

# POWERPUCK® SYSTEM

## FREQUENTLY ASKED QUESTIONS

Q. Will the PowerPuck Charger work with any device?

A. The PowerPuck Charger will work with an appropriate USB charging cord (15W Charger uses USB Type-A, 36W and 65W Chargers use USB Type-C) and will charge smart phones, tablets, smart watches, gaming devices, laptops (65W Charger only) and more.

Q. Where can I get a PowerPuck Charger?

A. PowerPuck Chargers are available anywhere the PowerPuck System is installed and can be obtained through our website at [www.powerpuckcharger.com](http://www.powerpuckcharger.com).

Q. Who do I contact with questions about the PowerPuck System or Chargers?

A. Please feel free to complete our Contact Us form at [www.powerpucksystem.com](http://www.powerpucksystem.com), by calling 800-324-9572, or by emailing [powerpuck@idealindustries.com](mailto:powerpuck@idealindustries.com).

Q. Which USB cords will the PowerPuck Charger work with?

A. The PowerPuck Charger will work with any USB cord, as long as you use the correct PowerPuck Charger that corresponds with your phone's specific USB cord type.

Q. How long will it take to charge up my device?

A. As fast as plugging your device into a wall outlet.

Q. Do I have to wait for someone else to be done charging to put my charger on the Rail?

A. No, the PowerPuck System allows for multiple devices to be charged at one time.

Q. How do I know if the PowerPuck Charger is correctly connected to the PowerPuck Rail and is charging my device?

A. You will feel a magnetic click and a small light on the charger will turn green indicating your device is charging.

Q. Can the PowerPuck Chargers be branded to my business, my team, or my school?

A. Yes, they can, please contact us at 800-324-9572 or by completing our contact us form on our website at [www.powerpucksystem.com](http://www.powerpucksystem.com).

Q. Do the PowerPuck Chargers come in any other color?

A. Currently, the PowerPuck Charger is only available in white.

Q. How many PowerPuck Chargers can fit on the PowerPuck® Rail?

A. The rate varies and depends on the percentage each device is currently charged to. However, 10 devices at 0% can be charged per every four feet of rail on one PowerPuck® System.

Q. Where can the PowerPuck Rail be installed?

A. The PowerPuck System and Rail can be installed in almost any location with minimal impact to the building structure or décor.

Q. How do I clean the PowerPuck Rail?

A. The PowerPuck Rail should be cleaned with a dry cloth and should not be cleaned with solvents or fluids.

Q. Does the PowerPuck Rail come in different colors?

A. The PowerPuck Rail comes in black or white and can be installed with aluminum or wood-toned housing to match any décor.

Q. Where can I install the Power Source?

A. The Power Source can be installed almost anywhere. The PowerPuck team will work with you and your facility managers to install in a discreet out of the way location with little impact to your building's décor.

# POWERPUCK® SYSTEM

## FREQUENTLY ASKED QUESTIONS

Q. How does the Power Source get installed?

A. The PowerPuck® team will work with your chosen qualified electricians or installers to install the PowerPuck System.

Q. Will I have to rewire my business to get the PowerPuck System installed?

A. The PowerPuck System uses the existing electrical infrastructure and can be plugged into a standard outlet or hardwired into your building's electrical system.

Q. Can the Power Source be installed out of sight from my customers?

A. Yes, the Power Source is small and can be discreetly installed on a wall, under a bar or table; out of the sight of customers and clients.

Q. How does the PowerPuck System work?

A. The PowerPuck System Power Source sends power through the PowerPuck Rail when you connect your device to its USB cord and then connect the PowerPuck Charger to the rail, you will feel a magnetic click, the light on the Charger will turn green indicating your device is charging.

Q. How do I get this system for my business or my school?

A. Please complete the contact us form on our website and our team will get in touch with you promptly.

Q. Does it take long to install the PowerPuck System?

A. It depends on the size of the installation. However, typical installations take less than an hour.

Q. Will the PowerPuck System charge laptops?

A. The 65W USB Type-C Charger will charge USB Type-C compatible laptops that require up to 65W of power.

Q. Does the PowerPuck System require a qualified electrician or installer to install the system?

A. Yes, the PowerPuck System must be installed by a qualified electrician or installer.

Q. Can I install the PowerPuck System in more than one location in my business?

A. Yes, we can install multiple systems in your business, school or other venue.

Q. Can I sell the PowerPuck System Chargers at my business, school, or venue?

A. Yes, if you have a PowerPuck System installed at your facility, we will work with you to help you sell the PowerPuck Chargers via retail, kiosks or online. To find out more, contact [powerpuck@idealindustries.com](mailto:powerpuck@idealindustries.com).

Q. What businesses can benefit from installing the PowerPuck System?

A. We believe the PowerPuck System will benefit multiple businesses where there is a need to charge multiple devices at one time such as the hospitality, travel, and education industries. If your business is interested in the system and is not in any of these industries, please still reach out to us at [powerpuck@idealindustries.com](mailto:powerpuck@idealindustries.com).