cubenest

**User manual**

**2in1 Foldable Wireless Magnetic Charger Cubenest S211**

## Package contents:

- 1× 2in1 Foldable Wireless Magnetic Charger S211
- 1× Power Adapter (PD) 20W
- 1× USB-C to USB-C cable (1 m)
- 1× Travel case
- 1× User manual

## 1. Device Description

Cubenest 2in1 Foldable Wireless Magnetic Charger S211 is designed to **charge two devices simultaneously,** such as iPhone and Apple Watch or AirPods. Thanks to the special joint, the charger can be folded easily, which is ideal for saving space and easy carrying. The product is **MagSafe** compatible and supports **fast charging for** Apple Watch 7th, 8th and 9th generation and Apple Watch Ultra 1st and 2nd generation. The charger supports the **Qi standard**, making it compatible with other devices.

**Product Specifications**:

- **Protection**: surge, short circuit, thermal and current.
- **Model**: S211
- **Input**: USB-C (we recommend an adapter with a minimum of 20W)
- **Output power**:
  - iPhone: up to **15 W**
  - Apple Watch: up to **5 W**
  - AirPods: up to **5 W**
- **Design:** foldable
- **Material:** High quality aluminum

- **Compatibility:**

**iPhone:** iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12, iPhone 12 mini, iPhone 13 Pro Max, iPhone 13 Pro, iPhone 13, iPhone 13 mini, iPhone 14 Pro Max, iPhone 14 Pro, iPhone 14 Plus, iPhone iPhone 14, iPhone 15 Pro Max, iPhone 15 Pro, iPhone 15 Plus, iPhone 15, iPhone 16 Pro Max, iPhone 16 Pro, iPhone 16 Plus, iPhone 16 or other devices that support the Qi charging standard.
**AirPods:** 2nd generation, 3rd generation AirPods, 4th generation AirPods, AirPods Pro, AirPods Pro 2. generation and other devices with support for the Qi charging standard
**Apple Watch:** Apple Watch Ultra 2/9/Ultra/8/7/6/5/4/3/2/1/SE 2/SE

## 2. Instructions for use

### Step 1: Positioning

- One of the main advantages of this charger is its **foldable design**, which allows you to customize it to suit your needs:

### Step 2: Connecting the charger to the power supp

1. Plug the **USB-C cable** into the charger's port.
2. Plug the other end of the cable into a power adapter (we recommend an adapter with a **minimum of 20W**).
3. Plug the adapter into a power outlet.
4. Once connected, the **blue LED indicator** on the back of the charger will light up to indicate that it is ready to charge.

## Step 3: Charging the device

1. **iPhone with MagSafe**:
   Place your iPhone on the **main charging surface**. Thanks to the magnets, the phone automatically aligns to the correct position. During charging, the LED indicator glows red.

**Note:** If you are using a cover, make sure it is **Magsafe compatible**.

2. **Apple Watch:**
   Fold out the charging surface for Apple Watch and place the watch on top of it. Once attached, a green flash lights up on the watch display to indicate that charging has begun.

3. **AirPods** (with wireless charging support):
   Place the case on the main charging surface or the Apple Watch charging surface.

## 3. Bezpečnostní pokyny

⚠️ **DO NOT use an** uncertified or damaged USB cable for charging.

⚠️ **DO NOT use the** wireless charger outdoors or in wet areas.

⚠️ **DO NOT place** any metal tags or objects on the wireless charger.

⚠️ **DO NOT place** the charger near a heated surface.

⚠️ **USE** only certified power adapters with a minimum of **20 W**.⚠️ **AVOID** contact with water.

*Use at room temperature.

- The charger is equipped with the **FOD (Foreign Object Detection)** function. If a metal foreign object is detected on the charging surface, the charging process will be interrupted.
- Remove any metal objects from the back of the phone before charging.

- **Note**: Do not place any metal objects or credit cards on the charging surface to avoid damaging the device or demagnetizing it.

**Maintenance**:

- Clean the charger with a soft, dry cloth.
- Do not use harsh chemicals or abrasive materials.

