



# **juice pack** access™

Compatible with iPhone 11 Pro,  
iPhone 11 Pro Max, iPhone 11

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USER MANUAL

## **Welcome**

Thank you for purchasing the mophie® juice pack access battery case made for iPhone 11 Pro, iPhone 11 Pro Max, iPhone 11. Your mophie juice pack access battery case's lithium-polymer battery supplies hours of extra battery whenever you need it, all while providing the protection of a hard-shell case and complete access to your phone's Lightning connector. With wireless input and output, recharging your juice pack access case and phone couldn't be any quicker or easier — simply place the juice pack access case on just about any wireless charging base to immediately begin recharging your juice pack case and iPhone together.

## **Package contains**

- mophie juice pack access battery case made for iPhone 11 Pro, iPhone 11 Pro Max, iPhone 11.
- USB-C to USB-A cable
- Quick-start guide

## **Features**

Here are just some of the reasons why your juice pack access case is so great:

- The new juice pack access case design provides full access to your phone's Lightning port while it's inside the case.

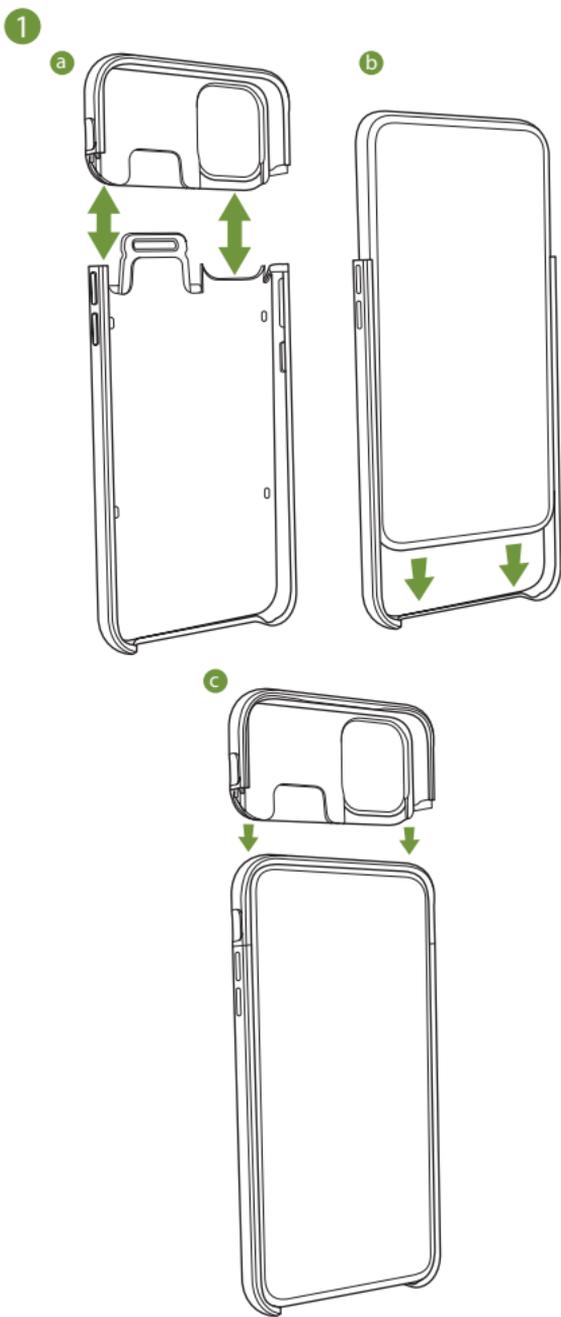
- Wireless input and output charging—you can simply place the juice pack access case on a wireless charging base to immediately begin wirelessly recharging the phone and case together.
- (Take a breath) Ergonomic, form-fitting, fully protective impact-resistant case-and-battery-in-one made for iPhone 11 Pro, iPhone 11 Pro Max, iPhone 11.
- High-impact protection: Built to protect your phone against drops and hard falls.
- A 3-second press of the status button lets you charge your phone whenever it needs it. However, even in standby mode your phone still has high-impact protection.
- Priority+ charging provides power to your phone first before the juice pack case starts to recharge.
- Track battery power at a glance with the integrated four-light LED status indicator. You can keep tabs on charging status and current battery life. Know before you go!
- Built in short-circuit, over-charge, and temperature protection, so you can charge with confidence. Safety first!

