

# VOLTIX Pro 10K - Complete Product Knowledge Base

## Document Purpose

This document contains comprehensive product information for the VOLTIX Pro 10K Magnetic Wireless Power Bank. Use this document for RAG (Retrieval-Augmented Generation) embedding to enable an AI chatbot to answer customer questions accurately.

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## 1. PRODUCT OVERVIEW

### Product Name

VOLTIX Pro 10K Magnetic Wireless Power Bank

### Product Category

Portable Power Bank / Mobile Charging Accessory

### Brand

VOLTIX (Premium mobile power solutions)

### Short Description

A sleek, compact, magnetic wireless power bank with both 22.5W PD fast wired charging and 15W magnetic wireless charging, designed for travel, everyday carry, and multi-device use.

### Tagline

"Magnetic Wireless Power Bank - The ultimate portable power solution"

### Value Proposition

Magnetically attach, wirelessly charge, and experience lightning-fast PD charging—all in one sleek, pocket-friendly design.

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## 2. PRICING INFORMATION

### Current Price

\$49.99 USD

### Original Price (MSRP)

\$69.99 USD

### Discount

28% off (Save \$20.00)

### Price Positioning

Mid-premium category - positioned as an affordable premium product offering flagship features at a competitive price point.

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## 3. TECHNICAL SPECIFICATIONS

### Battery Capacity

- \*\*Capacity:\*\* 10,000mAh

- \*\*Battery Type:\*\* High-density lithium polymer

- \*\*Energy Rating:\*\* 37Wh (airline-safe)

### ### Charging Outputs

#### #### Wireless Charging

- \*\*Technology:\*\* Qi-compatible magnetic wireless charging
- \*\*Output Power Levels:\*\* 7.5W / 10W / 15W (auto-adjusts based on device)
- \*\*Maximum Wireless Output:\*\* 15W
- \*\*Magnetic Alignment:\*\* Yes, MagSafe-compatible for iPhone 12 and newer

#### #### USB-C Output (Wired)

- \*\*Power Delivery:\*\* 5V=3A / 9V=2.2A
- \*\*Maximum Output:\*\* 20W
- \*\*Protocol:\*\* USB Power Delivery (PD)

#### #### USB-A Output (Wired)

- \*\*Power Delivery:\*\* 5V=3A / 9V=2A / 12V=1.5A
- \*\*Maximum Output:\*\* 22.5W
- \*\*Protocols:\*\* QC3.0, AFC, FCP compatible

### ### Charging Input

- \*\*Port:\*\* USB-C
- \*\*Input Power:\*\* 20W
- \*\*Full Recharge Time:\*\* 3-4 hours (with 20W PD adapter)

### ### Physical Specifications

- \*\*Dimensions:\*\* 98 x 64 x 15 mm
- \*\*Weight:\*\* Approximately 200g
- \*\*Material:\*\* Premium matte plastic with soft-touch finish
- \*\*Color Options:\*\* Space Gray (primary), may vary by region

### ### Indicators

- \*\*LED Display:\*\* 4-level battery indicator
- \*\*Charging Status:\*\* LED indicator shows charging activity

### ### Certifications

- CE (European Conformity)
- FCC (Federal Communications Commission)
- RoHS (Restriction of Hazardous Substances)

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## ## 4. KEY FEATURES

### ### 1. Lightning-Fast Power Delivery

- PD 22.5W wired output charges devices up to 3x faster than standard chargers
- Charge your phone from 0% to 50% in approximately 30 minutes
- Smart power distribution automatically optimizes output for connected devices

### ### 2. Magnetic Wireless Charging

- Up to 15W magnetic wireless charging for cable-free convenience
- Secure magnetic attachment keeps phone aligned during charging
- Works with MagSafe cases and accessories
- Auto-detects optimal charging speed (7.5W for iPhone, 10W for compatible Android, 15W max)

### ### 3. Dual Output Ports

- Charge up to 3 devices simultaneously (wireless + USB-C + USB-A)
- USB-C port for modern devices with Power Delivery support
- USB-A port for legacy devices and accessories
- Intelligent power distribution when multiple devices connected

