

## Precautions

- Follow installation guidelines overleaf for optimum charge.
- Keep metal objects (keys, coins, credit cards etc) away from charging area. They may activate foreign object detection (FOD) and ARC-H will not operate.
- Do not use phone cases with magnet or metallic blocks when charging.
- Charger will only charge through non-metallic surfaces.
- Do not install on metal or metallic materials.
- Do not expose ARC-H to liquids.
- Use only supplied 19V power supply with correct plug attachment for country of use.
- Complies with the following Safety and EMC standards:
  - IEC60950-1:2006+A11+A1+A12+A2
  - EN62311:2014
  - ETSI EN 301 489-1 V2.2.0 (2017-03)
  - ETSI EN 301 489-3 V2.1.1 (2017-03)
  - ETSI EN 303 417 V1.1.1 (2017-09)

## Common Faults & Troubleshooting

### My phone isn't charging/charging slowly.

Generally the wireless charging coil is located in the middle of a phone, so please make sure your phone is placed over the centre of the table top sticker. If the phone case is too thick or has metal/magnetic accessories, your phone may not charge.



### Is the table too thin or too thick?

ARC-H is designed for a table with a thickness of 13mm to 25mm.

### Will my device charge with metal objects on the charging surface?

Devices won't charge if there's a metal object on the charging surface. Remove the object and allow several seconds for the device to begin charging again.

### Can ARC-H charge other wireless charging devices?

Due to the coils size, ARC-H will only charge your compatible mobile phones.

### LED Functions:

**Slow on/off Blue** - Device is on and in stand-by mode.

**Solid Blue** - Device is on and in charging mode.

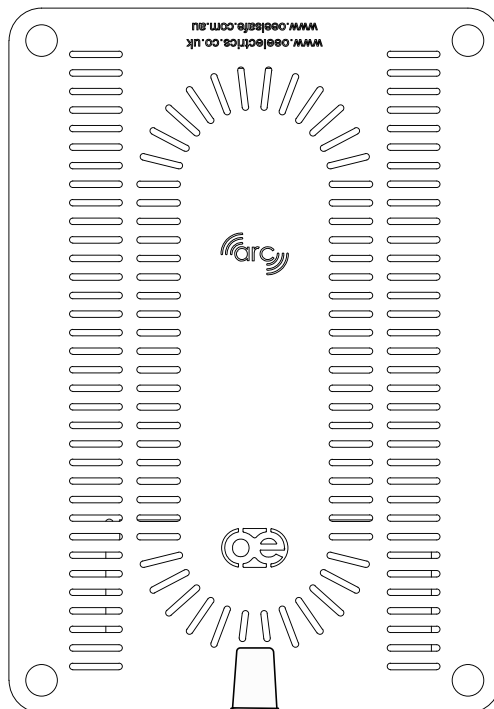
**Red** - Error Mode:

• **Foreign Object Detected** - Remove metal from near charger

• **Phone is too close** - Move phone greater than 15mm away

• **Plug Pack Issue** - Use only original plug pack

• **NON-Compatible Phone** - Upgrade Phone



## Through Surface Wireless Charging

ADVANCED RESONANT CHARGER



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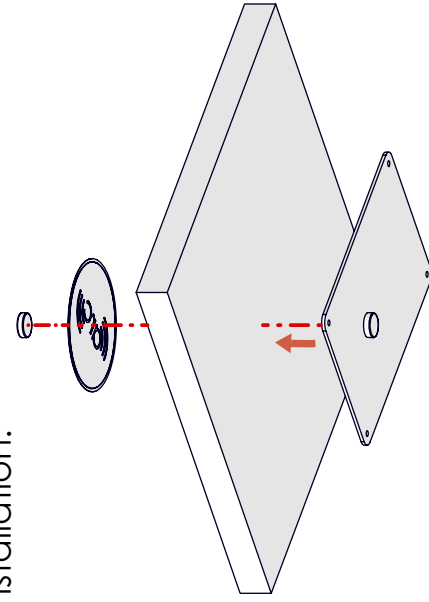


