



Belkin BOOST↑CHARGE™ Dual Wireless Charging Pads Frequently Asked Questions

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PRODUCT INFORMATION

1. What are the Belkin BOOST↑CHARGE™ Dual Wireless Charging Pads?

The **Belkin BOOST↑CHARGE™ Dual Wireless Charging Pads** allows you to wirelessly and simultaneously charge two mobile devices in as easy as setting it on a table. To know more about the Belkin charging pads, click [here\(https://www.belkin.com/us/support-article?articleNum=317052\)](https://www.belkin.com/us/support-article?articleNum=317052).

2. What is the warranty period of the Belkin charging pads?

The Belkin charging pads has a 2-year limited warranty.

3. Does the Belkin charging pads have a Connected Equipment Warranty (CEW)?

Yes. The Belkin charging pads have a \$2,500 CEW.

4. What are included in the packaging of the Belkin charging pads?

The packaging contents are:

- Belkin BOOST↑CHARGE™ Dual Wireless Charging Pads
- Power supply with a 4-ft cable
- Quick start guide
- Regulatory documentation

5. What are the available colors of the Belkin charging pads?

The Belkin charging pads are available in the following colors:

- WIZ002xxBK – Black
- WIZ002xxWH – White
- WIY006xxBK-WM – Black

HARDWARE INFORMATION

1. What are the power specifications of the power adapter included with the Belkin charging pads?

The power specifications of the power adapter are the following:

- Input: 100-240V ~ 50/60 Hz
- Output: 27W

2. Are the Belkin charging pads RoHS-certified?

Yes.

3. Are the Belkin charging pads REACH-certified?

Yes.

FUNCTIONALITY

1. What are the function of the light indicators?

To know the function of the Belkin charging pads' light indicators, click [here\(https://www.belkin.com/us/support-article?articleNum=317052\)](https://www.belkin.com/us/support-article?articleNum=317052).

2. Can the Belkin charging pads charge more than one phone at a time?

Yes. The Belkin charging pads can charge two Qi-compatible mobile phones at a time.

3. What are the recommended operating and storage temperatures of the Belkin charging pads?

The operating and storage temperatures are as follows.

- Operating temperatures: 0°C to 40°C under normal humidity (10% to 90% RH)
- Storage temperatures: -40°C to 85°C with 5% to 95% relative humidity

4. Does the wireless charger support fast charging?

Yes. The Belkin charging pads supports fast charging.

- Standard Qi charging up to 5W per pad
- Apple® fast charging up to 7.5W per pad
- Samsung fast charging up to 9W per pad
- Qi EPP fast charging up to 10W per pad

5. How will I know if my device is fully charged?

The Belkin charging pads only features a light indicating charging or charging error. You will need to rely on your device to check the charging level.

COMPATIBILITY

1. What devices does the Belkin charging pads work with?

The Belkin charging pads are designed to work with Qi™-compatible devices. These have been tested for compatibility with the following devices:

- iPhone® 13 Pro Max
- iPhone 13 Pro
- iPhone 13
- iPhone 13 mini
- iPhone 12 Pro Max
- iPhone 12 Pro
- iPhone 12
- iPhone 12 mini
- iPhone 11 Pro Max
- iPhone 11 Pro
- iPhone 11
- iPhone XS Max
- iPhone XS
- iPhone X
- iPhone 8 Plus
- iPhone 8
- Samsung Galaxy Note®10
- Samsung Galaxy Note10+
- Samsung Galaxy® S10+®
- Samsung Galaxy S10®
- Samsung Galaxy S9+®
- Samsung Galaxy S9®
- Samsung Galaxy S8+®
- Samsung Galaxy S8®
- LG® G7 ThinQ™

- LG G6®
- LG G5™

2. Will the wireless charger securely hold my phone?

The pad features a non-slip wireless charging surface, but it does not contain any straps or fasteners to tether the phone to it.

3. Can the wireless charger be used with a case?

Yes, the charger will work with most phone cases that are up to 3 mm thick.

4. What should I do if there is a charging error?

In case of charging error, check the following:

- That the device is properly aligned on the charging pad.
- That a Qi-compatible device is placed on the charging pad.
- That the charging pad and phone are not overheating.