

Troubleshooting/FAQs

Q.What is the weight of the battery and what is its actual size?

A. IM21: weight-308g IM23: weight-512g IM25: weight-331g IM27: weight-518g IM29: weight-644g Im31: weight-882g
IM21: 13.5*8.1(Narrowest) 9.2 (widest)*2.5 cm IM23: 18* 8.1*3.5 cm IM25: 14.5*8.2*2.5 cm IM27: 19.1*8.8*3.6 cm
IM29: 19.6*8.7*3.1(Thickest) 4 (Thinnest) cm IM31: 23*12.2*4.2 cm

Q.How long does it take to fully charge?

A. IM21: 2-3 hours with in-car charger and wall charger.
IM23: 3.5 hours with in-car charger and wall charger and 5.5 hours with USB cable.
IM25: 3 hours with USB cable. IM27: 4.5 hours with USB cable
IM29: 6 hours with USB cable. IM31: 6 hours with in-car charger and wall charger.

Q.Can start a few liters of vehicles?

A.IM21:Gas 3.5L and Diesel 2L IM23:Gas 8L and Diesel 6L
IM25:Gas 7.0L and Diesel 5.5L IM27:Gas 10.0L and Diesel 8.0L
IM29:Gas 8.0L and Diesel 8.0L IM31:10.0L and Diesel 10.0L

Q. Is it equipped with a charger?

A. IM21 equipped with in-car charger and wall charger. IM23 equipped with in-car charger and wall charger and USB cable.
IM25 equipped with USB cable. IM27 equipped with USB cable.
IM29 equipped with USB cable. IM31 equipped with in-car charger and wall charger.

Q. How long is the output line?

A.IM21:Black Line:19cm/7.48inch Red Line:12cm/4.72inch IM23:Black Line:29cm/11.4inch Red Line:33cm/12.9inch
IM25:Black Line:19.5cm/7.67inch Red Line:12cm/4.72inch IM27: Black Line:19.5cm/7.67inch Red Line:12cm/4.72inch
IM29:Black Line:19.5cm/7.67inch Red Line:12cm/4.72inch IM31:Black Line:29cm/11.4inch Red Line:33cm/12.9inch

Q. Can it be transported by plane?

A. Yes, **Imazing** jump starter can be transported by plane.

Q. Does it support 220v charging?

A. Yes, it supports 220v charging.

Q. How about the warranty time?

A. We provide 7/24 Customer Service, 2 years warranty and lifetime technical support.
✉Email: support@**imazing**-power.com

Q. When is the Offer date?

A. We always have activities on Amazon, FB, Official website. If you want to know it, please follow us on FB. And now we have an activity "**Imazing**freegift" if you want to join, please click here: <https://imazing-power.com/pages/contact>

Q. How can I charge my laptop?

A. If you want to charge your laptop, please buy IM31 which is an AC jack on the product for direct use.

Q. If I need to keep the car parts running, can I put it on the battery and keep it charged?

A. Please keep the battery power more than 80%.

Q. What does the booster button do?

A. After you are failed start your car, you can use this button to reset the **imazing** jump starter and it lost all protection, just like traditional jumper starter.

Q. Is it safe to stay in the car at extreme temperatures?

A.Yes, it is safe at -20°C ~50°C, but it is recommended not to do this, and you'd better avoid the battery being exposed to direct sunlight.

Q. When charging, the display shows that the battery will not reach 100%?

A.The unstable voltage will cause this phenomenon. But don't worry, this is a product without problems.

Q. Can I charge the battery while charging?

A.It is not recommended that you do this, it will damage the device battery.

Q.How long should I charge the jump starter?

A. When you use for the first time, please charge the product 3 hours or more.

Q. What should I do if the **Imazing** will not hold a charge?

A. Use different ways to charging it. if it is still not charging, please change another USB cable (the cable of your phone) or

will charge to charge it.

Load test the battery. Charge battery 24 hours before load testing. Connect a load tester (available at your local auto parts store) to the **Imazing** clamps to check battery amperage. Depending on the model of load tester, your load testing procedure may vary. A generic load test would bring the voltage down to 9.0 volts and result in an amp reading of 70 amps for 6 seconds. Repeat this load test every 10 minutes for a total of three tests. If the amperage has dropped below 50 amps on the last test, suspect a bad or weak battery.

Q. Will the **Imazing** start every vehicle?

A. No. In addition to a dead battery, a car may have other mechanical problems that would prevent the **Imazing** from starting the vehicle.

Q. How often should I recharge the **Imazing**? And Can be placed for a long time after being fully charged.

A. To maximize battery life, charging after every use is recommended. The **Imazing** should not be left in a discharged state. The battery in the **Imazing** has no memory problems and should not be treated as a rechargeable tool (cordless drills, camcorders, etc.). After you charging fully, it keeps 3 months.

Q. How many jump starts can I get from the **Imazing** before recharging?

A. Large number of factors affect this answer, including the following: the length of time for each jump start, the charge level of the original battery, the length of time between jump starts, the temperature of the vehicles being jump started (winter cold makes for difficult starting), the size of the engines (4-cycl, 6-cycl, 8-cycl, etc.), the mechanical condition of the engine and starter, and more. These factors must all be weighed on an individual basis before an accurate answer can be given. It's feasible to get 10-30 starts (individual's results will differ) from a single charge, but this violates the rule of immediate charging after every use.

Q. After jump starting, can I leave the unit hooked to the battery to recharge the **Imazing** while the engine is running?

A. No. Attempting to recharge the **Imazing** by this method is not recommended. Vehicle alternators output anywhere from 25-125 amps. This charging rate greatly exceeds the recommended recharging rate for **Imazing**. Charging by this method will result in overcharging the **Imazing** battery, and may void the product warranty.

Charging times

Type	Watch	Phone	Pad	Kindle	Gopro	Bests studio
IM21	23. 7X	3. 3X	1. 25X	8X	5. 2X	11. 5X
IM23	35. 6X	5X	3X	8X	7. 8X	17. 2X
IM25	23. 7X	3. 3X	1. 25X	8X	5. 2X	11. 5X
IM27	53. 4X	7. 5X	2. 8X	18X	11. 8X	26. 2X
IM29	59. 3X	8. 3X	3. 12X	20X	13. 1X	28. 7X
IM31	62. 3X	8. 75X	3. 2X	21X	13. 7X	30. 1X

PS:The charging times are for reference only. The specific charging times is based on the model of your mobile phone.

Check **Imazing** products

Once you get **Imazing** product, please check it ASAP:

Check the accessories are complete

Check the light can be bright

Check **Imazing** jump starter can be charged

Check the **Imazing** jump starter can charge your phone and more

Storage

Please leave the jump starter at dry place, far away from wet or corrosive materials, and take precautions to ensure that the positive and negative clamps do not come into contact with each other or a common metal surface. We recommend to store the jump starter in the box in which it was originally received. Please always be sure to re-wrap cables and re-holster clamps after each use before storage.