## **Compatibility**

- The mophie juice pack access battery cases compatible with iPhone 11 Pro, iPhone 11 Pro Max, iPhone 11 are designed and intended solely for the Apple iPhone 11 Pro, iPhone 11 Pro Max, iPhone 11 smartphones, respectively. Please do not attempt to use them with any other device.
- The mophie juice pack access battery cases will charge wirelessly from any mophie wireless charging base (not included) or from any Qi-compatible wireless charger, and are also compatible with other wireless charging technologies, such as those used at coffee houses, on airline flights, in furniture products with wireless charging, and in consumer vehicles that support wireless charging.

## **Installing your juice pack access case**

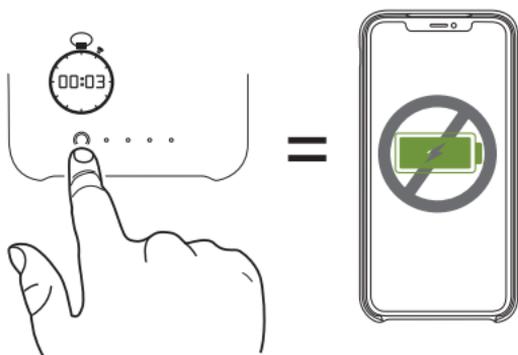
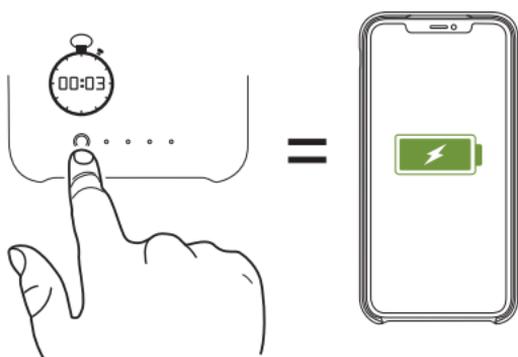
1. Separate the juice pack access case sections.
2. Slide your phone all the way into the bottom section of the juice pack access case
3. Slide the top section of the juice pack access case all the way over the exposed top of the phone so that it snaps into the bottom section of the case.



## Wirelessly charging your phone using your juice pack access case

**IMPORTANT:** Before using your juice pack access case for the first time, fully charge it (so that pressing the charge status button lights all 4 LEDs).

To begin charging your phone, press the status button for 3 seconds. To stop charging your phone, press the status button again for 3 seconds.



### **Charging your juice pack access case (wireless)**

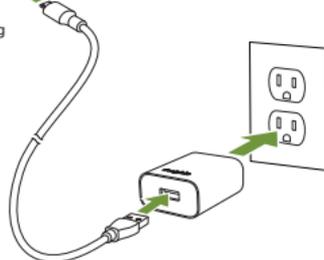
Your juice pack access case will charge wirelessly from any mophie wireless charging base (not included) and from all Qi-compatible wireless charging bases. It is also compatible with other wireless charging technologies, such as those used at coffee houses, on airline flights, in furniture products with wireless charging, and in consumer vehicles that support wireless charging.

1. If you're using a mophie wireless charging base (not included), connect its AC wall adapter to the charging base and to a wall outlet.
2. Place the juice pack access case on the wireless charging base or other charger with the case centered on the charger.
3. Charging will begin on contact. Priority+ pass-through charging provides power to the installed iPhone first, before the juice pack access battery starts to recharge.

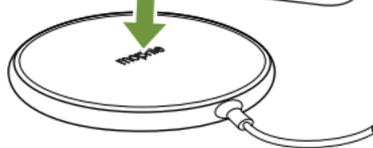
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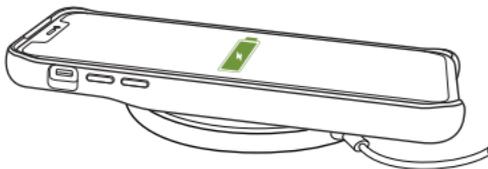
\*mophie wireless charging  
base not included