### ### 4. Travel-Friendly Design

- Ultra-slim profile fits in pocket alongside phone
- Lightweight at only ~200g
- Airline-approved 37Wh capacity (well under 100Wh TSA limit)
- Premium matte finish resists fingerprints and scratches
- Compact dimensions: 98 × 64 × 15 mm

### ### 5. Intelligent Protection Technology

- **Overcharge Protection:** Prevents battery damage from extended charging
- **Over-discharge Protection:** Protects internal battery life
- **Short Circuit Protection:** Automatic shutdown if short circuit detected
- **Temperature Monitoring:** Smart thermal management adjusts output
- **Foreign Object Detection:** Ensures safe wireless charging (FOD)
- **Overvoltage Protection:** Guards against power surges

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## ## 5. DEVICE COMPATIBILITY

### ### iPhone (Wireless + Wired)

- iPhone 8, 8 Plus
- iPhone X, XR, XS, XS Max
- iPhone 11, 11 Pro, 11 Pro Max
- iPhone 12 mini, 12, 12 Pro, 12 Pro Max (MagSafe magnetic alignment)
- iPhone 13 mini, 13, 13 Pro, 13 Pro Max (MagSafe magnetic alignment)
- iPhone 14, 14 Plus, 14 Pro, 14 Pro Max (MagSafe magnetic alignment)
- iPhone 15, 15 Plus, 15 Pro, 15 Pro Max (MagSafe magnetic alignment)
- iPhone 16, 16 Plus, 16 Pro, 16 Pro Max (MagSafe magnetic alignment)
- All future iPhone models with Qi wireless charging support

### ### Samsung Galaxy (Wireless + Wired)

- Galaxy S10, S10+, S10e and newer
- Galaxy S20, S21, S22, S23, S24 series
- Galaxy Note 10, 20 series
- Galaxy Z Fold and Z Flip series
- Galaxy A series (models with wireless charging)

### ### Other Android Phones (Wireless + Wired)

- Huawei Mate and P series (wireless charging models)
- Xiaomi Mi and Redmi series (wireless charging models)
- OnePlus (wireless charging models)
- Google Pixel 3 and newer
- LG, Sony, OPPO, and other Qi-compatible devices

### ### Wireless Earbuds

- Apple AirPods Pro, AirPods (wireless charging case)
- Samsung Galaxy Buds series
- Google Pixel Buds
- Sony WF series
- Any Qi-compatible wireless earbuds

### Other Devices (Wired)

- Tablets (iPad, Samsung Tab, etc.)
- Smartwatches (Apple Watch with adapter)
- Bluetooth speakers
- Gaming controllers
- E-readers
- Any USB-C or USB-A powered device

#### ### Notes on Magnetic Attachment

- Best magnetic alignment with iPhone 12 and newer (built-in MagSafe magnets)
- For other phones, wireless charging still works by placing phone on charging surface
- MagSafe-compatible cases work with magnetic attachment
- Third-party magnetic rings/cases can enable magnetic attachment on non-MagSafe phones

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## ## 6. WHAT'S IN THE BOX

1. \*\*VOLTIX Pro 10K Power Bank\*\* - Main unit
2. \*\*USB-C to USB-C Cable\*\* - 1 meter braided charging cable
3. \*\*Quick Start Guide\*\* - Setup instructions and safety information
4. \*\*Warranty Card\*\* - 18-month manufacturer warranty registration

\*\*Note:\*\* Wall adapter NOT included. We recommend using a 20W PD adapter for fastest charging (sold separately).

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## ## 7. CHARGING PERFORMANCE

#### ### Phone Charging Estimates

| Device Type        | Battery Size | Full Charges | Time to 50%     |
|--------------------|--------------|--------------|-----------------|
| iPhone 14          | ~3,279mAh    | ~2.5 charges | ~25 min (wired) |
| iPhone 14 Pro Max  | ~4,323mAh    | ~2 charges   | ~30 min (wired) |
| Samsung S23        | ~3,900mAh    | ~2 charges   | ~25 min (wired) |
| Samsung S23 Ultra  | ~5,000mAh    | ~1.5 charges | ~35 min (wired) |
| Average smartphone | ~3,500mAh    | ~2-3 charges | ~30 min (wired) |

#### ### Charging Efficiency

- Wired charging: ~90% efficiency
- Wireless charging: ~80-85% efficiency
- Combined charging (wired + wireless): Power distributed intelligently

