

1. What is included in the ANOVA JET Packaging?

It includes ONE set ANOVA JET, ONE piece of Micro USB extension cable, ONE User Guide and ONE piece of Micro-charge OTG cable with 2 options; either it's made for the devices of micro-usb connector or lightning connector , which is subject to customer choice.

2. Do I have to charge it for the first time usage?

No, You don't need to do so. It's pre-charged and ready for use once purchased. The batteries are factory activated and have undergone charging/discharging treatment, so you can just use it as normal.

3. What's the core feature of Micro-charge OTG cable?

Micro-charge OTG cable is designated for ANOVA JET pocket power, it can store easily in the dedicated housing for conveniently use. It consists of a 24 AWG copper wire to maximize the efficiency. Also, it is a tangle free cable, you can bend easily for conveniently charging. Micro-charge OTG cable has 2 options, one is made for charging devices with micro-usb connector (say, Android phone is commonly use) or other one is made of charging devices with lightning connector. (say, Apple iPhone, iPad and iPod). Both cable options are identical size.

4. What is the terminology means of OTG?

OTG is the short form of On-The-Go. USB On-The-Go recognizes that a device can perform both master and slave roles, and so subtly changes the terminology. The Micro-charge OTG cable embedded with OTG mode identification at one connector (marked OTG). The ANOVA JET micro-USB port recognizes the OTG connector, and switch mode from input mode to output mode.

5. How can I know the micro-USB is working as input vs output mode?

Just simply check the LED indication, when micro-USB work as input mode, the LED flash as blink mode ; while when it work as output mode, the LED flash as breathe mode.

6. Why the Micro-charge OTG cable is not charging the device?

Please check the OTG connector (marked OTG) are correctly plug to ANOVA JET micro-USB port

7. Does the Micro-charge OTG cable support data transmission?

Yes, this is a unique design cable; it can be function as both charging electronic device and data transmission. For data transmission, please use a convertor (exclude in the package), micro-usb to USB-A.

8. Does my ANOVA JET work if not using Micro-charge OTG cable?

No worries, ANOVA JET can be charging electronic devices by using the normal standard USB cable or apple lightning cable. And if you want to achieve better user experience for charging, dedicated Micro-charge OTG cable is the best option for ANOVA JET.

9. ANOVA JET supports dual output in the website, why only ONE micro-usb and ONE USB-A female at the back?

ANOVA JET has a unique design, the micro-usb can work as output mode when accompany with the Micro-charge OTG cable.

Hence, the dual output is "USB-A" and "micro-usb".

10. How do I know whether the ANOVA JET is fully charged?

ANOVA JET pocket power using the built-in 3 LED indicator lights to indicate battery level. When it's being charged, battery indicator light starts blinking to confirm it's charging. Green color indicator will light up when charging is completed.

11. Can I use my phone while it's charging?

Yes, it can be used but keep in mind that the recharging time is altered because of the phone battery is being consumed while charging it.

12. Should I use up all power of ANOVA JET before charging?

Please don't use up all power. It will present pre-charging status in the next self-charging if you use up all power, and the charging time would require extra time. Hence, the self-charging time slows down, so you are not necessary to use up all battery of ANOVA JET before charging.

13. Does ANOVA JET support higher charging current rate devices, iPad or tablet?

Yes, ANOVA JET has a smart controller for detection in order to maximize the efficiency. In benchmark test against 5W USB adaptors, ANOVA JET charging iPad mini and Samsung note series from 20% to 80%, ANOVA JET performs up to 34% on iOS and 73% on Android devices faster.

14. ANOVA JET supports dual charge, Is it possible to charge 2 iPad(s) or Tablet(s) at the same time?

No, it's not recommended. ANOVA JET maximum output current design is 2.3A, charging 2 iPad or tablet at the same time will exceed maximum output current. With the protection circuit design, it will prohibit USB output when over current occurs, LED will blink between Green and Red alternative for indication. And please detach the excessive load and ANOVA JET will resume by pressing on/off button.

For dual charging, it normally can charge ONE iPad/tablet and ONE smartphone simultaneously with total current less than 2.3A.

15. What is the lifespan of ANOVA JET?

It can take up to 500 charge/discharge cycles, after which its battery capacity will drop gradually.

16. How can I check the remaining power at ANOVA JET?

You can check battery level in the 3 different color of LED by pressing the power on/off button once. If LED color is Green, power level is in good condition. If LED color is Amber, power level is medium. LED is Red if power is LOW. And LED is Blink Red if empty.

17. Can I charge my laptop using ANOVA JET?

No, laptop requires higher voltage than ANOVA JET can provide. Anova Jet specification is input 5V/1.4A and output 5V/2.3A which is compatible for most of the electronic devices. Say, Android, Apple iPhone, iPad, game console, mobile pocket wifi, Bluetooth earphone..etc

18. Can I charge the ANOVA JET and the Phone/Tablet at the same time?

No, we recommend charging both separately.

19. How can I turn off the LED light of ANOVA JET?

You may press the power on/off button on the panel to turn off the LED light.

20. Can I order an additional Micro-charge OTG cable?

Yes, you can send your request to [cs@anova-hk.com](mailto:cs@anova-hk.com) for ordering. ANOVA has some available for this special needs to fulfill our existing clients.

21. Does ANOVA JET with warranty?

Yes, ANOVA JET is warranted for 1 full year from the date of purchase. Original invoice of valid local retailers or softcopy invoice for online purchase must be presented upon request of warranty service. This warranty does not include the Micro-charge OTG cable and micro USB extension cable. For maintenance service, please contact our authorized service provider, Xander International (HK) Limited at [www.xander.com.hk/index.php](http://www.xander.com.hk/index.php) for details.

22. How can I get user guide if I lost my original one?

No worries, you can download it from [www.anova-hk.com](http://www.anova-hk.com) or contact [cs@anova-hk.com](mailto:cs@anova-hk.com) / [cx@xander.com.hk](mailto:cx@xander.com.hk) for assistance.

23. How can I buy ANOVA product?

As of now, you can directly shop online at [www.anova-hk.com](http://www.anova-hk.com), where we can deliver to most of the countries globally. Or check on “where to buy” at website to locate the available retail store.

24. Does ANOVA tailor-made the logo, color, name engraving?

We are flexible to discuss as long as the content is legal and align with our corporate identity. Minimum order quantity is required. For details, please email to [enquiry@anova-hk.com](mailto:enquiry@anova-hk.com).