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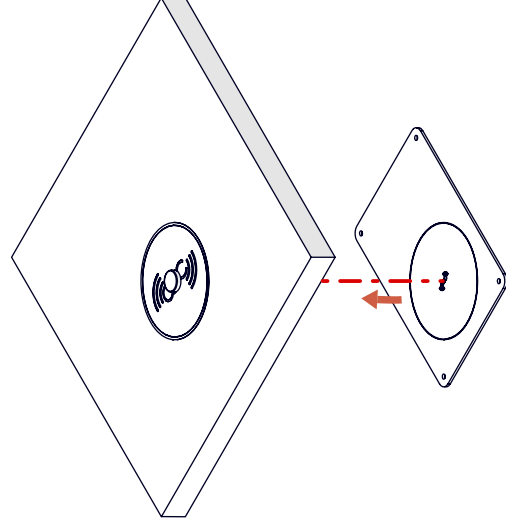
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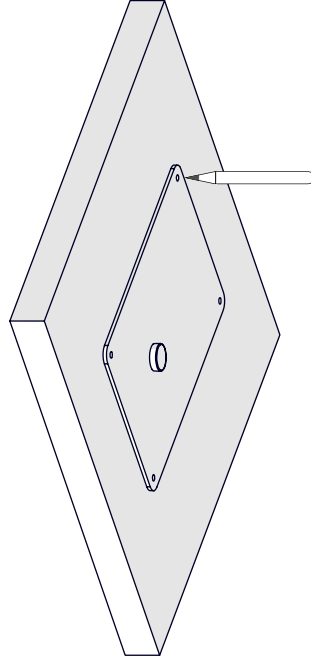
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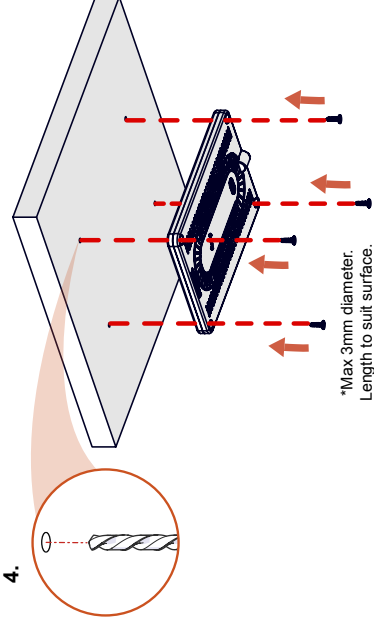
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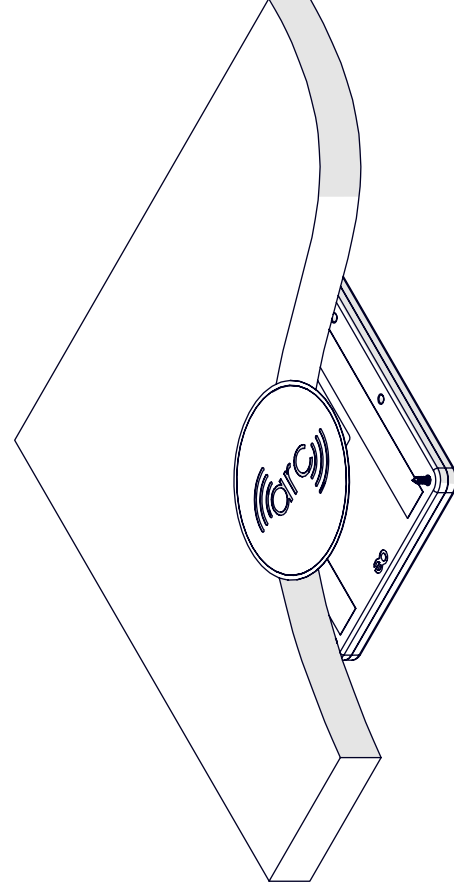
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4.



5.



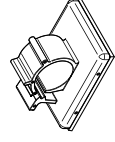
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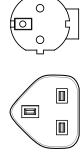
80mm marker



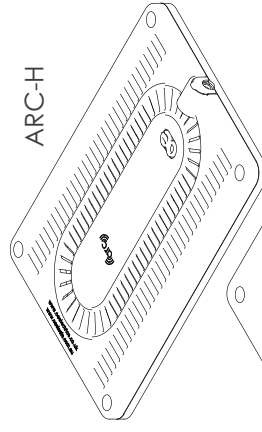
40mm marker



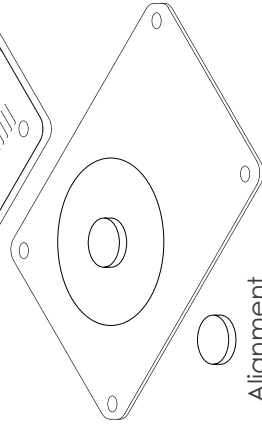
3x cable clips



Power Adapter



ARC-H



Alignment Magnet

Alignment Template