[SH24] Q1: Phone heats up

A1: Dear Backcare, It is normal for the phone to heat up when it is charged with a high capacity fast charger. Alternatively, the battery could also heat up whenever it is overcharged. Please inform the customer not to charge the device beyond 85% and start to charge it as soon as it reaches 20% to maintain the health of the battery. Do note that during the first week of use, the device is actively indexing and synchronising new information such as emails and photos that were previously stored in the cloud which would result in a higher CPU load which thus generates heat. Please try the solution for a week and observe before returning. For iPhones there's also an option in device settings to “Optimise battery charging”.