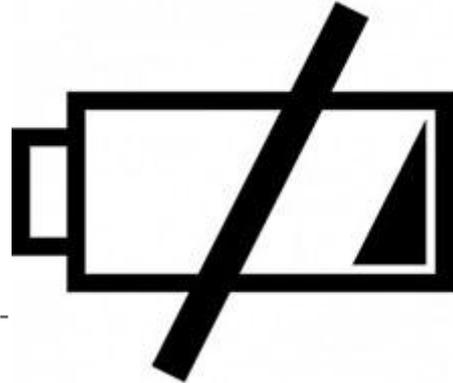


Why Kindle not Charging and How to Fix It

Such a pity there are many problems on using Kindle devices because of this or that reason. One of those problems is Kindle charging which cause people a headache. This post contains several conditions about Kindle not charging and how to fix it. Now here we go.

There is a glare screen for most smart devices except for Kindle which is also one of the reasons why people are crazy for Kindle. Ultra-long standby function of Kindle battery makes us enjoy a beautiful reading moment. But Kindle devices are weakness and must be used and protected very careful to extend their service life. We always pay attention to Kindle charging problems.



Firmware/Software Problems of Kindle Charging

Kindle Stuck When Charging

When charging may occasionally encounter Kindle stuck on empty battery screen or Kindle stuck on charging screen.

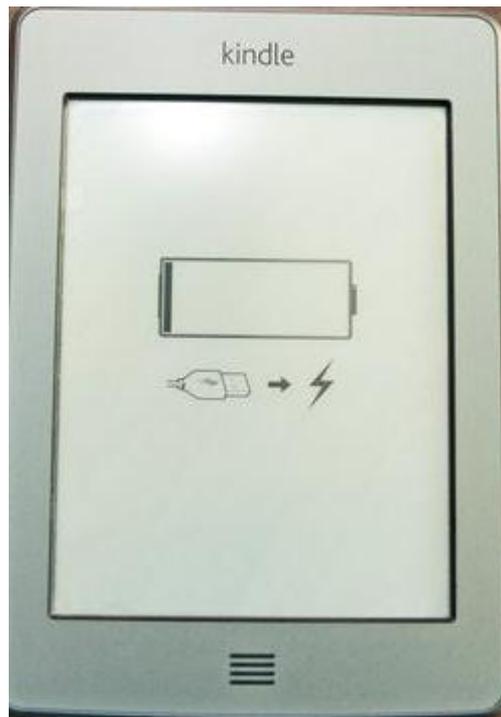
How to fix it: You can plug out and in or press and release the power button. If that useless you also can [Restart Kindle](#).

Kindle Battery Too Low To Power On

Frequently using or lack of use results in Kindle battery too low to power on. Display very low battery information or power is empty also causes Kindle not open. And you must charge Kindle a few hours then later you can open it.

How to fix it: Long press power button 30 seconds then release and plug in a computer or a charger immediately. Leave it alone and a few hours later you will discover Kindle is charging again. When Kindle has enough power it will restart. And you can allow it to charge full power.

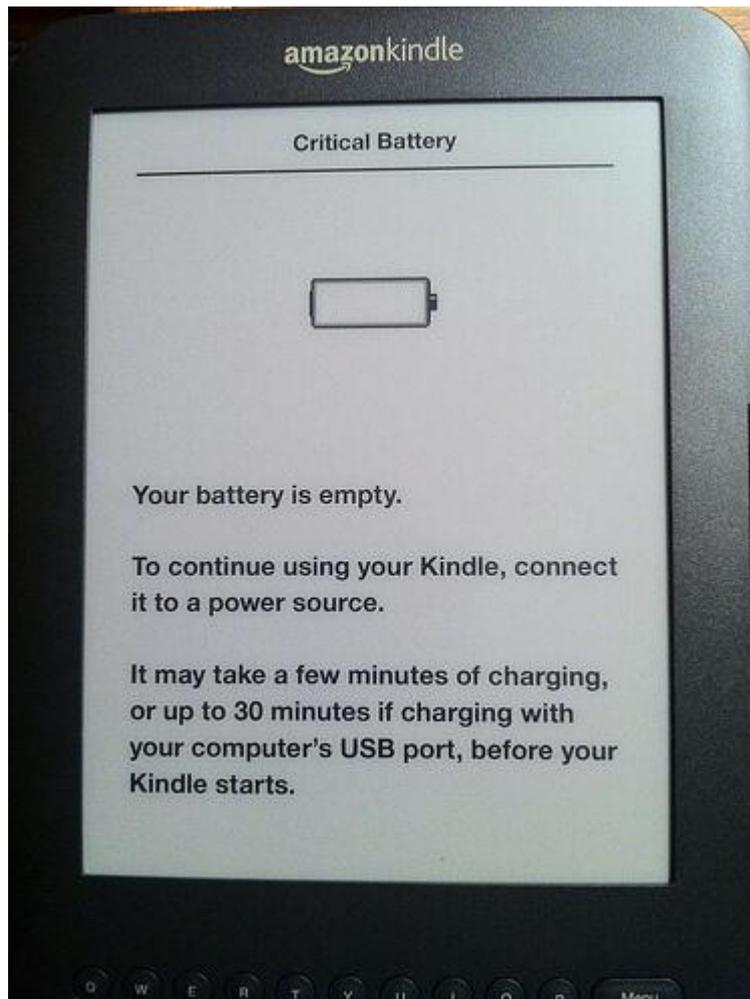
If one try is useless, you must try it several times. Lots of users feedback to us that they succeeded after trying three or four times.



