptop.



Image: TopMate C12 Laptop Cooling Pad, showcasing its overall design with active cooling fans and RGB lighting.

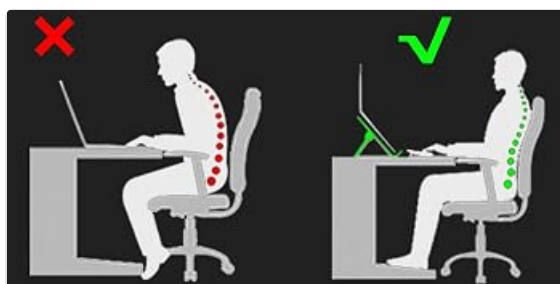


Image: Close-up of the control panel, showing the LCD screen, fan speed buttons, and RGB light control button.

## 5. SETUP

---

1. **Unpack:** Carefully remove the cooling pad and all accessories from the packaging.
2. **Connect Power:** Use the provided USB cable to connect the cooling pad to an available USB port on your laptop or a USB power adapter. The cooling pad will power on automatically.
3. **Place Laptop:** Position your laptop securely on the cooling pad. Ensure the non-slip baffles are engaged to prevent your laptop from sliding.
4. **Adjust Height:** Adjust the stand to one of the 10 available height settings for optimal viewing and typing comfort.
5. **Deploy Phone Holder:** If desired, extend the hideable phone holder located on the left side of the cooling pad to place your mobile phone.

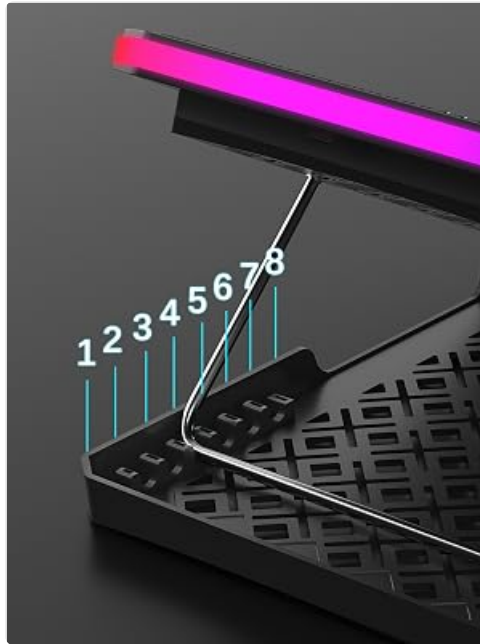


Image: The cooling pad with its adjustable stand and extended phone holder, demonstrating ergonomic setup.

