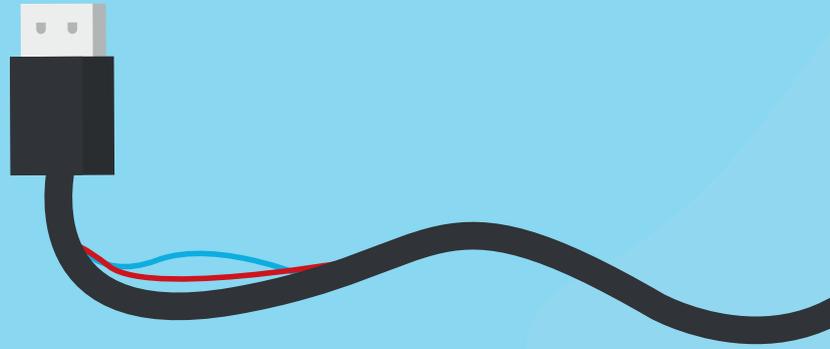


TUF HELP GUIDE

If your device isn't charging it may be a result of a damaged charging cable, or a connector causing an internal short. As shown in the image below.

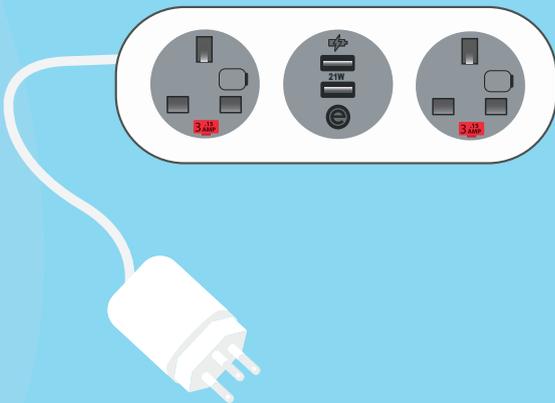
1

Check to see if this is the case by using a different cable to charge the device.



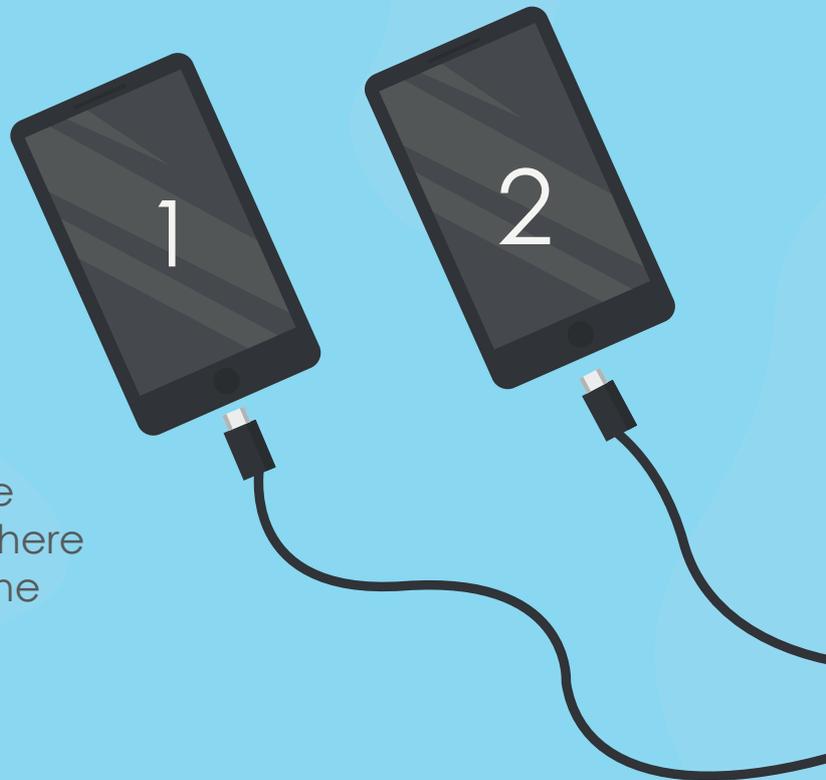
2

Check that the unit is connected to the mains, and switched on.



3

Try to charge a different device with the TUF. If the second device charges there may be a problem with the first device.



If the TUF still does not work then call our dedicated customer support team who are ready to help!

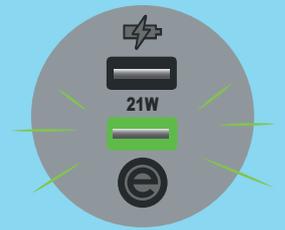


oeelectrics.co.uk
01924 367255

TUF HELP GUIDE - FLASHING LIGHTS

What does a **green** flashing TUF mean?

The TUF is a 25W charger which was designed to charge hand held devices, such as phones and tablets. Other, none hand held devices often require a higher wattage to effectively charge.



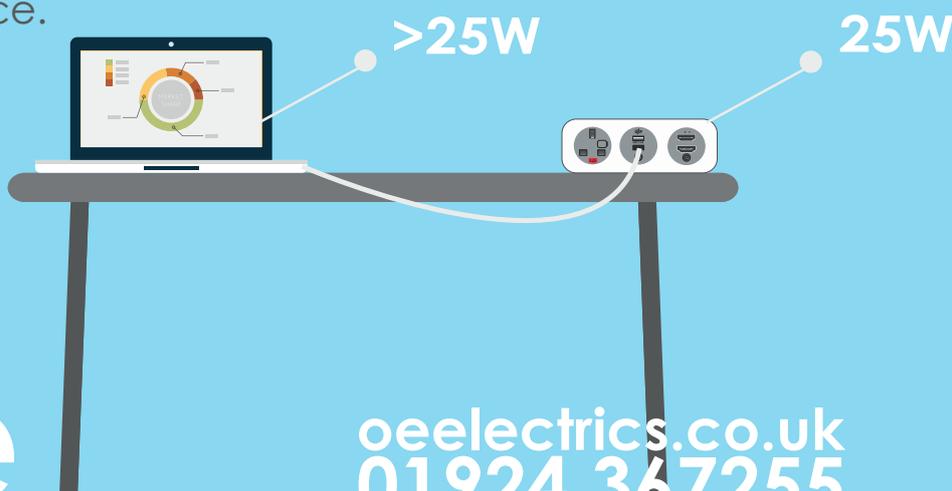
For example, high-end laptops, like the Macbook Pro or the Surface Pro, often require over 50W. If either of them was plugged into a TUF, they would not charge efficiently, as the TUF can not deliver enough power. The laptops may however trickle charge.

The TUF may recognise that the device is trying to pull too much power and it will flash green to demonstrate that the TUF is over current. To resolve this, unplug the device from the TUF that is causing the over current and use the adapter that came with the device to charge.

What does a **blue** and **green** flashing TUF mean?

If a device that is causing over current charges for a prolonged period, then it may cause the TUF to overheat.

In this scenario, the TUF is programed to stop charging so that it does not cause any damage. Again, the only way to resolve this issue is to unplug the device that is overheating the TUF and charge it with the power adapter that came with the device.



oelectrics.co.uk
01924 367255