2

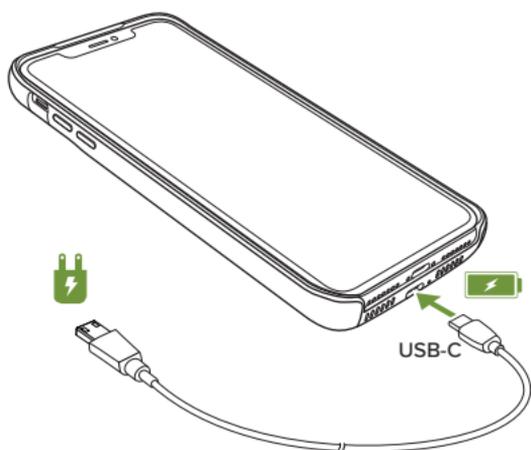


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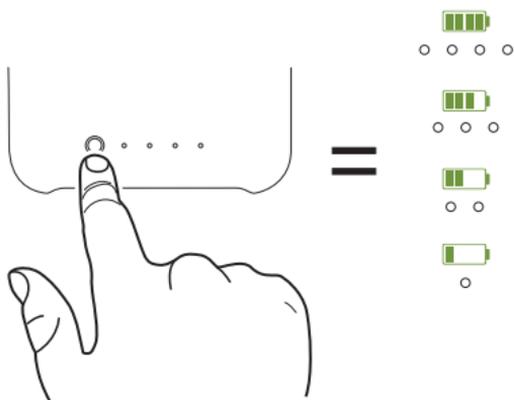
## Charging your juice pack access case (wired)

Use the supplied USB-C to USB-A cable to charge your juice pack access case by connecting it to the wall adapter included with your phone. Priority+ pass-through charging provides wireless power to the installed iPhone first, before the juice pack access battery starts to recharge.



## Checking your juice pack access battery's charge status

Momentarily press the status button on your juice pack access case and the status LEDs will indicate its charge level. Four LEDs means that the case is fully charged, while one LED means that it's almost empty. Know before you go!



## Taking care of your juice pack access battery case

- Keep your juice pack access case dry and away from moisture and corrosive materials.
- Do not clean your juice pack access case with harsh chemicals, soaps or detergents. Just wipe it with a soft, water-dampened cloth.
- Make sure the case's USB-C port does not become contaminated with lint or other debris. Use a canned-air type of product periodically to ensure that the port opening is clear.

- Recharge your juice pack access case once every three months when not in use. If you plan on putting it away, charge it for one hour first.

## **Warranty**

At mophie, we are dedicated to making the best quality products. To back this up, this product is warranted for two years. This warranty does not affect any statutory rights that you may be entitled to. Keep a copy of your purchase receipt as proof of purchase. Be sure to register your product at [mophie.com](http://mophie.com). For full details regarding warranty terms and exclusions, please visit: [mophie.com/warranty](http://mophie.com/warranty).

## **Exclusions & Limitations**

Except for the limited warranty expressly set forth or to the extent restricted or prohibited by applicable law, mophie expressly disclaims any and all other warranties express or implied, including any warranty of quality, merchantability, or fitness for a particular purpose, and you specifically agree that mophie shall not be liable for any special, incidental, indirect, punitive, or consequential damages of any type on any mophie product. In addition to and without limiting the generality of the foregoing disclaimers, the limited warranty does not, under any circumstances, cover the replacement or cost of any electronic device or personal property inside or outside of the mophie product.

You may have additional warranty rights depending on your country, state or province. Further, some countries, states and provinces do not allow the exclusion or limitation of incidental or consequential damages or exclusions or limitations on the duration of implied warranties, so the above may not apply to you. If any provision of the warranty is found unlawful, void or unenforceable, that provision shall be deemed severable and shall not affect any remaining provision.

### **Customer Service**

Telephone: 1-888-8mophie (1-888-866-7443)

International: +1 (269) 743-1340

Web: [www.mophie.com/cs](http://www.mophie.com/cs)

## **IMPORTANT SAFETY INSTRUCTIONS**

### **Warning**

Read all instructions and warnings prior to using this product. Improper use of this product may result in product damage, excess heat, toxic fumes, fire or explosion, for which damages you ("Purchaser"), and not mophie llc ("Manufacturer") are responsible.

- ☠ Before using your juice pack battery case for the first time, fully charge it (so that pressing the charge status button lights all four status LEDs).

