

## GPOP - Issue Review System

**Part Number:** 68487354A\$

**Part Description:** WIRELESS CHARGER

**Issue Description:** WIRELESS CHARGING PAD OVERHEATING & INOP Do not replace wireless chargers before verifying these, 1. Does the customers Device have Qi charging compatibility (supports Wireless charging)? (there are some phones not supporting wireless charging function) 2. Is the Device properly aligned for charging to initiate (also make sure that the Device does not slide/move easily while charging, causing the charging connection to break) 3. Check the backside of the phone if there is a metal plate/ring or accessory. It may block charging 4. Verify with the phone with no case if charging works well (case too thick, not Qi certified case, case with accessories like a pop socket may cause not charging).