

EN

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Instructions for use

● Check the power level

The display shows the remaining battery percentage

Green lightning icon indicates 20W fast charging

Power button

Press it once to turn on Quick press it twice to turn off

● Charging phones and other devices

● USB-A1 Output (5V=2.4A)

● Lightning Cable Output (5V=2.4A / 9W 2.22A)

● USB-C Output (5V=3A / 9V=2.22A / 12W 1.67A)

● USB-C Cable Output (5V=3A / 9V=2.2A / 12V=1.67A)

● USB-A2 Output(5V=4.5A / 9V=2A / 10V=2A / 12V=1.5A)

● Micro-USB Output (5V=2.4A)

All Outputs at the same time max 5V 3A

1. Use the built-in cables directly

2. Use the additional cable to connect your device and power bank

*During normal operation, the digital display LED is always on

USB-A

Type-C

● How to recharge the power bank?

USB-C Cable Input (5V=3A/9V=2A/12V=1.5A)

USB C Input (5V=3A/9V=2A/12V=1.5A)

USB A Cable Input (5V=2A)

Micro Input (5V=2A)

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1. Use the built-in cables directly

USB C Cable Input/Output

USB A Cable Input

2. Use your own charging cable

Type-c Input

Micro Input

● Low Current Mode

Enter low current mode:

Press and hold the power button for 3-5 seconds until the second digit of the percentage display starts cycling every 5 seconds.

Exit low current mode:

Quickly double-tap the power button, or automatically exit after 6 hours.

Specifications

Brand	Orfelis
Rated Energy	77Wh
Rated Capacity	12000mAh (5V=3A)
Battery Capacity	20000mAh
Battery Type	High Density Lithium Polymer
Charging Time	About 7 hours via USB-C Input/USB-C Cable Input/Micro Input (Use 20W and above adapter); About 10 hours via USB-A Cable Input
Input	Micro Input: 5V~2A USB C Input: 5V=3A/9V=2A/12V=1.5A (18W) USB C Cable Input: 5V=3A/9V=2A/12V=1.5A (18W) USB A Cable Input: 5V=2A
Output	USB-A 1 Output: 5V~2.4A USB-A 2 Output: 5V=4.5A/9V=2A/10V=2A/12V=1.5A(22.5W) USB C Cable Output: 5V=3A/9V=2.22A/12V=1.67A(20W) USB C Cable Output: 5V=3A/9V=2.22A/12V=1.67A(20W) Cable for iPhone Output: 5V=2.4A/9V=2.22A(20W) Micro Cable Output: 5V=2.4A All outputs at the same time max 5V=3A
Dimensions	160.11 * 72.51 * 19mm(6.3" x 2.85" x 0.74")
Weight	340g/11.78oz
Operating temperature	Operating ambient temperature: 0 ~ 45°C. Storage and transportation ambient temperature: -10 ~ 50°C,altitude not higher than 2000m (air pressure not less than 80kPa)
Package Contents	20000mAh Universal Power Bank *1 User Manual *1 Storage Pouch *1

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Maintenance and upkeep

● Charging Best Practices:

Recharge the power bank when its battery level drops below 20%, and unplug it once fully charged. Avoid prolonged overcharging or complete discharge to preserve battery life.

● Long-Term Storage:

If you do not plan to use the power bank for an extended period, ensure the battery level is around 50% and recharge it every 3 months. This helps maintain battery health and extend its lifespan.

● Signs of Battery Issues:

If you notice a significant drop in power capacity, slower charging speeds, or swelling of the casing, stop using the power bank immediately to avoid potential safety risks.

● Proper Cable Usage:

Avoid forcefully plugging or unplugging the charging cable. Regularly check the ports for any signs of looseness or damage to ensure optimal performance.

● Cleaning and Maintenance:

Gently wipe the generator port with a clean soft cloth to prevent dust and liquids from entering or the port may be damaged.

● Usage Environment:

Use and store in dry, well-ventilated areas - avoid direct sunlight/heat sources/pil-lows/sealed containers or damp locations.

● Discard Method:

Do not dispose of it with household waste. Dispose of the power bank according to local environmental laws and regulations.

Quick FAQs

Q: Airplane-safe?

A: ☹️ Carry-on allowed. ☹️ No checked baggage.

Q: Charging cable included?

A: ☹️ No. Use built-in USB-C/USB-A cables to recharge.

Q: Works with small devices?

A: ☹️ Yes. Enable low-current mode for headphones/watches etc.

Q: Is it normal for portable charger and phone to overheat while charging?

A: ☹️ Yes. Some warmth is normal during charging and use due to energy conversion. If temperatures exceed 45°C (113°F), stop use immediately.

Q: Laptop compatible?

A: ☹️ No. Use a 30W+ Laptop charger instead.

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Troubleshooting Guide

Issue	Possible Cause	Solution
Won't charge to 100%	1. Low-power adapter 2. Abnormal cycle	1. Use a 20W+ power adapter 2. Fully drain & recharge
Gets too hot (use/charging)	1. High-power charging 2. Poor ventilation	1. Pause charging 2. Use in a cooler area
LED display not lighting up	Battery fully drained	Recharge the power bank.
Cable not working (Lightning/USB-C)	Damaged cable	Contact service@charmast.com

Warranty

Your satisfaction is our priority. If you have any problems with the product, we are here to help.

● 2-Year Warranty

● Lifetime Technical Support

Get timely help at:

✉️ service@charmast.com

WARNING

● Replacement of a battery with an incorrect type may defeat a safeguard;

● Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, may result in an explosion;

● Leaving a battery in an extremely high temperature surrounding environment, such as sunshine, fire, or hot surface may result in an explosion or the leakage of flammable liquid or gas;

● A battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

CAUTION

● Risk of Fire and Burns. Do Not Open, Crush, Heat Above (manufacturer's specified maximum temperature) or Incinerate. Follow Manufacturer's Instructions.

Recycling and safety icons

Les piles et batteries ne recyclent pas

A DÉPOSER EN MÉTIÈRE

A DÉPOSER EN DÉCHÈTÈRE

Les piles et batteries ne recyclent pas

A DÉPOSER EN MÉTIÈRE

A DÉPOSER EN DÉCHÈTÈRE

CE UK CA FC

MADE IN CHINA