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> TONGATE for Samsung Galaxy S24 Ultra Case Instruction Manual

TONGATE S24UltraTongate-RingCover

TONGATE Samsung Galaxy S24 Ultra Case Instruction Manual

Model: S24UltraTongate-RingCover

Brand: TONGATE

INTRODUCTION

This manual provides detailed instructions for the proper installation, use, and maintenance of your TONGATE Samsung Galaxy S24 Ultra Case. Designed for robust protection, this case features a built-in slide camera cover, an integrated ring kickstand, and comes with multiple front frame options for comprehensive device safeguarding.

WHAT'S IN THE BOX

The TONGATE Samsung Galaxy S24 Ultra Case package includes the following components:

- TONGATE Samsung Galaxy S24 Ultra Phone Case (Main Body)
- Front Frame with Built-in Screen Protector (for fingerprint recognition)
- Additional Front Frame (without screen film)
- Tempered Glass Screen Protector (alternative to built-in screen protector)
- Installation Manual / Guide
- Cleaning Wipes (Wet & Dry)
- Guide Stickers & Dust Absorber



This image displays all items included in the product packaging: the main phone case, two interchangeable front frames (one with a built-in screen protector, one without), a separate tempered glass screen protector, cleaning wipes, guide stickers, and the instruction manual.

Video: What's in the box. This video provides a visual guide to the contents of the TONGATE Samsung Galaxy S24 Ultra Case package, showing each component as it is unboxed.

SETUP AND INSTALLATION

Follow these steps to properly install your TONGATE Samsung Galaxy S24 Ultra Case. You have two options for screen protection: using the built-in screen protector on one of the front frames or applying the separate tempered glass screen protector.

Option 1: Using the Built-in Screen Protector Frame

1. **Separate the Front Cover:** Carefully separate the front frame from the main case body. Use the

designated slots on the side for easier separation.

2. **Clean the Screen:** Use the provided wet and dry wipes to thoroughly clean your phone's screen. Ensure no dust or smudges remain.
3. **Peel off Transparent Films:** Gently peel off the protective films from both sides of the built-in screen protector on the front frame. **Important:** Do not remove the fingerprint film located on the screen protector.
4. **Place Phone in Front Cover:** Carefully align and place your Samsung Galaxy S24 Ultra into the front frame with the built-in screen protector. Ensure it fits snugly.
5. **Place in Back Cover:** Slide the phone (now in the front frame) into the main back cover of the case. Press firmly around the edges to ensure all clips are securely fastened.
6. **Press out Bubbles:** Gently press any air bubbles out from under the screen protector, moving them towards the edges.
7. **Reset Fingerprint:** After installation, reset your fingerprint ID on your phone to ensure optimal sensitivity and unlocking performance. Navigate to Settings > Security and Privacy > Fingerprints.

Option 2: Using the Tempered Glass Screen Protector

1. **Clean the Screen:** Use the provided wet and dry wipes to thoroughly clean your phone's screen. Ensure no dust or smudges remain.
2. **Absorb Dust:** Use the dust absorber sticker to remove any remaining dust particles from the screen.
3. **Paste Guide Stickers:** Apply the guide stickers to the tempered glass screen protector as indicated in the instructions to aid in alignment.
4. **Align with Edge:** Carefully align the tempered glass screen protector with the edges of your phone's screen.
5. **Remove Bubbles & Press:** Gently press the tempered glass onto the screen, allowing it to adhere. Press out any air bubbles.
6. **Separate the Frame:** Carefully separate the front frame (without the built-in screen protector) from the main case body.
7. **Place Phone in Frame:** Place your phone (with the tempered glass applied) into this front frame.
8. **Place in Back Cover:** Slide the phone (now in the front frame) into the main back cover of the case. Press firmly around the edges to ensure all clips are securely fastened.

Video: Installation Guide of Tongate S24 Ultra Case with Ring Stand. This video provides a comprehensive guide on how to install the TONGATE Samsung Galaxy S24 Ultra Case, including instructions for both screen protector options and proper assembly.



MILITARY GRADE DEFENSE

Sturdy corner bumpers boast effective shock absorption against impacts and drops.



This image illustrates the process of placing the Samsung Galaxy S24 Ultra into the front frame of the TONGATE case, which is the first step in securing the phone within the protective layers.



This image highlights the importance of resetting the fingerprint ID on your Samsung Galaxy S24 Ultra after installing the case to ensure the fingerprint scanner functions correctly through the built-in screen protector.

OPERATING FEATURES

Ring Stand and Magnetic Car Mount

The hidden folding ring stand provides versatile viewing angles (30° to 100°) for both landscape and portrait modes. It also features a built-in iron plate for direct attachment to magnetic car mounts, enabling easy navigation and hands-free use.

- **To Use Kickstand:** Gently pull out the ring from the back of the case until it locks into your desired viewing angle.
- **To Use Magnetic Mount:** The integrated iron plate allows the case to securely attach to compatible magnetic car mounts.

