



Frequently Asked Questions

How does the Ember Mug work?

The difference between the Ember Mug² and a normal mug is that, anything can keep something “Hot”, but only the Ember Mug² can keep your favorite hot beverage at your perfect drinking temperature. Whether you call it an electric mug or battery heated coffee mug, your Ember Mug² allows you to control your ideal temperature from our app

How do I use the Ember Mug?

Simply pour in your favorite hot beverage and let the Ember Mug² do the rest! The LED light will indicate when your Ember is trying to reach the perfect temperature and when it’s ready for you to enjoy. You can also connect the Ember to your smartphone via Bluetooth, by downloading the Ember app. The Ember app will allow you to adjust your preferred temperature, add preset temperatures, and notify you when your beverage has hit your perfect drinking temperature.

What is the Ember Mug material made of?

Ember Mug is made of durable stainless-steel with FDA food grade ceramic-reinforced coating.

What is the temperature range?

With the Ember App, the Ember Mug and Ember Mug² allow the precision temperature control between 120°F (50°C) and 145°F (62.5°C), covering a wide range of preferred hot beverage drinking temperatures.

Please note, the Ember mug can’t be set to a temperature outside of this range.

How long does it take to charge my Ember?

Once your Ember Mug has an empty battery, place the mug on the charging coaster for approximately 2-3 hours for a full charge. Your mug will begin to pulse red to indicate that it is charging. Once the LED turns green your Ember is 100% charged.

How long can I expect my battery to last?

The Ember Mug² has an expected battery life of 90 min (10oz) or 80 min (14oz) without the charging coaster at a target temperature of 135°F (57°C).



The first-generation Ember Mug has an expected battery life of little over one hour when in use without the charging coaster at a target temperature of about 130°F (54.4°C).

*Please note, battery life for both the Ember Mug and Ember Mug² can vary dramatically depending on a few factors such as pour temperature (we recommend at least 165°F (74°C) for best results), ambient temperature, desired temperature, and if there are any additions to your beverage.

What type of battery does Ember Mug use?

The Ember uses dual lithium-ion batteries. The lifetime of the battery will be different for each user based on how you use your mug. While unlikely you'll run into any trouble within the warranty, please don't hesitate to reach out with any questions or concerns as we are always happy to help.

Can I put the Ember in the microwave?

Do not microwave the Ember Mug! The Ember Mug is an electronic device, which should never go in a microwave. As with all electronics and metals, it may result in a fire when heated up in the microwave. Doing so will result in permanent damage to your Ember Mug or Ember Mug².

Do I have to have a smart phone for the Ember Mug to work?

No! Every Ember Mug² is preset to 135°F for you enjoy right out of the box.

Using the mug independently will limit you from customizing specific feature from the Ember mobile app such as adding a custom LED color or setting a specific preferred temperature between 120°F - 145°F.

Can I use it without pairing to a phone?

Yes, the Ember Mug and Ember Mug² will be fully functional without a mobile device. In this case, it will maintain a default temperature of 135°F. Once hot liquids are added, the Ember will pulse white as it works to reach the set temperature. This light will turn solid white when the preferred temperature has been reached.

Using the Ember without the App will limit you from the following features:

- Changing the temperature between 120°F to 145°F (if the app is not in use, the default temperature is 135°F)
- Customizing your LED color identifier
- Assigning presets to different drinks
- Updating your Ember Mug
- Viewing battery life
- Changing brightness of the LED light
- Using the Tea Timer



How long does the Ember Mug battery last?

The Ember Mug², 10 oz was designed to last for up to 1.5 hours and up to 80 min for the Ember Mug², 14 oz when poured in hot at a set temperature of 135°F.

The battery life of your hot mug depends on a number of factors including but not limited to: external temperature, liquid temperature at pour, speed of liquid consumption, and your set temperature.

Will the battery discharge when in sleep mode?

No, the battery will not rapidly discharge while in sleep mode. If your Ember Mug and Ember Mug² is charged, not in use, and is not on the charging coaster, it would take an extremely long time (a few months) to die. The mug actively uses the battery anytime you see the white LED light on.

