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BENFEI 000364

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1. PRODUCT OVERVIEW

The BENFEI Tangle-Free Silicone USB Type-C to A Fast Charging Cable (Model 000364) is designed for efficient charging and data transfer. This 6.6ft (2M) cable features a durable aluminum shell and a woven silicone design, ensuring both performance and longevity. It supports fast charging up to 15W (3A/5V) and data transfer speeds of up to 480Mbps.

BENFEI Cable compare with Other's




| | | | |
|------------------------|--|--|---|
| Brand |  BENFEI |  Axxle |  Other |
| Copper | Multi Stranded | Multi Stranded | Single Stranded |
| Outer Material | 2024 New Trend Silicone | 2024 New Trend Silicone | 10-20 years PVC/TPE |
| Braided Machine | 48 Wheel Woven Feeling | 48 Wheel Woven Feeling | Legacy 16/24 Wheel |
| Shell | Aluminium | ABS | ABS/Aluminium |
| Overall Reting | BETTER ★★★★★ | Good ★★★ | Not Good ★ |

Image 1.1: The BENFEI USB Type-C to A Fast Charging Cable, highlighting its connectors and coiled design.

Key Features:

- **Tangle-Free Silicone Design:** Advanced silicone material ensures the cable remains soft, flexible, and tangle-free.
- **Superior Durability:** Engineered for a 25,000-bend lifespan with a nylon braided jacket and shock-proof aluminum connectors.
- **Fast Sync & Charge:** Supports up to 15W (3A/5V) fast charging and 480Mbps data transfer speeds. *(Note: Not compatible with Power Delivery.)*
- **Universal Compatibility:** Works with a wide range of USB-C enabled devices, including smartphones and other electronics.

2. SETUP AND CONNECTION

Connecting your BENFEI USB Type-C to A cable is straightforward. Follow these steps to ensure proper connection for charging or data transfer.

Connecting for Charging:

1. Insert the USB Type-A end of the cable into a compatible USB wall charger, power bank, or computer USB-A port.
2. Insert the USB Type-C end of the cable into the charging port of your smartphone, tablet, or other USB-C enabled device.
3. Ensure both connections are secure. Your device should indicate that it is charging.

Connecting for Data Transfer:

1. Insert the USB Type-A end of the cable into an available USB-A port on your computer.
2. Insert the USB Type-C end of the cable into the USB-C port of your smartphone, tablet, or other USB-C enabled device.
3. Once connected, your computer should recognize the device, allowing you to transfer files. You may need to select the 'File Transfer' or 'MTP' option on your device's screen.



Image 2.1: Detailed view of the USB-A and USB-C connectors, showing the robust aluminum shell.

3. OPERATING INSTRUCTIONS

The BENFEI USB Type-C to A cable facilitates both power delivery and data exchange between compatible devices.

Fast Charging:

This cable supports fast charging at 3 Amps (15 Watts) when connected to a compatible power source and device. For optimal fast charging performance, ensure your wall adapter or power bank also supports 3A/15W output. The cable is designed to deliver power efficiently, reducing charging times for your devices.



Image 3.1: Illustration of a smartphone undergoing fast charging with the BENFEI USB-C cable.

Data Transfer:

The cable supports data transfer speeds up to 480 Megabits Per Second (Mbps). This allows for quick synchronization of files, photos, and videos between your USB-C device and a computer with a USB-A port. Simply connect both ends of the cable to the respective devices, and your computer should prompt you to access the device's storage.

Fast Charging and Data Transfer 2 in 1

480Mbps Data Transfer

15W Fast Charging



Image 3.2: Visual representation of simultaneous fast charging and data transfer capabilities of the cable.

Your browser does not support the video tag.

Video 3.1: An official product video demonstrating the features and usage of the BENFEI Silicone USB Cable.

4. MAINTENANCE

Proper care and maintenance will extend the lifespan of your BENFEI cable.

- **Avoid Extreme Bending:** While the cable is designed for durability with a 25,000-bend lifespan, avoid sharp or excessive bends, especially near the connectors, to prevent internal damage.
- **Store Properly:** When not in use, coil the cable loosely. The tangle-free silicone design makes this easy. Avoid tightly wrapping or knotting the cable.
- **Keep Clean:** Periodically wipe the cable and connectors with a dry, soft cloth to remove dust and debris. Ensure connectors are free of lint or foreign objects that could impede connection.
- **Handle with Care:** Always pull from the connector head, not the cable itself, when unplugging from devices or power sources.

Heavy Duty & Durable



Image 4.1: Visual representation of the cable's flexibility and bend lifespan, emphasizing its robust design.

5. TROUBLESHOOTING

If you encounter issues with your BENFEI cable, refer to the following common problems and solutions:

Issue: Device is not charging or charging slowly.

- **Solution 1:** Ensure both the USB-A and USB-C connectors are fully and securely plugged into their respective ports.
- **Solution 2:** Try using a different wall adapter or power source. Verify that the power source provides sufficient output (e.g., 3A/15W for fast charging).
- **Solution 3:** Test the cable with a different device to rule out an issue with your device's charging port.
- **Solution 4:** Inspect the connectors for any visible damage, bent pins, or debris. Clean if necessary.

Issue: Data transfer is not working or is intermittent.

- **Solution 1:** Confirm both ends of the cable are firmly connected to your device and computer.
- **Solution 2:** On your mobile device, check the USB connection settings. You may need to select 'File Transfer' or 'MTP' mode after connecting to a computer.

- **Solution 3:** Try connecting to a different USB-A port on your computer.
- **Solution 4:** Restart both your device and computer.

6. SPECIFICATIONS

Detailed technical specifications for the BENFEI 000364 USB Type-C to A Fast Charging Cable:

| Feature | Specification |
|--------------------|--|
| Brand | BENFEI |
| Model | 000364 |
| Connector Type | USB Type A, USB Type C |
| Cable Type | Fast Charging, Silicone |
| Compatible Devices | Smartphones (e.g., Samsung Galaxy Note 10, Note 9, S10+, LG V30) |
| Special Feature | Silicone Tangle-Free Cable |
| Data Transfer Rate | 480 Megabits Per Second |
| Maximum Current | 3 Amps |
| Wattage | 15 Watts |
| Maximum Voltage | 5 Volts |
| Color | Grey |
| Outer Material | Silicone |
| Length | 6.6 feet (2 meters) |
| Item Weight | 0.07 Kilograms |
| Specification Met | RoHS |

7. WARRANTY AND SUPPORT

BENFEI stands behind the quality of its products.

Warranty Information:

This BENFEI USB Type-C to A Fast Charging Cable is covered by an exclusive **18-month warranty** from the date of purchase. This warranty ensures long-term satisfaction and covers manufacturing defects under normal use. Please retain your proof of purchase for warranty claims.

Customer Service:

For any questions, concerns, or warranty claims, please contact BENFEI customer service. Our friendly and easy-to-reach customer service team is available to assist you promptly.

You can typically find contact information on the BENFEI official website or through the retailer where you purchased the product.

