callrun Frequently Asked Questions

Answers to the questions we receive most often about the RC series rugged cases

1. Water and Dust

Can I use the case in the rain? Yes. Close all port covers and the front latch first.

Can I swim with the case? Yes, in fresh water at up to two meters depth. Do not operate the buttons underwater.

Does the case work with wireless charging? Yes, when the port covers are closed and the charging coil area is not obstructed.

What if water gets inside? Power off the device, do not charge it, and send the case to us for inspection.

2. Installation and Fit

Which phone models are supported? Refer to the model list on the product page, or contact us with your model.

Will the case work with a screen protector? Yes, and one is included. Remove any third party protector.

Can I use the lanyard with the case on? Yes, but keep the lanyard clear of moving machinery.

3. Care and Service

How do I clean the case? Mild soap and fresh water, then air dry with the port covers open.

Do the port covers wear out? The spare covers supplied with the case can be swapped in at any time.

Where can I buy replacement parts? Contact support@callrun.net with your order number.