



Frequently Asked Questions

General

Q: Who do I contact with any product questions or issues?

A: The best way to contact us is through email. Connect@hammerheadcase.com. You can also call 888-746-9813.

Capo Case

Q: Will the Capo case put my iPad to sleep automatically?

A: Yes the Capo can automatically wake and sleep your iPad. Be certain you iPad's setting has its Lock/Unlock function on "ON".

Q: Will the Capo case protect my iPad from drops?

A: The Capo case will protect your iPad from wear and tear. We cannot guarantee that it will protect from a drop 100%.

Q: Is the video of the truck running over the iPad inside a Capo case for real?

A: Yes absolutely!!

Premium Leather Case

Q: Will the Premium Leather case put my iPad to sleep automatically?

A: Yes this case can automatically wake and sleep your iPad. Be certain you iPad's setting has its Lock/Unlock function on "ON".

Bluetooth Keyboard Case

Q: Will the Bluetooth Leather case put my iPad to sleep automatically?

A: No this case cannot automatically wake and sleep your iPad.

Q: I'm having trouble pairing my keyboard. What should I do?

A: Sometimes the iPad will become confused and be unable to pair. Try restarting the keyboard as well as the iPad and starting the procedure from scratch. The pairing directions can be found on hammerheadcase.com under "support".

Bluetooth Keyboard Case *(Continued)*

Q: How long will the battery last?

A: 6-8 hours of continuous use.

Q: *How can I charge the keyboard?*

A: You can use the USB port on your computer or an a/c charging adapter.

Q: *Can I use the keyboard with my iPhone?*

Q: Yes, just follow the pairing directions as for the iPad.

Chill Pill

Q: *How long does it take to charge the battery?*

A: If the battery is totally depleted, it should charge in 4-5 hours. You will see the light on the on/off speaker go from red to purple to bright blue, signaling it is charged.

Q: *Is there more than one battery in the Chill Pill?*

A: No, there is only one battery that is inside the on/off speaker. This is the only speaker that needs charging.

Q: *Can I charge the Chill Pill and listen through it at the same time?*

A: We have found in some instances certain computers will interfere with the sound quality of the Chill Pill if it is charging at the same time. It doesn't hurt the Chill Pill if you do this. Try it and see if it works is the best answer here.