

## Majextand S FAQ

### **Q : What comes in a Majextand S package?**

A : Each package includes one Majextand S phone stand.

### **Q : How many colors are available for the Majextand S?**

A : We currently provide silver, gray, black and Rose Gold colors for Majextand S.

### **Q : What are the specifications of the Majextand S?**

- **Origin** : Made in Taiwan
- **Dimensions** : 98 x 65 x 2.5 mm (3.9 x 2.6 x 0.1 inches)
- **Weight** : 56g (2 oz)
- **Material** : Stainless steel, POM, and the neodymium magnet

### **Q : Which phone models are compatible with the Majextand S?**

A : The Majextand S is designed for phones that support MagSafe. Please verify that your phone is MagSafe-compatible before making your purchase.

### **Q : Can I attach Majextand S with my phone case on or non-iPhone model?**

A :

Yes! You can attach Majextand S by using a phone case with a built-in magnetic ring or by installing a magnetic ring on your case.

For non-iPhone users, simply install a magnetic ring on either your phone or your case to ensure compatibility with Majextand S.

Note: Some cases may have stronger magnets or a grippy, non-slip surface. If you feel resistance while rotating your phone, hold the upper part of Majextand S with your other hand to help guide the motion and prevent any stress on the structure.

### **Q : Is the Majextand S stable? It looks so thin!**

A : Absolutely! The Majextand S is designed with a unique mechanical structure that ensures both stability and slimness. It can support devices weighing up to 300 gram.

During tapping, simply hold the back of the phone with a light grip, just as you would when using your phone one-handed, to ensure stability and smooth control.

**Q : What's the difference between Majextand S and Majextand M?**

**A :**

**Majextand S :**

Majextand S features a **360° rotating design**, providing greater flexibility in viewing angles for an optimal visual experience in any scenario. It extends up to **15 cm in height** and supports a maximum weight of **300 g**, specifically designed for smartphones.

**Majextand M :**

Majextand M offers **30 levels of angle and height adjustment**, adapting to different usage scenarios. It reaches a maximum height of **12 cm**, with a **90° tilt capability**, and supports up to **600 g**. It is ideal for multiple devices switching, such as **iPads, Switch, Kindle Fire**.

**Q : Can I use wireless charging while the Majextand S is attached?**

**A :** Yes! If you're not using a phone case, wireless charging will work with the Majextand S attached. However, if you have a case on, we recommend removing the Majextand S before charging, as the added thickness of the case and stand may reduce charging efficiency.

**Q : Is the Majextand S durable?**

**A :** Yes, the Majextand S has undergone rigorous durability testing and comes with a one-year warranty under normal use.

**Q : Will removing Majextand S cause scratches on the back of my phone?**

**A :** No, Majextand S is designed with protective plastic materials, such as POM, to fully cover and isolate the metal components. This prevents any

direct contact with your phone, keeping it safe from scratches during removal.

**Q : Does the Majextand S come with a warranty?**

A : Yes, Majextand S is warranted against defects in materials and workmanship for a period of ONE (1) YEAR, from the date of original retail purchase, when used in accordance with the user manual, we will repair or replace it for free.

**Q : Does the Majextand S affect Apple Pay transactions?**

A : The Majextand S does not interfere with NFC functionality. However, performance may depend on the location of the NFC reader and the thickness of any additional attachments on your device.

**Q : Can I use the in-car wireless charger when Majextand S is attached?**

A : Yes, but compatibility may vary depending on the car model and charger design. Due to the wide range of options available, we cannot guarantee full compatibility.

**Q : Can I expand Majextand S and use it as a selfie stick?**

A : We do not recommend using Majextand S as a selfie stick. Its precision structure and ultra-thin design are optimized for desktop use only. Using it for selfies could potentially distort the stand and affect its durability.

**Q : Will Majextand S rust with regular use?**

A : Majextand S is crafted from stainless steel, offering excellent resistance to rust under daily use. To maintain its durability, avoid exposing it to environments with high salt content, acids, or strong chemicals, such as seawater or corrosive substances

**Q : How should I clean the Majextand S?**

A : We suggest using dry wipes. To sanitize, wipe it swiftly with a cloth and a small amount of rubbing alcohol (less than 75%). Avoid using any other detergent as it might cause damage.