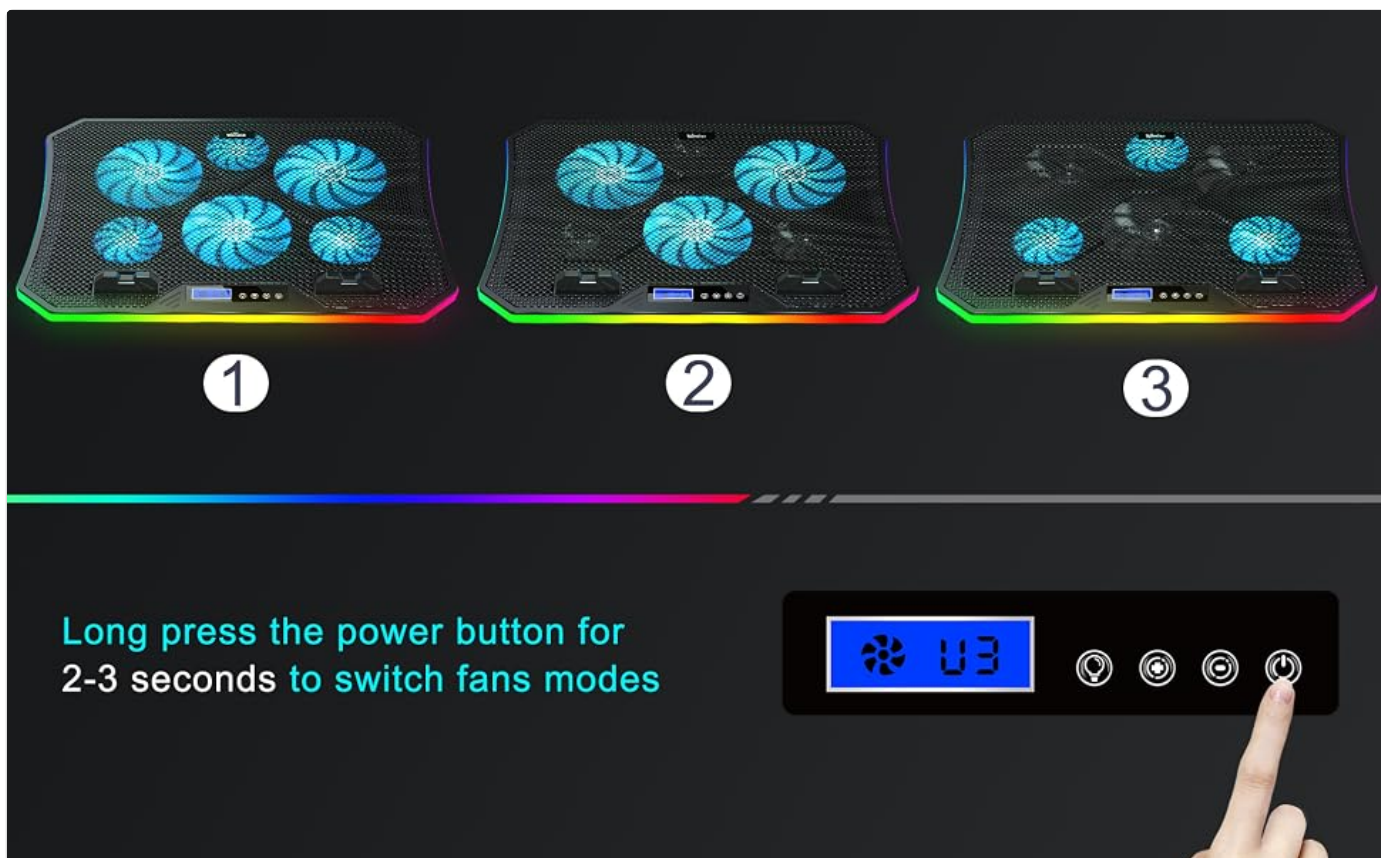


Image: Overview of the cooling pad's dimensions, compatibility with various laptop sizes, and the location of the dual USB ports.

## 6. OPERATING INSTRUCTIONS

### 6.1 Power On/Off

The cooling pad powers on automatically when connected to a USB power source. To turn off the fans and RGB lights, press and hold the power switch button on the control panel for 2-3 seconds. Repeat to turn it back on.

### 6.2 Fan Speed Control

Use the 'Wind speed +' and 'Wind speed -' buttons on the control panel to adjust the fan speed. The LCD display will show the current speed level (U1-U6).

### 6.3 Fan Mode Selection

Long press the fan mode button (usually indicated by a fan icon) for 2-3 seconds to cycle through the three fan modes:

- **Mode 1:** All six fans operate.
- **Mode 2:** Three large fans operate.
- **Mode 3:** Three small fans operate.

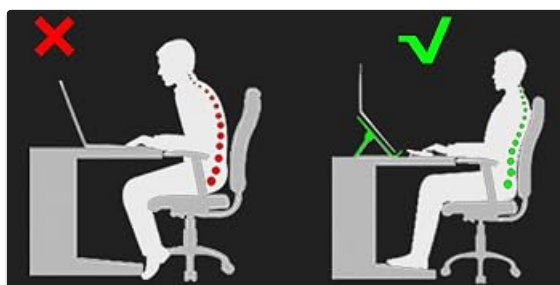


Image: The control panel with buttons for adjusting fan speed and switching fan modes.

