

Warranty, Capabilities, and Certifications:

- Q:** Which safety and testing certifications is the EdgePower compliant with?
- A:** EdgePower is ETL safety certified, FCC and Prop65 compliant, and is listed on UL WercSmart.
- Q:** Does the EdgePower come with a warranty?
- A:** It's covered by a limited 1-year warranty.
- Q:** Where can I find technical information about this product?
- A:** For product and component electrical specifications, weights, dimensions, and safety features, please refer to the specifications sheet on the product web page.

Travel:

- Q:** Can the battery be brought onto a plane in a carry-on bag?
- A:** Per typical regulations for air travel, up to two EdgePower rechargeable batteries can be brought onto a plane with your carry-on luggage.
- IMPORTANT:** Rules and regulations may vary based on airline, country, etc. Before flying, always check with your airline to confirm that up to two 146.52 Wh lithium-ion batteries can be brought onto your flight in your carry-on luggage.
- Q:** Can one or more EdgePower rechargeable batteries be transported in checked luggage?
- A:** No.
- Q:** Can an EdgePower rechargeable battery be taken on all international flights to any country?
- A:** Please refer to the regulations in the individual country to confirm whether a 146.52Wh battery can be brought through customs.
- Q:** Can KwikBoost EdgePower be used in Europe or other 220V countries?
- A:** The 3-Bay and 9-Bay Base Charging Stations can only be used with 110-volt outlets. The Single Battery Charger can be used with any overseas outlet between 100 and 240 volts provided you also have the appropriate outlet adapter (not included).
- Q:** Will you ship KwikBoost EdgePower internationally?
- A:** Not at this time.
- Q:** Is there a 220V version of KwikBoost EdgePower?
- A:** Not planned at this time.

Battery Operation and Care:

- Q:** How many charges can the battery take before needing to be replaced?
- A:** The EdgePower rechargeable battery can take 500 charges before it falls below 80% capacity. If a battery is charged and left unused for 1 year or longer, it may not be able to fully charge after that.
- Q:** How long does it take to fully charge the battery?
- A:** Just over 2 hours from fully drained.
- Q:** Can rechargeable batteries be left in an EdgePower battery charger for long periods of time?
- A:** Yes. The batteries can be left plugged in, but it is recommended to remove a battery once it is fully charged.
- Q:** In situations where the product may go unused for an extended period of time (such as summer break at a school), how should the batteries be stored to optimize battery life and product longevity? For example, should the batteries be left charging, or unplugged?
- A:** It's recommended to fully charge the batteries and remove the batteries from the charger(s) before storing them. At a minimum, store the batteries at least halfway charged. **IMPORTANT:** If you leave a battery in a charging station when not in use, it will drain down over the course of one week. Therefore, if you plan to not use the Edge Power charging station for more than a few days, it is best to remove the battery.
- Q:** The battery's safety features have been activated (tripped) and now the battery won't charge my device(s). How do I reset it?
- A:** Disconnect any devices plugged into the charging station. Press the charging station power button off, and then back on again.
- Q:** Does an EdgePower battery need to be fully discharged on every use before recharging?
- A:** No.
- Q:** How warm can the batteries get before their temperature protection safety features activate?
- A:** The batteries can operate at up to 113 degrees Fahrenheit before the battery shuts off for safety.
- Q:** Can you turn off the battery?
- A:** No. The power button on the battery turns the indicator lights off and on but does not activate/deactivate the battery. The AC outlet (located on the charging station-on desktop unit) can be turned on and off with the power button. The USB ports are always active when a battery is inserted.
- Q:** How do you dispose of old EdgePower batteries?
- A:** Recycle according to your local codes for disposal of lithium-ion batteries.

