Troubleshooting Guide

1. What can I do if the 100W GaN Tech PD wall charger doesn't work at all?

(1) Re-plug the cable and phone device to ensure every part is connected properly
(2) Test this wall charger with another socket.
(3) If possible, try it with another cable and device.

2. What can I do if the 100W GaN Tech PD wall charger charges intermittently?

(1) Re-plug the cable and phone device to ensure every part is connected properly
(2) Test this wall charger with another socket and cable.
(3) Ensure that the phone works well with another wall charger.

3. Do you have any suggestions if the wall charger cannot fast charge my laptop?

1. If your laptop needs more than 65W of power, please use the C1 or C2 port individually to charge it, since the C1 or C2 port can only output 100W when one port is used.
2. If your laptop needs power less than 65W, you can use the C1 or C2 port with C3 or the A port simultaneously.

4. What should I do if my device is warm?

1. Do not charge a device while using it.
2. Unplug the cable if it is not in use.
3. Use the wall charger in a place that is well ventilated and free of any flammable materials.