

What Should I Do If My Anker Qi2 Wireless Charger Stops Working, Overheats, or Charges Intermittently?

Overheating Issues

It is normal for the wireless charger to feel warm while in use. The device complies with international safety standards, including EN 62368-1 and IEC 62368-1, and meets specific safety standards for the USA (UL62368-1) and Canada (CSA 62368-1).

Troubleshooting Steps for Issues Such as Stopping, Overheating, or Intermittent Charging

For Phones:

- Confirm your phone supports Qi2 wireless charging. Currently, only iPhone 12 and later models are compatible.
- Use the included USB-C adapter and cable. If the issue persists, switch to another PD USB-C wall charger and cable rated at 40W or higher. Note: If the power supply is insufficient or defective, the charger's indicator will flash.
- Restart your phone and try charging again.
- Remove any phone cases, particularly non-MagSafe cases or those thicker than 2.5 mm, as they might reduce charging efficiency.
- Test the wireless charger with another compatible iPhone if possible.

For Earbuds:

- Verify if your earbuds support wireless charging. For instance, only AirPods with Active Noise Cancellation (ANC), such as the AirPods 4, support wireless charging, while other models require a USB-C connector. Reference: <https://www.apple.com/airpods-4/specs>.
- Remove any protective cases from the earbuds case before charging.
- For optimal performance, use the included USB-C adapter and cable. Switch to another 40W or higher PD USB-C wall charger and cable if the problem continues. A flashing indicator suggests a power issue.
- Test the wireless charger with another set of wireless earbuds if possible.

For Smartwatches:

- This charger is compatible only with Apple Watch. Watches from other brands are not supported.
- Use the anti-slip sticker included with your wireless charger for your Apple Watch. Follow the instructions in the provided guide to attach it, ensuring stability during charging without compromising functionality.



- For optimal performance, use the included USB-C adapter and cable. If the issue persists, switch to another PD USB-C wall charger and cable rated at 40W or higher. Note: If the power supply is insufficient or defective, the charger's indicator will flash.
- Restart your watch and attempt charging again.
- Test the wireless charger with a different Apple Watch if possible.