

MagSafe Power Bank 10,000mAh 22.5W

10,000mAh

up to 22.5W

wireless 15W



— Welcome to Banky

Thank you for choosing the Banky MagSafe Power Bank 10,000mAh 22.5W. This manual explains how to charge the power bank, how to charge your devices with it and how to keep it working well for years. Please read it before first use. If you pass the power bank on to someone else later, include this manual.

In the box

MagSafe power bank · Charging cable · Magnetic ring (for phones or cases without MagSafe) · This manual

Product overview



1 Fold-out stand

2 Power button

3 Magnetic wireless charging pad

Image shows the black version.

4 LED display (battery in %)

5 USB-C input and output

6 USB-A output

— Specifications

Item	Value
Capacity	10,000mAh / 37Wh (3.7V)
Maximum output	22.5W (via USB-A; differs per port, see Ports)
Wireless charging	15W (Qi, magnetic)
Dimensions	107 × 68 × 19 mm
Weight	approx. 240 g
Battery level	LED display in percent, briefly press the power button
Operating temperature	0 to 45 °C
Recommended adapter	USB-C adapter of at least 20W
Model	HM-A11

Ports

Port	Use	Power
USB-C (USB PD)	Charge power bank and device	5V/3A · 9V/2.22A · 12V/1.67A (max 20W)
USB-A	Charge device only	5V/4.5A · 5V/3A · 9V/2A · 12V/1.5A (max 22.5W)
Wireless charging pad	Charge device	max 15W

Via USB-A you only get 22.5W if your device supports the 5V/4.5A mode. Other devices charge via USB-A at up to 18W.

Specifications are subject to change without notice.

Capacity and power

mAh and Wh tell you how much energy the power bank holds: 10,000mAh equals 37Wh. W (watt) tells you how fast that energy goes in or out. 'Up to 22.5W' is the maximum of one port (USB-A), with a suitable cable and a device that asks for that much. How fast your device actually charges depends on the port, the cable and the device itself. Some energy is always lost in conversion, so not all stored energy ends up in your device.

— Quick start

- 1 Before first use, charge the power bank fully to 100% via USB-C (up to 20W).
- 2 Briefly press the power button to see how full it is.
- 3 Connect your phone, tablet or other device with a suitable cable.
Charging starts automatically.

Charging the power bank

You charge the power bank via USB-C: up to 20W. Use a USB-C adapter of at least 20W for this. A smaller adapter also works, just more slowly. While charging, the percentage goes up; at 100% it is full.

Charging your devices

Connect your device to an output. The maximum per output: USB-C up to 20W and USB-A up to 22.5W. The power bank and your device agree on the speed together: your device never takes more than it can handle. You get the highest speed with one device at a time. If you charge several devices at once, the power per port may be lower.

Charging while it charges. You can charge a device while the power bank itself is connected to a charger. The power bank will then take longer to become full.

Wireless. Place or snap your phone onto the charging pad. Wireless charging starts automatically (up to 15W) if your phone supports wireless charging (Qi). Does your phone or case not have magnets (MagSafe)? Stick the included magnetic ring onto the back of your phone or case. The ring keeps the power bank in place; your phone itself must support wireless charging. Remove metal objects and cards between the phone and the power bank.

How fast your phone charges wirelessly is determined by the phone itself; wireless charging is usually slower than charging via a cable.

Checking the battery level

LED display in percent, briefly press the power button.

— The first three times: calibration

On a new power bank, the battery level indication may jump a little at first. Our advice for the best performance: let it complete a full cycle the first three times. This helps the cells and the protection chip work well together.

- 1 Use the power bank until it is completely empty and switches itself off.
- 2 Then charge it straight away, without interruption, fully to 100%.
- 3 Repeat this twice more, so three full cycles in total.

After that, the cells and the chip work together better and the power bank usually shows the battery level more accurately. From then on you no longer need to run it empty each time.

— Making your power bank last

Everyday use

- Topping up whenever it suits you is fine. You do not have to wait until it is empty.
- Do not leave it completely empty for weeks or months. A battery that sits at 0% for a long time can discharge so deeply that it will no longer charge.
- Getting slightly warm while charging is normal. Place it on a hard, open surface and do not cover it.
- Is the battery level no longer accurate after a while? Do one full cycle from empty to full.

Storing for a longer period

- Store it at about half charge (40 to 60%). That is the least stressful level for a lithium battery.
- Top it up at least **every 60 days**, even if you are not using it.
- Keep it dry and at room temperature. Not in a hot car, on a sunny windowsill or next to a heater.
- Disconnect all cables before storing it.

Cleaning

Use a soft, dry cloth. No water, detergent or solvents. Disconnect all cables first.

— Safe use

Read these points before use. Ignoring them can lead to injury, fire or damage to the product.

- Keep the power bank and accessories out of the reach of children. It is not a toy.
- Only use it as described in this manual.
- Do not expose it to rain, moisture or other liquids and do not submerge it.
- Do not use it outside 0 to 45 °C. Keep it out of full sun in an enclosed space and away from heat sources and open flames.
- Do not use it in dusty areas or where flammable or explosive substances are present.
- Do not use a damaged, deformed or swollen power bank, or damaged cables or adapters.
- Do not insert objects into the ports and do not short-circuit them.
- Do not open or repair it yourself.
- Do you notice smoke, a strange smell or strong heat? Disconnect all cables immediately and stop using it. Please contact us.
- Never throw the power bank into a fire: it may explode.

Suitable for hand luggage

This power bank has 37Wh, less than 100Wh. That means most airlines allow it in hand luggage without prior approval. Please note: never in checked baggage. Usually a maximum of two power banks per person is allowed. Charging it on board is not allowed, and some airlines, such as KLM, also prohibit using it on board. Keep it with you and not in the overhead bin. Airlines may have stricter rules: check them before you travel.

— Troubleshooting

Problem	Solution
Power bank does not charge or charges slowly	1) Use a USB-C adapter of at least 20W. 2) Try another cable. 3) Does the battery level jump or get stuck? Do the three full cycles from 'The first three times'.
Phone charges slowly	1) Use a cable that suits your phone. 2) Via USB-A you only get 22.5W if your phone supports that mode, otherwise up to 18W. 3) If needed, charge one device at a time. 4) Is the power bank almost empty? Charge it first.
Device does not charge	Check that the cable is firmly connected, briefly press the power button and try another output or cable.
No battery level shown	Briefly press the power button. If nothing happens, it is empty: charge it first.
Battery level is inaccurate	Do the three full cycles from 'The first three times: calibration'.
Wireless charging does not start	Place the phone in the centre of the charging pad, remove thick cases, cards or metal and use the magnetic ring if needed.
Power bank gets warm	Slightly warm is normal. If it gets hot, disconnect everything and let it cool down.

— Warranty and customer service

Your Banky is covered by the statutory warranty. Do you have a question, or is something not working as it should? Our team is happy to help. Email info@banky.nl and include your order number and the model of your power bank.

Disposal at the end of its life

Do not throw the power bank away with household waste. Take it to a collection point for batteries and electronics so the materials can be reused.

Thank you for choosing Banky. Best wishes, Team Banky