#### ### Power Bank Recharge Time

- With 20W PD adapter: 3-4 hours
- With 10W adapter: 5-6 hours
- With 5W adapter: 8-10 hours

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## ## 8. USE CASES & SCENARIOS

#### ### Travel

- Airline-approved for carry-on luggage
- Compact enough for pocket or small bag
- Multiple full phone charges for long flights or trips
- Works internationally with proper adapter

### ### Daily Commute

- Charge phone during commute
- Magnetic attachment allows one-handed use
- Quick top-up before important meetings

### ### Outdoor Activities

- Hiking, camping, beach trips
- Power for phone, camera, GPS devices
- Durable design handles everyday use

### ### Work & Business

- Keep devices charged during conferences
- Emergency backup power
- Professional appearance

### ### Emergency Preparedness

- Reliable backup power during outages
- Multiple device charging capability
- Long standby time when not in use

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## ## 9. WARRANTY & SUPPORT

### ### Warranty Coverage

- \*\*Duration:\*\* 18 months from date of purchase
- \*\*Coverage:\*\* Defects in materials and workmanship
- \*\*What's Covered:\*\* Manufacturing defects, battery issues, charging malfunctions
- \*\*What's NOT Covered:\*\* Physical damage, water damage, misuse, normal wear

### ### 30-Day Satisfaction Guarantee

- Full refund within 30 days if not satisfied
- Product must be in original condition
- Return shipping may apply

### ### Customer Support

- \*\*Email:\*\* support@voltixpower.com
- \*\*Response Time:\*\* Within 24-48 business hours
- \*\*Support Hours:\*\* Monday-Friday, 9 AM - 6 PM EST

### ### Warranty Claims Process

1. Contact customer support with order number
2. Describe the issue with photos if applicable
3. Receive RMA number if replacement approved
4. Ship product back (prepaid label provided for valid claims)
5. Receive replacement unit

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## ## 10. FREQUENTLY ASKED QUESTIONS

### ### Charging Questions

\*\*Q: How long does it take to fully charge the power bank?\*\*

A: Using the included USB-C cable with a 20W adapter, the VOLTIX Pro 10K charges from 0% to 100% in approximately 3-4 hours. We recommend using a PD-compatible charger for the fastest charging experience.

\*\*Q: Can I charge two devices at the same time?\*\*

A: Yes! You can use wireless charging and wired charging simultaneously. For example, charge your phone wirelessly while charging your earbuds case via USB-A or USB-C. The power bank intelligently distributes power between connected devices.

\*\*Q: How many times can it charge my phone?\*\*

A: This depends on your phone's battery capacity. For a typical smartphone with a 3,000-4,000mAh battery, you can expect 2-3 full charges. For larger phones with 4,500-5,000mAh batteries, expect 1.5-2 full charges. Wireless charging is slightly less efficient than wired charging.

\*\*Q: Can I charge the power bank while it's charging my phone?\*\*

A: Yes, pass-through charging is supported. You can charge the power bank via USB-C input while simultaneously charging your devices.

### ### Compatibility Questions

\*\*Q: Is magnetic wireless charging compatible with all phones?\*\*

A: The magnetic attachment works best with phones that have built-in magnetic alignment (like iPhone 12 and newer with MagSafe). For other phones, you can use a magnetic case or simply place the phone on the charging surface—wireless charging will still work for any Qi-compatible device.

\*\*Q: Will it work with my phone case?\*\*

A: Wireless charging works through most cases up to 6mm thick. Metal cases or cases with metal plates will block wireless charging. MagSafe-compatible cases work best with the magnetic attachment.

\*\*Q: Does it work with AirPods?\*\*

A: Yes! AirPods Pro and AirPods with a wireless charging case can be charged on the wireless charging surface. You can also charge them via the USB ports.

### ### Travel Questions

\*\*Q: Can I take this power bank on an airplane?\*\*

A: Yes, the VOLTIX Pro 10K is airline-approved for carry-on luggage. With a 10,000mAh (37Wh) capacity, it falls well within the TSA and international aviation limits of 100Wh for lithium batteries. Please keep it in your carry-on bag, not checked luggage.

\*\*Q: Does it work internationally?\*\*

A: Yes, the power bank works worldwide. Just bring the appropriate wall adapter for the country you're visiting to recharge it.