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## 4. Frequently Asked Questions (FAQ)

### ❓ Is the charger compatible with Android phones?

✅ Yes, the charger supports Qi wireless charging, so it's compatible with most modern Android phones. However, a **Magsafe compatible** cover is required for magnetic attachment.

### ❓ Which power adapter should I use?

✅ We recommend using a USB-C adapter with a **minimum of 20 W**. If you use an adapter with a lower wattage, charging may be slower or multiple devices may not charge simultaneously.

❓ **Can I charge my iPhone with a protective case?**

✅ Yes, as long as the case supports **MagSafe**. Thick, metal or magnetic cases can block or interfere with the charging process. We recommend using **MagSafe compatible** cases for optimal performance.

❓ **Does the charger support Apple Watch fast charging?**

✅ The charger can charge all Apple Watch models. And if you have a **newer watch** - like **Apple Watch 7, 8, 9 or Apple Watch Ultra** - it charges even faster because it supports **fast charging**.

❓ **Is it safe to leave the charger plugged in all day?**

✅ It's recommended that you unplug the charger if you're not using it for an extended period of time. This helps to reduce power consumption.

❓ **What should I do if the charger doesn't work?**

✅ Check the power connection, use the recommended adapter and make sure the device is positioned correctly. Try a different USB-C cable and a different adapter.

❓ **Is it okay if the charger gets hot while charging?**

✅ Slight heating is a normal occurrence when wireless charging. However, if the charger is too hot, it may be caused by:

- Using a non-original or weak power adapter
- An obstruction between the phone and the charging surface (for example, a case made of thicker material)
- Placing the charger on a soft surface that prevents heat dissipation

❓ **Can the charger damage my device's battery?**

✅ No, the charger is equipped with safety features that prevent overcharging and overheating. As long as you use a certified power adapter and place your device correctly on the charging surface, the battery cannot be damaged.

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## 5. Solutions to common problems

### 1. <u>Device not charging</u>

**The device does not support Qi charging**

- **Explanation:** some (older) Android phones or handsets do not support wireless charging.
- **Solution:** check the specification to see **if the device supports Qi technology**. Without this, wireless charging does not work.

**Incorrect placement on the charger**

- **Explanation:** the coils of the phone and the charger must overlap. For Androids (without MagSafe), precise positioning is required.

- **Solution:** place the device **in the middle of** the charging surface. For headphones, check that the case is correctly aligned.

**Metal or other accessories**

- **Explanation:** metal elements in the housing (e.g. magnetic ring) can block charging.
- **Solution:** remove any interfering objects and repeat the charging procedure.

**Weak or faulty power adapter**

- **Explanation:** without sufficient power **(min. 20 W)** the charger may not activate properly.
- **Solution:** use a good quality **USB-C PD adapter (min. 20W)** and verify functionality with another cable.

## 2. Charging is slow

- **Solution**:
    - The adapter used may have insufficient power - **min. 20W** recommended**.**
    - Make sure there are no obstacles or objects between the phone and the charging surface.

## 3. Apple Watch is not charging

**Apple Watch is not properly aligned with the charging surface**

- **Explanation:** the charger has a dedicated section for Apple Watch. If they are not properly attached, charging will not start.
- **Solution**:
    - Make sure Apple Watch is accurately placed on the magnetic surface for the watch.
    - The watch should snap on with the magnet and the charging icon (green lightning bolt) should appear on the display.

**Using an inappropriate power source**

- **Explanation:** if a weak or uncertified adapter (e.g. 5 W) is used, the charger may not have enough power to charge all devices simultaneously.
- **Solution**:
    - Use a **power adapter with at least 20 W of power** (ideally a genuine or high-quality USB-C PD adapter).

**The barrier between the charger and the watch**

- **Explanation:** metal or thick plastic covers on Apple Watch or protective films may prevent contact with the coil.
- **Solution**:
    - Try charging your watch without any case or cover.
    - Clean the back of the watch and the surface of the charger.

