

## Troubleshooting

### Apple Watch not charging.

- This device cannot charge Apple Watch, Apple Watch can only be charged with the original magnetic charging cable that came with the watch.

### Phone not charging.

- Make sure to use an 18W PD or QC3.0 adapter if charging multiple devices at once.
- The phone case or ring holder is too thick, remove it before charging.
- Rest the phone in portrait mode, not landscape mode, to align with charging coils.

### Smart watch/Earbuds/Wireless device not charging.

- Make sure devices are compatible with Qi wireless charging technology.
- Make sure devices are aligned with charging coils.

### Devices charging too slowly.

- Make sure to use an 18W PD or QC3.0 adapter for best charging results, especially if charging multiple devices.

## Product Care



Use original or certified cables.



Avoid overloading device.



Avoid exposure to liquids.



Avoid extreme temperatures.



Don not disassemble.

## Customer Service

For warranty, repairs or any missing parts, please contact **support@mbeat.com.au** before returning to the point of purchase.

For the purposes of warranty, please keep the product's original packaging, with all manuals, cables and accessories included.

You can register your purchase with the below link:  
**<https://www.mbeat.com.au/product-registration>**

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# Welcome Guide

**Product Code: MB-WCS-04**

For product FAQ or missing parts, please contact:  
**support@mbeat.com.au**

Thank you for choosing this mbeat® product. Please read the instructions carefully before use. Store this manual in a safe place for future reference.

#### Features

- Charge up to 2 wireless devices simultaneously with a compatible PD or QC3.0 charger.
- Universally compatible with Qi certified smartphones, earbuds and smart watches.
- Qi certified wireless fast charge capable when using 18W PD or QC3.0 equivalent charger or above.
- Automatically detects optimal charge speed for fast and safe charging.

For best results, please use comparable 18W USB-C PD or QC3.0 charger. If a conventional 5V/2A USB charger is used, the total wireless charging output is limited to Max. 10W. You may experience slow charging or single coil charging if you attempt to charge multiple devices simultaneously.

#### Product Specifications

|  |                    |
|--|--------------------|
| Input (USB-C)                          | 5V/3A, 9V/2A       |
| Output (Charging Pad)                  | Max. 10W × 2       |
| Wireless Charging Distance             | ≤ 8mm              |
| Wireless Charging Efficiency           | ≥ 70%              |
| Supports 18W USB-C PD or QC3.0 charger |                    |
| Product Size                           | 200mm × 91mm × 6mm |
| Product Weight                         | 200g               |

#### Package Contents

- 1 × Dual Wireless Charging Pad
- 1 × USB-C Charging Cable
- 1 × Manual

#### Compatibility

1. iPhone™ 8, iPhone™ 8 Plus, iPhone™ X, iPhone™ Xs, iPhone™ XR, iPhone™ Xs Max, iPhone™ 11, iPhone™ 11 Pro, iPhone™ 12
2. Samsung Galaxy™ S9, S8, S8+, S7, S7 edge, S6, S6 edge, Note 5
3. Google Nexus™ 4, 5, 6, Pixel 3, Pixel 3 XL
4. Huawei™ Mate RS Porsche Design, Mate 20 Pro, Mate 20 RS Porsche Design
5. Supports other models that are compliant with Qi wireless charging standard, such as wireless charging based smart watches, earbuds and earphones.



#### NOTE: FOR BEST RESULTS

Please use a comparable 18W PD or QC3.0 charger (recommended model number: MB-CHGR-PQC18B)

#### Operation & Product Overview

