

Ultimate Pro FAQ's

Q. Do I have to charge the Ultimate Pro before I use it?

A. The Ultimate Pro can be used as a wall charger or portable power bank. It is recommended to charge the internal battery to 100% before charging connected devices.

Q. How do I recharge the Ultimate Pro?

A. The Ultimate Pro can be recharged by plugging into a standard wall outlet, or by using the included Type-C to Type-C Cable and a secondary power source. For a faster recharge, it is recommended to use the included Type-C to Type-C Cable with the Type-C Input/Output and a fast-charging wall adapter.

NOTE: Some outlets are controlled by a switch. Make sure the Ultimate Pro is plugged into a live outlet. The Battery Indicator Lights should light up with the current power level, until a 100% charge is met. If the Lights do not turn on when plugged into an outlet, try another outlet.

Q. Can I recharge the power bank and still charge other devices at the same time?

A. Yes! Pass-through technology allows a device, such as a portable charger, to charge itself and simultaneously charge other devices connected to it. In the context of the Ultimate Pro, this means that you can plug the charger into a power source to recharge its own battery while also using it to charge your smartphone, tablet, or other gadgets.

Q. Will my phone charge faster by using the built-in cables, the Type-C Port or USB Port?

A. The Ultimate Pro provides an optimal charge using both the built-in cables as well as the Type-C and USB port. For the fastest charge, use the Type-C Power Deliver Port or USB (Quick Charge) Port.

Q. What does the green icon on the display mean?

A. The green charging icon on the display indicates that a quick-charge compatible device is connected and charging. Please note, some devices may not trigger the green icon, but they are still able optimally charge with the Limitless Ultimate Pro Power Bank.

Q. What devices are the built-in cables compatible with?

A. The built-in cables include Type-C, and Lightning connectors to create universal compatibility with virtually any USB enabled device included mobile phones, tablets, cameras, speakers, power banks, controllers, and more.

Type-C

Compatible with most new Samsung, Google, Motorola, LG, and some Apple products: iPhone 15, iPhone 15 Plus,

iPhone 15 Pro, iPhone 15 Pro Max, iPad Pro 11", iPad Mini (6th gen.), iPad Air (4th-5th gen.), iPad (10th gen.), iPad Pro 12.9" (3rd-6th gen.), AirPods Pro (2nd gen.), and Apple Vision Pro.

Lightning®

Compatible with iPhone SE, iPhones 5-14, iPad Mini (1st-5th gen.), iPad (5th-9th gen.), iPad Air (1st-3rd gen.), iPad Pro 9.7" and 10.5", iPad Pro 12.9" (1st and 2nd gen.), AirPods Max, AirPods (2nd gen.), AirPods (3rd gen.), AirPods Pro (1st gen.), Apple Pencil, and Magic Mouse/Keyboard/Trackpad.

Q. How do I use the wireless charging feature?

A. Place your wireless charging-compatible device on the designated wireless charging pad on the Ultimate Pro, ensuring it aligns properly for efficient charging. The device will begin to charge automatically.

Wireless Charging Compatibility:

Apple: iPhone 8 and newer, AirPods

Samsung: S6 and newer

Motorola: Droid, Moto, Edge+

LG: G2 and newer

Lumia 950 and newer

Sony: Xperia Z3V and newer

Q. Can I charge multiple devices at the same time?

A. Yes, the Ultimate Pro can charge multiple devices simultaneously, thanks to its various output options, including the built-in cables, USB port, and wireless charger. It is recommended to only charge one device at a time to achieve the maximum power output. When multiple devices are connected, the Ultimate Pro may, at times, reach its maximum charge capacity causing the connected devices to charge at a slower rate. If this occurs, remove a connected device to resume optimal charge.

Q. Can I recharge devices and still have the Ultimate Pro in its storage case?

A. The Ultimate Pro can stay in the Premium Carrying Case while charging devices via the charging ports.

Q. Can I recharge the Ultimate Pro in a power strip or extension cord?

A. Yes, the Ultimate Pro can be recharged and/or plugged into a power strip or extension cord.

Q. Will the Ultimate Pro "overcharge" my cell phone or device?

A. The Ultimate Pro is designed to optimally charge your devices. This means it will charge them quickly, as well as safely.

Q. How long will the battery last?

A. The battery life will depend on the usage of the power bank in between charges. We recommend checking the battery level and recharging the Ultimate Pro every 90 days

Q. How long does the Ultimate Pro take to charge my phone?

A. Charging times vary depending upon the device, the charging method, the age of the device and the level of current power. However, the Ultimate Pro is equipped with fast charging technology to safely charge your device as fast as it will allow.

Using Wall Charger: Approx. 6-8 Hours

Using Type-C Port: Approx. 3-4 Hours

Q. Can I use the Ultimate Pro outdoors?

A. The Ultimate Pro is designed for indoor and outdoor use, only in dry locations. Do **NOT** expose the Ultimate Pro to extreme heat, moisture, water, rain, or snow.

Q. What are the hinged pieces on the Ultimate Pro for?

A. The Ultimate Pro features a slide-out phone holder allowing you to securely place your phone on the charger, making it convenient to use your device while it's charging.

Q. How do I check the battery level?

A. Press the Power Button. The 4x LED Indicator Lights will illuminate indicating how much battery is left.

Q. What is the purpose of the magnetic kickstand?

A. The magnetic kickstand props up your phone or device, allowing for hands-free viewing during charging sessions. Can be used for vertical and horizontal viewing.

Q. Can I carry the Ultimate Pro on an airplane?

A. The Ultimate Pro is approved by TSA and FAA to carry on an airplane! Please note, this power bank must be carried with you in your carry-on baggage and not stored in your checked luggage during travel. In addition, you can use the Ultimate Pro to charge your devices during the flight.

Q. How do I turn off the Ultimate Pro?

A. The Ultimate Pro will automatically turn off after approximately 10 seconds of being idle.

Q. Is there a Warranty?

A. Yes, the Ultimate Pro comes with a 1-Year Limited Warranty by Limitless Innovations.

Q. Who do I contact if I have a question or issue with the Ultimate Pro?

A. For any inquiries regarding the Ultimate Pro, please contact our support team at LimitlessInnovations.com/Support, email us at Support@LimitlessInnovations.com, or call us at (855) 843-4828.