## 4. The charger is flashing or unresponsive

**Weak or poor quality power adapter**

- **Explanation:** the charger needs a stable input power (at least **20 W**). If you have a weaker adapter (e.g. 5 W or an old USB charger), the charger may not work properly - it may blink, not start or intermittently.
- **Solution**:
    - Use a **USB-C PD adapter with a minimum of 20 W.**
    - Try a different USB-C cable, ideally a genuine or high quality one.

**Poor alignment or unstable contact**

- **Explanation:** if the device is not well positioned (especially an iPhone with MagSafe off-center), charging may not start.
- **Solution**:
  - Align the phone exactly in the center of the charging surface.
  - For AirPods: make sure the box is closed and properly aligned with the coil.

## 5. The phone charges, but the AirPods do not.

- **Solution**:
  - Verify that AirPods have a case that supports wireless charging.

## 6. The charger beeps or makes noises when charging

**Normal phenomenon - coils and high-pitched sound**

- **Explanation:** if the sound is very quiet and does not affect the function, this is considered a **normal operating phenomenon**. Wireless chargers use **induction coils**, which may make a **high frequency sound** - a whistling or soft clicking sound - when operating.
  This phenomenon may be amplified when:
  - Multiple devices are charging simultaneously (e.g. iPhone, Apple Watch and AirPods).
  - The phone is not properly aligned.
  - An inferior or weak power adapter is used.
- **Solution**:
  - Make sure all devices are properly positioned.
  - Use the recommended 20W+ adapter.
  - If the sound is very quiet and does not affect function, this is considered **a normal operating phenomenon**.

## 7. Magnetic attachment not working properly

**Make sure your phone supports MagSafe**

- Magnetic attachment only works with **iPhones with MagSafe technology** (iPhone 12 and later).
- Android phones do not include MagSafe magnets and therefore will not automatically attach to the charger.

**Remove or replace the phone case**

- Some covers **prevent attachment** or weaken the magnetic force.
- Use a **MagSafe compatible cover** or a cover with an integrated magnetic ring.

**Clean the surface of the charger and phone**

- Dust, grease, or minor dirt can impair contact.
- Clean the surfaces **with a soft cloth** (without aggressive cleaning agents).

**Check the correct position of the device**

- The phone must be positioned **straight and centrally** - off-centre magnets do not work properly.
- If the phone slides, make sure the charger is not on **a slippery or tilted surface**.

**Try another MagSafe phone (if available)**

- If another compatible phone snaps on correctly, the problem will be with the packaging or the specific device.

## 8. **Phone overheats while charging**

**Wireless charging always generates more heat than using a cable**

- **Explanation:** with wireless (inductive) charging, **some energy is lost in the form of heat**. This is a common phenomenon, but the excess heat should not be extreme. Excessive heating can:
  - slow down charging
  - damage the battery in the long term
- **Solution**:
  - **Remove the cover** from the phone if it is thick or contains metal (e.g. MagSafe holder, metal ring, etc.).
  - Only charge on a **firm, flat and well-ventilated surface**. Do not use the charger on **soft or impervious materials.**
  - Avoid charging in direct sunlight or hot environments.

**Phone is not properly aligned**

- **Explanation:** poor coil alignment can reduce transmission efficiency and increase **heat loss**.
- **Solution**:
  - Make sure the phone snaps into place - **on iPhones with MagSafe**, alignment is easy, but on Androids it can be more delicate.

**Faulty battery or software problem**

- **Explanation:** if your phone is overheating even with wired charging, the battery or an app running in the background may be to blame.
- **Solution**:
  - Test charging in another way (cable).
  - Restart the phone and check the battery consumption in the settings.

## 9. **The charger does not work with some Android phones**

- **Solution**:
  - Make sure your Android phone supports Qi wireless charging.
  - Align your phone properly on the charging surface.
  - Remove the phone's cover (some covers, especially thick ones with metal or magnets, block charging).
  - Check if the problem is with your phone or the charger. If another phone is charging without problems, the problem is probably with the device (or its settings).

## Technical support

📧 **Email:** complaint@cubenest.eu

📞 **Phone:** +420 704 613 961

## Warranty and Claims

- This product is covered by a 24-month warranty.
- In the event of a defect, please complete our claim form - https://www.cubenest.eu/find-out-about/ claim-and-complaint