Can it be used to warm up drinks from room temperature?

The Ember Mug was designed to bring a hot beverage to a resting set temperature and maintain that set temperature for a period of time. This is best achieved by pouring in freshly brewed coffee or hot tea. For the best Ember experience, this is how we always recommend using your mug.

When you pour in a beverage hotter than your desired temperature, Ember's battery won't be needed until your beverage reaches that set temperature. Once reached, the heaters in the Ember will turn on to maintain that temperature. This also allows you to get the best battery life possible while using your mug off the coaster.

Can it charge while actively heating my drink?

If you are keeping your beverage hot while using the coaster, it can maintain your perfect temperature all day! * When Ember is on the charging coaster the battery will stay at a constant level and will not charge any higher until your Ember is empty or is powered off.

Please note, you may see the battery percentage drop slightly in between sips.

* The Ember has a 2-hour inactivity auto shutoff feature. Picking the Ember up to move the accelerometer will reset the 2-hour timer.

Is my Ember safe to leave on charger?

The Ember Mug and Ember Mug² are both 100% safe to keep on the charger when not in use. When the battery is fully charged, the charging is shut off automatically, so no battery damage will occur. We also have something called maintenance charging, which means that if left on the coaster for months on end, the battery is periodically topped off because the battery slowly self-discharges.



Please note - the Ember should be charged every couple of months even if it is not in use. Otherwise, the battery may become over discharged and could be damaged.

Is my Ember sensitive to electrostatic discharge (ESD)?

In the event of ESD interference, the operational state of the mug may be reset, requiring you to enter a target temperature through the mobile app to begin heating.

Is the Ember Mug compatible with my phone? (Android or Apple)

Due to iOS and Android Bluetooth updates, not all phones may be compatible with the Ember App. Below is a list of tested phones compatible* with our app. We're continually adding more devices and improving our compatibility, so if you don't see your device on the list check back soon.

Apple Devices*

Ember fully supports the three latest available versions of the Apple operating system (OS 12, 13 and 14) and the three latest iPhone devices:

Operating System: iOS 12.0+

- iPhone 12 (12 mini, 12 pro, 12 Pro Max)
- iPhone 11 (11 Pro, 11 Pro Max)
- iPhone X (Xs, Xr, Xs Max)
- iPhone SE (2nd Gen)
- Apple Watch (OS 3 and newer)

Android Devices*

Android OS is required to enable the location services in order to scan for BLE devices/Ember mugs. Users may face Ember mug connectivity issues with the app if the location service is not allowed. We recommend selecting the "Allow all the time" location service option if it is available on your phone.

Ember fully supports the three latest available versions of the Android operating system (OS 8, 9, 10) and the three latest Android devices:

Operating System: Android 8+

- Samsung Galaxy S10 / S10+
- Samsung Galaxy S9 / S9+
- Samsung Galaxy S8 / S8+
- Samsung Galaxy Note 20
- Samsung Galaxy Note 10
- Samsung Galaxy Note 9
- Motorola Moto G



- Motorola Moto X
- HTC U11
- Google Pixel 4
- Google Pixel 3 / Pixel 3 XL
- Google Pixel 2 / Pixel 2 XL
- OnePlus Series (7, 7 Pro, 5T)
- Google Nexus 6P
- Google Nexus 5X
- Google Nexus 6
- Google Nexus 5

Are the Charging Coasters Interchangeable?

Yes! The charging coasters are all interchangeable and laterally compatible to each mug. All Ember charging coasters use the same charging technology so you can charge any of our mugs on any of our charging coasters. For example, the Ceramic Mug (Gen 1 & 2) can be charged on the Travel Mug coaster (Gen 1 & 2) and vice versa.

What is the Charging Coaster Voltage?

The Ember charging coaster comes equipped with a plug-in compatible with the country it was purchased from. The plug in can accept anything between 100VAC and 240VAC and is safe to use with an international converter that supports the appropriate amount of voltage.