### ### Safety Questions

\*\*Q: Is this power bank safe? Will it overheat?\*\*

A: Absolutely. The VOLTIX Pro 10K features multi-layer protection including overcharge protection, over-discharge protection, short circuit protection, and temperature monitoring. If the device detects overheating, it automatically reduces output to safe levels. It's CE, FCC, and RoHS certified.

\*\*Q: Can I leave it charging overnight?\*\*

A: Yes, the intelligent overcharge protection prevents any damage from extended charging. Once fully charged, the power bank stops drawing power.

### ### Purchase Questions

\*\*Q: What warranty does the product include?\*\*

A: The VOLTIX Pro 10K comes with an 18-month manufacturer warranty covering defects in materials and workmanship. Our customer support team is available via email for any issues or questions. We also offer a 30-day satisfaction guarantee—if you're not happy, return it for a full refund.

\*\*Q: Is a wall charger included?\*\*

A: The package includes a USB-C cable but not a wall adapter. We recommend using a 20W or higher PD adapter for fastest charging (sold separately or use an existing adapter).

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## ## 11. SAFETY INFORMATION

### ### Do's

- Use the included USB-C cable or quality certified cables
- Store in a cool, dry place
- Keep away from water and extreme temperatures
- Use original or certified charging adapters
- Keep ventilated during charging

### ### Don'ts

- Do NOT expose to temperatures above 45°C (113°F)
- Do NOT puncture, drop, or crush the device
- Do NOT expose to water or other liquids
- Do NOT place in checked luggage for air travel
- Do NOT attempt to disassemble or modify
- Do NOT use if damaged or swollen

### ### Storage

- Ideal storage temperature: 20-25°C (68-77°F)
- Store with 40-60% charge for long-term storage
- Recharge every 3 months if not in use
- Keep away from metal objects that could short-circuit

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## ## 12. TROUBLESHOOTING

### ### Power bank won't charge my device

1. Ensure the power bank has charge (check LED indicators)
2. Try a different cable or port
3. Clean the charging port and contacts

4. For wireless, ensure proper alignment and no metal/thick case interference
5. Reset by pressing power button for 10 seconds

### Wireless charging not working

1. Remove phone case or switch to MagSafe-compatible case
2. Ensure phone is Qi-compatible
3. Center the phone on the charging surface
4. Check for foreign metal objects
5. Ensure power bank has sufficient charge

### LED indicators not lighting up

1. Double-press or press and hold the power button
2. Charge the power bank (may be fully depleted)
3. Try a different charging cable and adapter
4. If still not working, contact customer support

### Slow charging speed

1. Use a higher wattage adapter (20W recommended)
2. Use the included USB-C cable
3. Ensure only one device is connected for maximum speed
4. Check if device supports fast charging
5. Avoid using in extreme temperatures

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## ## 13. PRODUCT COMPARISON

### VOLTIX Pro 10K vs. Competitors

| Feature         | VOLTIX Pro 10K | Competitor A | Competitor B |
|-----------------|----------------|--------------|--------------|
| Capacity        | 10,000mAh      | 10,000mAh    | 10,000mAh    |
| Wireless Output | 15W            | 10W          | 15W          |
| Wired Output    | 22.5W          | 18W          | 20W          |
| Magnetic        | Yes            | No           | Yes          |
| Size            | Compact        | Larger       | Similar      |
| Price           | \$49.99        | \$59.99      | \$69.99      |
| Warranty        | 18 months      | 12 months    | 12 months    |

### Why Choose VOLTIX Pro 10K

1. Best-in-class 22.5W wired output
2. Premium build quality at mid-range price
3. Extended 18-month warranty
4. Compact, pocket-friendly design
5. Multi-layer safety protection
6. Simultaneous multi-device charging

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## ## 14. KEYWORDS FOR SEARCH

Power bank, portable charger, magnetic power bank, wireless power bank, MagSafe power bank, iPhone charger, Samsung charger, 10000mAh, PD charger, fast charger, travel charger, USB-C power bank, portable battery, external battery, phone charger, wireless charging, Qi charger, VOLTIX, magnetic wireless charger, airplane safe power bank, compact power bank

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\*This document is intended for AI/RAG training purposes. All information is accurate as of the document date.\*