### 6.4 RGB Lighting Control

Press the 'Light adjustment button' (usually indicated by a light bulb icon) to cycle through the 8 available RGB lighting modes. Long press the button to turn the RGB lights on or off.

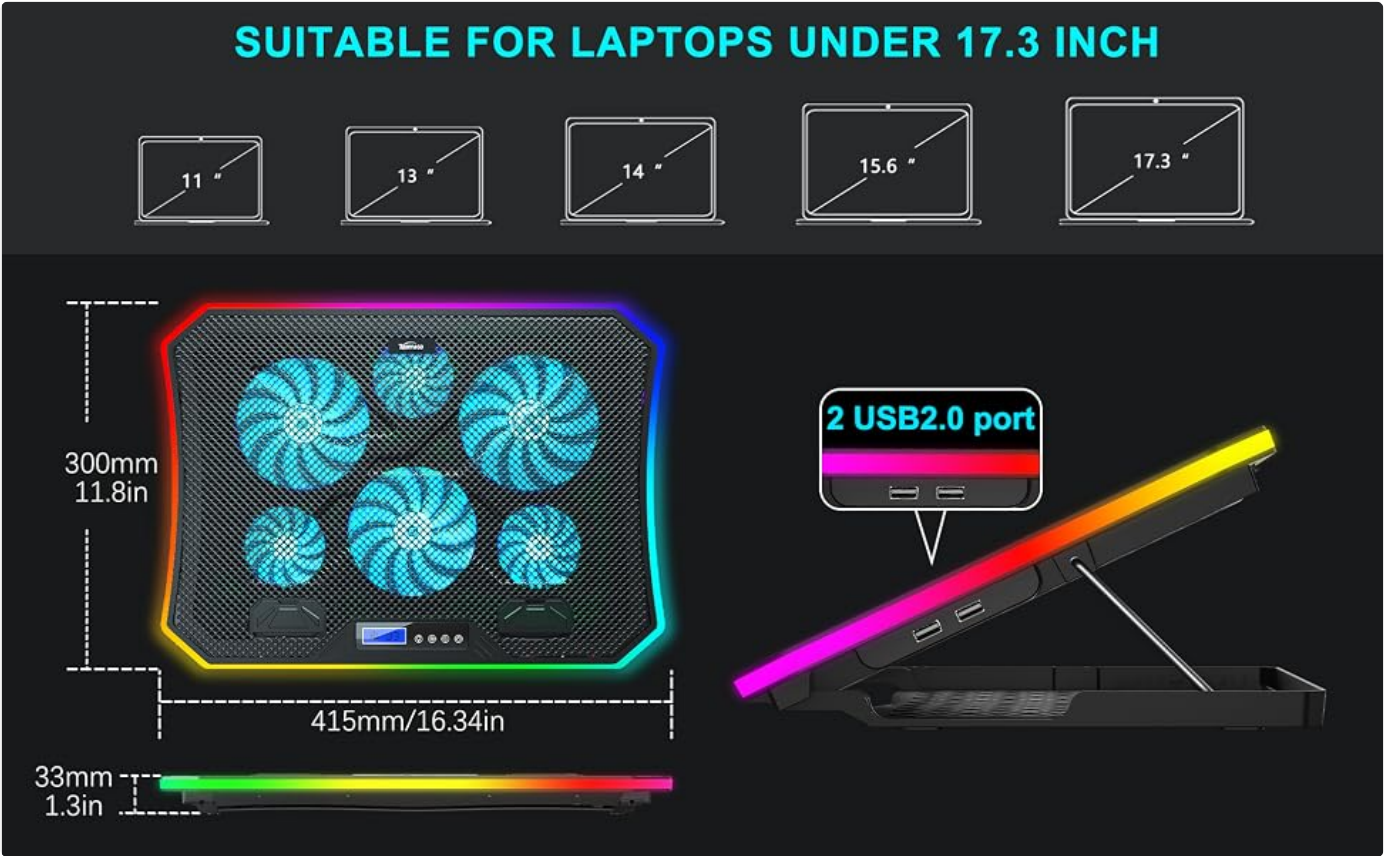


Image: The cooling pad showcasing its 8 distinct RGB lighting effects.

