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UGREEN PB312

UGREEN Power Bank User Manual

Model: PB312

Brand: UGREEN

PRODUCT OVERVIEW

The UGREEN 20000mAh 22.5W Portable Charger is a high-capacity power bank designed to provide reliable and fast charging for a wide range of electronic devices. Featuring USB-C input and output, PD 3.0 fast charging, and a digital display, this battery pack ensures you stay powered on the go. Its compact design and multiple safety protections make it an ideal companion for travel and daily use.



Figure 1: UGREEN 20000mAh Power Bank showing its sleek black design, digital display, and included charging cable.

KEY FEATURES

- **High Capacity:** 20,000 mAh battery capacity provides multiple charges for smartphones, tablets, and other devices.
- **Two-way Fast Charging:** USB-C port supports 20W maximum output and input, allowing for rapid charging of devices and quick recharging of the power bank itself.
- **Simultaneous Charging:** Equipped with two USB-A ports and one USB-C port, enabling the charging of up to three

devices concurrently.

- **Digital Display:** Clear digital display shows the remaining battery percentage, ensuring you are always aware of the power bank's charge level.
- **Multiple Safety Protections:** UL certified and IEC 62133 standard compliant, featuring over-voltage, over-current, over-charge, over-discharge, over-temperature, and short-circuit protection.
- **Compact and Portable:** Despite its high capacity, the power bank maintains a compact size (5.19 x 2.6 x 0.65 inches) and a weight of 15.3 ounces, making it easy to carry.
- **Universal Compatibility:** Supports various fast charging protocols including SCP 22.5W, PPS/QC, and PD 20W, compatible with a wide range of devices from iPhones to Android smartphones, tablets, headphones, and smartwatches.
- **Airline Approved:** Designed to meet airline regulations for carry-on luggage.

20,000mAh Power for Days

4.5 times

iPhone 15 Pro

3.0 times

Galaxy S24 Ultra

3.3 times

NS Switch

2.8 times

iPad mini 6



Figure 2: The 20,000mAh capacity allows for multiple charges of various devices, including smartphones, tablets, and gaming consoles.

Charge 3 Devices at Once



22.5W

Max



OUT 1

20W

Max



IN/OUT2

22.5W

Max



OUT3

15W total output when 3 ports are used simultaneously

Figure 3: The power bank features three output ports (2x USB-A, 1x USB-C) for charging multiple devices at once.

22.5W Max Output

PD Fast Charge iPhone 15 Pro



3X Faster
than Original 5W Charger

30mins

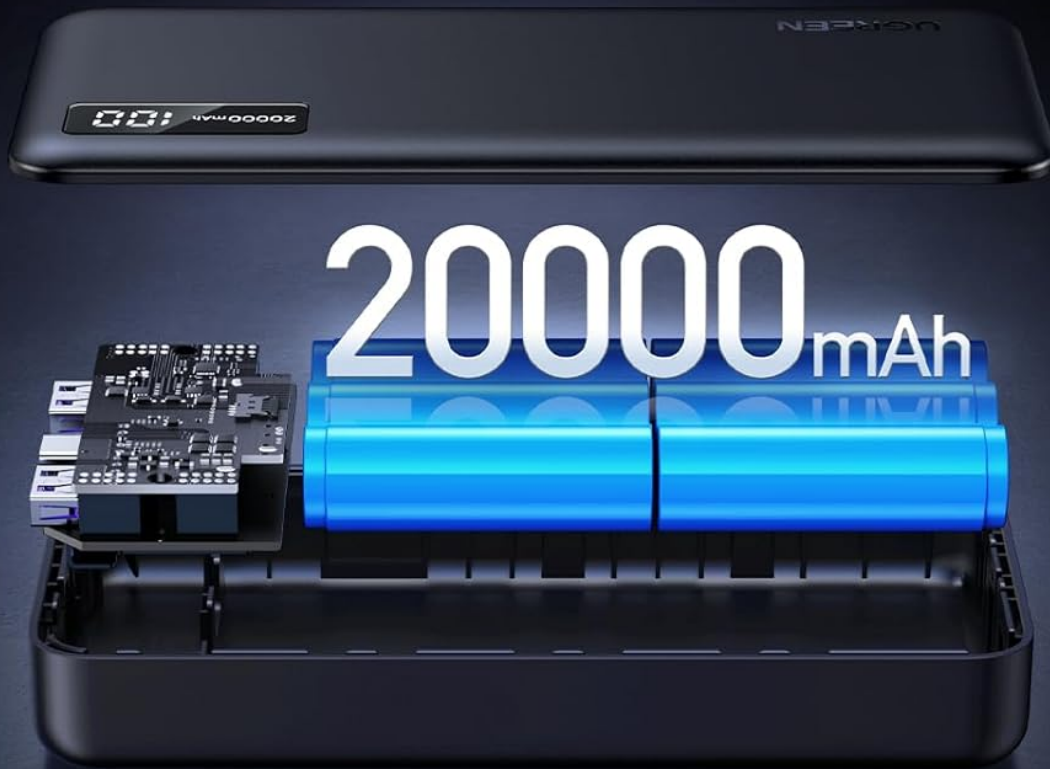


iPhone 15 Pro
(0-60%)

Figure 4: Experience rapid charging with 22.5W max output, capable of charging an iPhone 15 Pro to 60% in just 30 minutes.