Kindle Critical Battery Error

When using Kindle for a long time or lack of use then the battery is empty and the screen may show Kindle critical battery error message such as “Critical Battery. Your battery is empty. To continue using your Kindle, connect it to a power source.”. When seeing this message, your kindle battery can't support Kindle to react with power supply. So you must try several times and hours to charge.

How to fix it: Plug Kindle into computer or adapter. When charging indicator light on then you can leave it alone. After a few hours then you can get fully charged Kindle.



Kindle Battery Dead

Long time not using Kindle will make Kindle battery dead. If you remember it and want to charge it then you will find Kindle has no reaction even though plugged in. Don't let Kindle battery run down. Even though few weeks or months not using it, you must remember to charge it few times.

How to fix it: Plug Kindle in to charge and leave it alone. During charging don't use it or turn it on. Charging a few hours later Kindle may be live.

Kindle Battery Out Of Sync

When using Kindle the battery may show to discharge very slowly and later rest of battery indicator decrease quickly but no change in using it. This means there is a problem with synchronization.

How to fix it: Insert Kindle into the power supply and Close off Kindle. Charging Kindle for more than 4 hours or overnight. Then No touch any button or using it. Unplug the power supply and open Kindle. Using Kindle until left 15% power and close it. Then charging Kindle again. After that, you may see the Kindle battery shows steady and no abnormality.

Hardware Problems of Kindle Charging

Kindle Charging Cable Problem

Make sure the charging wire/cable you use matches with your Kindle device. Collect the cable to other devices to confirm if your cable can be used normally. This will also warm the USB jack which helps to charge Kindle.

How to fix it: If USB jack of the cable is loose, you may need to give the jack a little pressure then charging indicator light be on. But this operation is tired and troubled. So the best way for you is to repair the cable or just replace another one or buy a new cable. If the cable is broken, you need to buy another new one or seek help from a repairment shop.



Kindle Power Adapter Problem

Make sure your power adapter suited with your Kindle. Strongly suggest buying a Kindle power adapter from Amazon could be guaranteed.

If you really want to use another power adapter except for Amazon power adapter, please check back of your Kindle, then you will see relevant information about voltage and electric current Such as Kindle Paperwhite input 5.25V-Max500mA. That means your Kindle device can receive voltage under 5.25v.

How to fix it: Change another power adapter is the best way to charging Kindle.



Kindle Charging Port Broken/Loose

If Kindle charging port is loose, you can search someone's help or by yourself to solder the port back into original position. Also, some electronic device repair shop can help you fix Kindle charging port.

How to fix it: Solder the port back; [Repair Kindle](#); [Contact Kindle Customer Service](#)

Kindle Battery Broken

Kindle battery problems are annoying. If Kindle has passed guarantee period and restart or recharging are invalid, a new Kindle battery may solve your problem. But replace a battery is always a challenge for most people. And this process hasn't any warranty. But if you have full confident to do this, please try it.

