

Please see below for some troubleshooting tips to use with customers.

1. Make sure that before use, customers are fully charging the battery. There is an included USB-C cable for charging that is in the accessory pack along with the quick start guide. This cable is in a white box that will be the first thing the customer sees when they open the box. Based upon the comments below Please make sure the customer is not missing this.
2. There is no wall plug included as described on the PDP.
3. If the color was not as expected, we encourage the customer to exchange the speaker for a color that best meets their preference.
4. Please make sure customers have the latest software and version of Bluetooth downloaded to their device, this includes using the highest quality audio available.
5. This speaker features JBL Connect+ which will allow it to connect to any other JBL speaker that has the Connect+ feature, as well. Please note that not all JBL speakers have Connect+ so there are some models that the CHARGE 5 cannot pair with.
6. The JBL CHARGE5 has up to a 20-hour battery life depending on use. This does not mean that it has a 20-hour battery life and is dependent on the use case. Things like using the speaker to charge your device, streaming Bluetooth from long distances, and other environmental factors can shorten the actual battery life between charges. We will make sure this is extra clear anywhere where the battery life is referenced.

If after this the customer still needs additional support they can contact JBL at (800) 336-4525. They are open Mon-Friday from 9 am – 11 pm (EST) and Sat-Sun from 9 am – 5 pm (EST).