Frequently asked questions and answers

Q1: What is the max power output of the four ports of this GaN Tech PD wall charger?
It is 100W at max.

Q2: What is the max power output when the single port is used?
USB C1- 100W at max.
USB C2-- 100W at max.
USB C3-- 22.5W at max.
USB A --22.5W at max.

Q3: Does this GaN Tech PD wall charger support QC fast charging?
Yes, it supports QC 4.0+/4.0/3.0/2.0.

Q4: Does this GaN Tech PD wall charger support Huawei's FCP?
Yes, it supports FCP.

Q5: Does this GaN Tech PD wall charger support Samsung's AFC?
Yes, it supports AFC.

Q6: Does this GaN Tech PD wall charger support PPS?
Yes, it supports PPS.

Q7: Why does it sometimes wake up my device when I plug in or unplug another device ?
When multiple devices are connected at the same time, plugging a new device in or unplugging a device from the charger will cause a short charging pause for other devices. This short pause is because the charger is redistributing the power, which will intelligently adjust the power output to protect your product's battery.

Q8: How can I get the best performance from all my charging ports?
When you need to use 3 or more of the charging ports simultaneously, to maximize the output power, plug devices that need a lot of power, like computers and tablets, into the C1 and C2 ports. The C3 and USB-A ports are for devices that need less power, and the combination of C3 and A is not recommended because the power output would be minimal in this case.

Q9: What is the storage temperature of this PD wall charger?
Please keep it in the place that is within -50~176°F.

Q10: Is it normal if there is hums when using this PD wall charger?
It is not normal if there is obvious hums when you are at least 3.9inch (10cm) far away from the wall charger. Please stop using it for your safety in this case.

Q11: Does it include any cable?

No, it doesn’t include any charging cable. You need to prepare the cable by yourself.

Q12: Does this PD wall charger support 110V.

Yes, it supports 100~240V.

Q13: Which port should I use to 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.

Q14: 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.