Note: Wireless charging is not supported due to the metal ring on the back.



**SUPPORT
MAGNETIC
CAR MOUNT**

Easily attach to car mount for hands-free calls, navigation, music streaming, etc.

This image illustrates the functionality of the sliding camera cover on the TONGATE case, demonstrating how it can be opened to use the camera and closed for protection against scratches and dust.

INTEGRATED RING HOLDER

Ring stand allows multiple angles for comfortable viewing modes.



This image showcases the flexibility of the integrated ring kickstand, allowing the phone to be positioned at various angles for comfortable viewing in both vertical and horizontal orientations.

Video: Demo of the TONGATE Samsung Galaxy S24 Ultra Case. This video provides a general demonstration of the TONGATE Samsung Galaxy S24 Ultra Case, highlighting its key features such as the adjustable kickstand and the sliding camera cover.

Slide Camera Cover Protection

The case features a sliding camera cover that protects your camera lenses from scratches, dust, and accidental impacts. The groove track design ensures smooth sliding and a fixed lock prevents unintended movement.

- **To Open:** Gently slide the cover horizontally to expose the camera lenses.
- **To Close:** Slide the cover back until it clicks into its fixed position, fully protecting the lenses.



This image illustrates the functionality of the sliding camera cover on the TONGATE case, demonstrating how it can be opened to use the camera and closed for protection against scratches and dust.

MAINTENANCE AND CARE

To ensure the longevity and effectiveness of your TONGATE case, follow these simple maintenance guidelines:

- **Cleaning:** Regularly wipe the case with a soft, damp cloth to remove dust and grime. Avoid harsh chemicals or abrasive materials.
- **Screen Protector Care:** If using the built-in screen protector, avoid sharp objects that could scratch the film. For the tempered glass, handle with care during installation to prevent cracks.
- **Avoid Extreme Conditions:** Do not expose the case to extreme temperatures or prolonged direct sunlight, as this may affect material integrity.
- **S Pen Slot:** Ensure the S Pen is properly seated in its slot to prevent damage or loss.

TROUBLESHOOTING

Fingerprint Scanner Issues

If your fingerprint scanner is not working correctly after case installation:

- **Reset Fingerprint ID:** It is crucial to reset your fingerprint ID after installing the case, especially if using the built-in screen protector. Go to your phone's Settings > Security and Privacy > Fingerprints and follow the on-screen instructions to re-register your fingerprints.
- **Ensure Cleanliness:** Make sure both your finger and the fingerprint area on the screen protector are clean and dry.

Kickstand or Camera Cover Malfunction

If the kickstand or camera cover becomes loose or difficult to operate:

- **Check for Obstructions:** Ensure there are no foreign objects or debris obstructing the mechanism.
- **Gentle Operation:** Always operate the kickstand and camera cover gently to avoid excessive force that could damage the hinges or sliding mechanism.

General Fit Issues

If the case does not fit snugly or appears loose:

- **Verify Model:** Double-check that you have the correct case model for your Samsung Galaxy S24 Ultra (6.8"). This case is not compatible with S25 Ultra, S23 Ultra, S24 Plus, or S24 models.
- **Re-install:** Remove the case and re-install it carefully, ensuring all edges and clips are properly seated.

PRODUCT SPECIFICATIONS

Feature	Detail
Brand	TONGATE
Compatible Phone Models	Samsung Galaxy S24 Ultra 5G (2024 Release)
Material	Tough Polycarbonate (PC) and Flexible Thermoplastic Polyurethane (TPU)
Color	Red
Item Weight	5.9 ounces
Product Dimensions	6.5 x 3.15 x 0.43 inches
Special Features	Built-in Slide Camera Cover, Ring Kickstand (Magnetic Car Mount Compatible), 2 Front Frames (one with built-in screen protector, one without), Tempered Screen Protector

Only Compatible With
Galaxy S24 Ultra 6.8 inch



Not Compatible With

S25 Ultra 6.9 inch ❌

S23 Ultra 6.8 inch ❌

S24 Plus 6.7 inch ❌

S24 6.1 inch ❌



This image clarifies the product's compatibility, indicating that the TONGATE case is exclusively designed for the Samsung Galaxy S24 Ultra (6.8 inch) and is not suitable for other Galaxy S series models.

WARRANTY AND SUPPORT

TONGATE is committed to providing excellent customer service.

- **Lifetime Service:** TONGATE offers 30 days free refund and 1 year free replacement for any product issues.
- **24/7 Customer Service:** For any questions or concerns, please contact our customer service team.

How to Contact Us

To contact TONGATE customer service:

1. Go to the product detail page on Amazon.
2. Click on "Tongate-" (under "Sold by").
3. Select "Ask a question" and follow the prompts to describe your issue.

Video: TONGATE Customer Service and Technical Support. This video provides instructions on how to reach TONGATE customer service for assistance with product inquiries, warranty claims, or technical support.