Multiple Safety Protection

Flame-resistant Material



External Protection



UL94 Classification: V-0



Over-Voltage
Protection



Over-Current
Protection



Over-Charge
Protection



Over-Discharge
Protection



Over-Temperature
Protection



Short-Circuit
Protection

Figure 5: Built-in multiple safety protections ensure secure and reliable charging for all your devices.



Smaller Size, Bigger Power

Length
147 mm

Width
72 mm

Height
28 mm

Figure 6: The compact design allows for easy portability, fitting conveniently into bags or pockets.

Universal Compatibility

SCP 22.5W



Huawei/ Honor

PPS/QC



Galaxy S24 Ultra/ Pixel 8 Pro

PD 20W



iPhone/ iPad Series

**Small-
Current Mode**



AirPods/ Smart Watch



Figure 7: Universal compatibility ensures the power bank works seamlessly with a wide array of devices, including those requiring low-current charging.

Airline Approved

Ready for departure



Figure 8: The power bank is airline approved, making it a convenient travel accessory.

Initial Charging of the Power Bank

1. **Unpack:** Carefully remove the UGREEN Power Bank and the included USB-C to USB-A charging cable from its packaging.
2. **Connect:** Insert the USB-C end of the cable into the USB-C port (IN/OUT2) on the power bank.
3. **Power Source:** Connect the USB-A end of the cable to a compatible USB wall charger (not included) or a computer USB port. For fastest charging, use a 20W PD compatible charger.
4. **Charge:** The digital display on the power bank will illuminate and show the charging progress. Charge the power bank until it reaches 100%. A full charge from 0% to 100% typically takes approximately 6 hours with a 20W charger.
5. **Disconnect:** Once fully charged, disconnect the cable from both the power bank and the power source.

OPERATING INSTRUCTIONS

Charging Your Devices

1. **Connect Device:** Use an appropriate charging cable (not included) for your device. Connect one end to your device and the other end to one of the available output ports on the power bank (USB-A OUT1, USB-C IN/OUT2, or USB-A OUT3).
2. **Initiate Charging:** The power bank will automatically detect the connected device and begin charging. The digital display will show the remaining battery percentage.
3. **Multiple Devices:** You can charge up to three devices simultaneously using all three ports. The total output when all three ports are used is 15W.
4. **Low-Current Mode:** For small devices like smartwatches or Bluetooth earbuds, press and hold the power button for 3 seconds to activate low-current mode. This ensures optimal charging without overcurrent. Press again for 3 seconds to deactivate.
5. **Check Charge Level:** Briefly press the power button to view the current battery percentage on the digital display.

Recharging the Power Bank

When the power bank's battery level is low, indicated by the digital display, recharge it using the USB-C port (IN/OUT2) and a compatible USB-C cable connected to a power adapter. For optimal speed, use a 20W PD charger.

MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the surface of the power bank. Do not use liquid cleaners or aerosols.
- **Storage:** Store the power bank in a cool, dry place away from direct sunlight, extreme temperatures, and humidity.
- **Battery Care:** To prolong battery life, fully charge the power bank at least once every three months if not in regular use. Avoid completely draining the battery frequently.
- **Avoid Impact:** Do not drop, hit, or subject the power bank to strong impacts, as this may damage internal components.

TROUBLESHOOTING

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
Power bank not charging devices.	Low battery on power bank; incorrect cable; device not compatible; power bank in low-current mode for a high-power device.	Recharge the power bank. Ensure cable is securely connected and functional. Verify device compatibility. Exit low-current mode by pressing the power button for 3 seconds.
Power bank not recharging.	Faulty charging cable or adapter; loose connection; power bank malfunction.	Try a different USB-C cable and/or wall adapter. Ensure connections are secure. If problem persists, contact customer support.
Slow charging.	Using a non-fast charging cable/adapter; charging multiple devices simultaneously; device not supporting fast charging.	Use a PD 3.0 compatible cable and 20W (or higher) adapter for recharging the power bank. For device charging, ensure your device and cable support fast charging. Charging multiple devices will distribute power, reducing individual charging speed.
Digital display not working.	Power bank is off; internal issue.	Press the power button to activate the display. If it remains off, the unit may be faulty.

SPECIFICATIONS

Attribute	Detail
Model Number	PB312
Battery Capacity	20000mAh
USB-C Input/Output	20W Max (PD 3.0)
USB-A Output (x2)	22.5W Max (each)
Total Output (3 ports)	15W Max
Dimensions (L x W x H)	5.19 x 2.6 x 0.65 inches
Item Weight	15.3 ounces
Color	Black
Battery Type	Lithium Polymer
Special Features	Digital Display, Low-current Mode, UL Certified, IEC 62133 Compliant

WARRANTY AND SUPPORT

UGREEN products are designed and manufactured to the highest quality standards. For information regarding warranty coverage, technical support, or service inquiries, please refer to the official UGREEN website or contact their customer support directly. Please retain your proof of purchase for warranty claims.

UGREEN Official Website: www.ugreen.com



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