Features, Operation, and Installation:

- Q:** Does the EdgePower offer wireless mobile phone charging (i.e. Qi)?
- A:** Wireless charging is not offered at this time. If desired, a standard USB-based wireless charger could be plugged into the USB-A port.
- Q:** Does EdgePower support Quick Charge 3.0 to “fast charge” Android phones?
- A:** Yes. The USB-A port supports Quick Charge 3.0 technology.
- Q:** Do I have to turn the charging station unit on and off? Or will it automatically start charging when something is plugged in?
- A:** The USB ports are always on when a battery is inserted. The AC port requires you to press the power button (located on the charging station) on and off. The power button on the battery only turns the battery indicator lights on and off and does not affect the operation of any of the charging ports.
- Q:** Is EdgePower compatible with every common laptop, tablet, phone, etc.?
- A:** Yes. It is compatible with any device with up to a 90W power adapter.
- Q:** What devices should not be plugged into EdgePower?
- A:** Any device that exceeds 90W peak demand on the AC port for over 10 minutes should not be plugged into the EdgePower. If the plugged-in device exceeds this amount, the EdgePower’s device protection functions may activate, causing the charging station-on unit to turn off and flash a green indicator light.
- Q:** The battery’s safety feature has been activated (tripped – LEDs will not light when the battery is pressed) and now the charging station/battery won’t charge my device. How do I reset it?
- A:** Place the battery into a charging cabinet for 15 seconds, then remove it. This should reset the battery safety circuit. Remove all devices plugged into the charging station. Reinsert the battery into the charging station. Press the charging station power button to turn it on. The Green Light should stay lit. Try plugging the device back into the charging station. If the Green light goes out again indicating that the safety circuit has tripped, the device is likely drawing too much power or is damaged.
- Q:** The charging station’s safety features have been activated (tripped) and now it won’t charge my device(s). How do I reset it?
- A:** Disconnect any devices plugged into the charging station. Press the charging station power button off, and then back on again. The Green Light should stay lit. Try plugging the device back into the charging station. If the Green light goes out again indicating that the safety circuit has tripped, the device is likely drawing too much power or is damaged.
- Q:** Sometimes 1 or more LEDs are blinking, other times 4 battery LEDs are steady on or all 4 LEDs are off. What does this mean?
- A:** When 1 or more LEDs are blinking, the battery is charging. When 4 battery LEDs are steady on, the battery is fully charged and is in trickle charging mode. When all 4 battery LEDs are off the battery has fully charged.
- Q:** Are EdgePower components waterproof?
- A:** No. As with most electric and electronic devices, care must be taken to keep them away from water and moisture.
- Q:** Do you need tools to assemble or install KwikBoost EdgePower?
- A:** The batteries and battery chargers require no assembly or installation. The charging station-on desktop charging station unit is attached to a desk or tabletop using the included 8mm hex wrench.
- Q:** Can I plug in multiple devices at the same time? For example, can I plug a phone into the USB-A port, a laptop into the USB-C or AC, and another device into the AC or USB-C plug?
- A:** Yes, you can plug in up to 3 mobile devices, or 1 laptop and 2 mobile devices. Most laptops will need to be plugged into the AC port, while specific laptops (such as current-generation MacBook Pro models) can also be plugged into the USB-C PD port.
- Q:** When multiple devices are plugged in at the same time, does that slow down the charging of the devices?
- A:** No. Devices will charge at the same speed as they would if they were plugged in one-at-a-time.

Features, Operation, and Installation

Q: How long will the EdgePower keep any particular device charged while plugged in and being used?

A: To answer the question, you'll need to know the average in-use wattage (W) of the device being plugged in.

For example, a laptop may consume between 15 and 45 watts under normal use. Dividing the EdgePower battery rating of 146.52 "watt-hours" yields between 3 and 9 additional hours of use beyond the power provided by the laptop's internal battery.

A smartphone may use an average of 2 watts under normal use. That translates to around 70 additional hours beyond the power provided by the phone's internal battery.

NOTE: If multiple devices are simultaneously plugged in, the additional run time for all three devices can be estimated by their combined average watts and dividing 146.52 by that total. For example, if you have a 10-watt device, a 20-watt device, and a 15-watt device, you'd divide 146.52 by 45, which would equate to an extra 3.25 hours of use.

Security:

Q: Is there a way to secure the batteries, charging stations, and desktop charging station unit to avoid theft?

A: 3-bay and 9-bay battery chargers offer a receptacle for a Kensington lock. The rechargeable Battery, Single Battery Charger, and Charging station-On Desktop Charging Unit are designed with a proprietary connection system to deter theft. Specifically, since an EdgePower battery can only be used in an EdgePower system, there is no reasonable incentive to steal it.

Q: Do you sell Kensington locks and cables with EdgePower or do I need to buy them separately?

A: Cables and locks will need to be purchased separately.

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