### 6.5 Ergonomic Adjustment

The cooling pad offers 10 adjustable height settings. Lift the laptop and adjust the support bar to your desired angle to relieve neck and back fatigue.

## REMOVABLE PHONE HOLDER

You can place the mobile phone holder on the left or right sides for your convenience.



Image: A side view illustrating the multiple adjustable height settings of the cooling pad.

## 7. MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to wipe the surface of the cooling pad. For stubborn dirt, a slightly damp cloth can be used, ensuring no liquid enters the fan areas or control panel.
- **Dust Removal:** Periodically clean dust from the fan grilles using a soft brush or compressed air to maintain optimal airflow.
- **Storage:** When not in use, store the cooling pad in a cool, dry place away from direct sunlight.

## 8. TROUBLESHOOTING

| Problem | Possible Cause | Solution |
|---------|----------------|----------|
|---------|----------------|----------|

| Problem                     | Possible Cause                                                     | Solution                                                                                                                                                                   |
|-----------------------------|--------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fans not spinning           | No power connection; USB cable loose or damaged; Power button off. | Ensure USB cable is securely connected to a powered USB port. Check if the power button is pressed and held for 2-3 seconds to turn on. Try a different USB port or cable. |
| RGB lights not working      | Lights turned off; Power issue.                                    | Press the light adjustment button to cycle through modes or long press to turn on. Check power connection.                                                                 |
| Laptop unstable on pad      | Non-slip baffles not engaged; Incorrect placement.                 | Ensure laptop is placed correctly and the non-slip baffles are pulled up to secure it.                                                                                     |
| Reduced cooling performance | Dust accumulation; Low fan speed.                                  | Clean fans and grilles. Increase fan speed using the control buttons.                                                                                                      |

## 9. SPECIFICATIONS

| Feature                | Detail                                             |
|------------------------|----------------------------------------------------|
| Model                  | C12                                                |
| Dimensions (L x W x H) | 16.34" x 11.8" x 1.3" (415mm x 300mm x 33mm)       |
| Weight                 | 1.18 Kilograms                                     |
| Cooling Method         | Air Cooling (6 Fans: 3 large, 3 small)             |
| Fan Speed Levels       | 6 adjustable levels (U1-U6)                        |
| Fan Modes              | 3 modes (All fans, 3 large fans, 3 small fans)     |
| RGB Lighting Modes     | 8 modes (Colorful breathing, monochrome breathing) |
| Height Adjustment      | 10 adjustable positions                            |
| Compatibility          | Laptops from 10 to 17.3 inches                     |
| USB Ports              | 2 x USB 2.0                                        |

## 10. OFFICIAL PRODUCT VIDEOS

### TopMate C12I Gaming Laptop Cooling Pad Overview

Your browser does not support the video tag.

Video: An official overview of the TopMate C12I Gaming Laptop Cooling Pad, demonstrating its features and functionality. This video highlights the design, cooling capabilities, and user experience.

### TopMate C12I Laptop Cooling Pad Features

Your browser does not support the video tag.

Video: A detailed look at the features of the TopMate C12I Laptop Cooling Pad, including its adjustable settings, RGB lighting, and ergonomic benefits.

## 11. WARRANTY AND SUPPORT

TopMate provides a **2-year warranty** service for this product. If you encounter any quality problems or require assistance, please do not hesitate to contact our customer support team. We are committed to providing satisfactory after-sales service.

For support, please visit the TopMate Store on Amazon or refer to the contact information provided with your purchase.

© 2023 TopMate. All rights reserved.

### ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

**Name**

Anonymous

**Email**

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

**Question**

Example: How do I reset this device or fix this error?

**Details**

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question