- X-3 Do not store product in high-temperature environment, including heat caused by intense sunlight or other forms of heat. Do not place product in fire or other excessively hot environments. Exposure to fire or temperature above 212°F (100°C) may cause explosion.
- X-3 Be cautious of drops, bumps, abrasions, or other impacts to this device. If there is any damage to the device such as dents, punctures, tears, deformities, or corrosion due to any cause, discontinue use. Contact Manufacturer or dispose of it in an appropriate manner at your local battery-recycling center.
- X-3 Do not expose the battery case to rain or snow.
- X-3 Do not put fingers or hands into the product.
- X-3 Do not disassemble this device or attempt to re-purpose or modify it in any manner.
- X-3 For questions or instructions for the various ways to charge this device, refer to the illustrations in this quick-start guide.
- X-3 Use of a power supply or charger not recommended by mophie may result in a risk of fire or injury to persons.
- X-3 Do not use the battery case in excess of its output rating. Overloading outputs above rating may result in a risk of fire or injury to persons.
- X-3 Do not attempt to replace any part of this device.

- X-8 All products have gone through a thorough quality assurance inspection. If you find that your device is excessively hot, is emitting odor, is deformed, abraded, cut or is experiencing or demonstrating an abnormal phenomenon, immediately stop all product use and contact Manufacturer.
- X-9 If this device is accessible to or may be used by a minor, purchasing adult agrees to be solely responsible for providing supervision, instruction, and warnings. Purchaser agrees to defend, indemnify, and hold Manufacturer harmless for any claims or damages arising from unintended use or misuse by a minor.
- X-10 Never dispose of batteries in the garbage. Disposal of batteries in the garbage is unlawful under state and federal environmental laws and regulations. Always take used batteries to your local battery-recycling center.
- X-11 Switch off the battery case when not in use. The battery case will automatically switch off when disconnected from a device.
- X-12 To comply with FCC RF exposure compliance requirements, the wireless charging battery case must be used with a separation distance of at least 10 cm from all persons.

## **SAVE THESE INSTRUCTIONS**

## **Legal**

This product is meant for use only in conjunction with the appropriate device. Please consult your device packaging to determine whether this product is compatible with your particular device. Manufacturer is not responsible for any damages to any device incurred through the use of this product.

Manufacturer shall not in any way be liable to you or to any third party for any damages you or any third party may suffer as a result of use, intended or unintended, or misuse of this product in conjunction with any device or accessory other than the appropriate device for which this product is designed. Manufacturer will not be responsible for any damages you or any third party may suffer as a result of misuse of this product as outlined above. Purchaser agrees to defend, indemnify, and hold Manufacturer harmless for any claims or damages arising from unintended use or misuse, including use with an unintended device.

mophie, juice pack access, Stay Powerful, mophie loves you, the five-circles design and the mophie logo are trademarks of mophie inc. Apple and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. The trademark "iPhone" is used in Japan with a license from Aiphone K.K. The 'Qi' symbol is a trademark of the Wireless

Power Consortium. USB-C is a trademark of USB Implementers Forum. All rights reserved. Patents: [mophie.com/patents](http://mophie.com/patents).

This device complies with part 15 of the FCC Rules and RSS-Gen of IC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced technician for help.

**CAUTION:** To comply with the limits of the Class B digital device, pursuant to Part 15 of the FCC Rules, this device must be used with certified peripherals and shielded cables. All peripherals must be shielded and grounded. Operation with non-certified peripherals or non-shielded cables may result in interference to radio or reception.

**MODIFICATION:** Any changes or modifications of this device could void the warranty.

RF Specifications:

RF Range: 110 kHz – 146.5 kHz

RF Power: 59.93 dB $\mu$ V

RF Field Strength: 67.59 dB $\mu$ V/m

STATEMENT OF COMPLIANCE:

Hereby, ZAGG International declares that the radio equipment wireless charging device is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following Internet address: [http://www.mophie.com/cert\\_red](http://www.mophie.com/cert_red).



WEEE DECLARATION: All of our products are marked with the WEEE symbol; this indicates that this product must NOT be disposed of with other waste. Instead it is the user's responsibility to dispose of their waste electrical and electronic equipment by handing it over to an approved re-processor, or by returning it to mophie for reprocessing. For more information about where you can send your waste equipment for recycling, please contact mophie, inc. or one of your local distributors.

THIS DEVICE CONFORMS TO UL STD. 60950-1.  
CERTIFIED TO CSA STD. C22.2 NO. 60950-1. CONFORMS  
TO UL SUBJECT 2056.

 STAY POWERFUL™