How to fix it: [Replace Kindle battery by yourself](#); [Repair Kindle](#); [Contact Kindle Customer Service](#)



Summary Methods When Kindle Battery not Charging

Method 1: Restart Kindle

Official Amazon Tutorial: [Battery Won't Stay Charged](#) [Restart Your Kindle](#)

Epubor Restart Kindle Tutorial: [For Each Kindle Version](#)

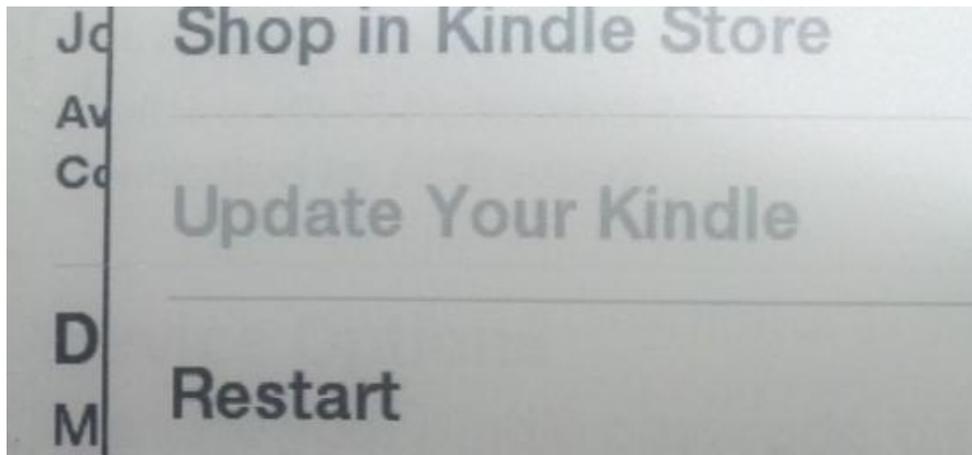
For firmware or software problems of Kindle charging, you can firstly try to restart your Kindle. Kindle will be OK after restarting in most conditions. Please try above tutorials firstly, if useless then read below ways.

For Kindle e-ink version: Long press power button for 30 seconds(maybe press more time) until Kindle restart. Don't plug it in any power supply and leave it alone. Be patient for this process.

For Kindle Fire version: Pull out the power supply. Long press power button enough 20 seconds and release. Don't mind any information appeared on the screen. Restart your Kindle Fire after your device entirely closed.

There is also a "Restart" option in setting option of the latest few Kindle versions. You can find it and just touch this option. Then Kindle will reboot.

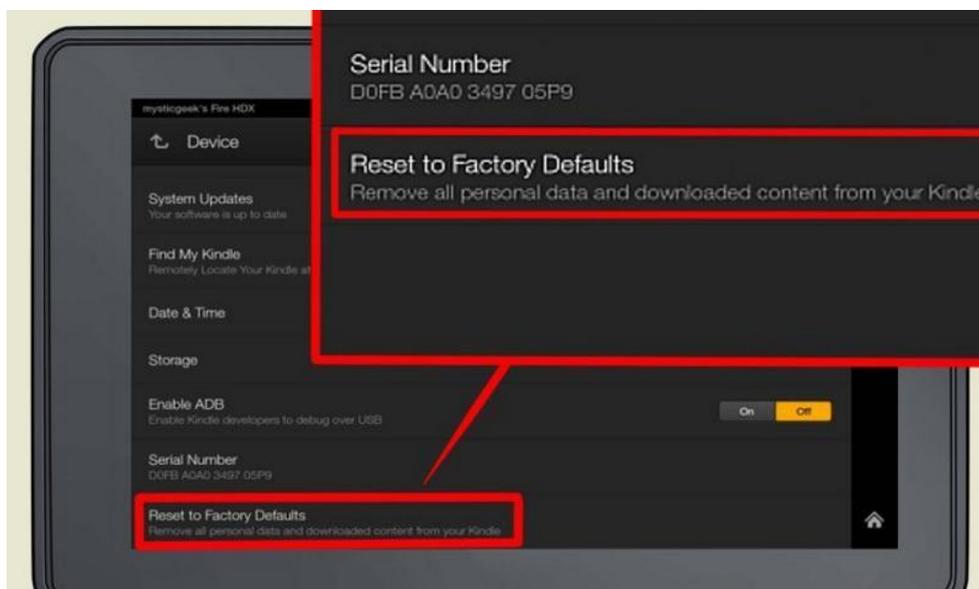
If Kindle doesn't have enough power to complete rebooting, you must charge it for few hours until Kindle can restart.



Method 2: Reset Kindle to Factory Default

In Kindle setting options, enter device information option, then you can see reset device option. Select it your Kindle will be reset.

Please mention this operation will change your Kindle to be brand new. After resetting Kindle, you will lose saved files of your device. And you must have to redownload previous apps, books or personality customization. Register your Amazon account and your books still be there.



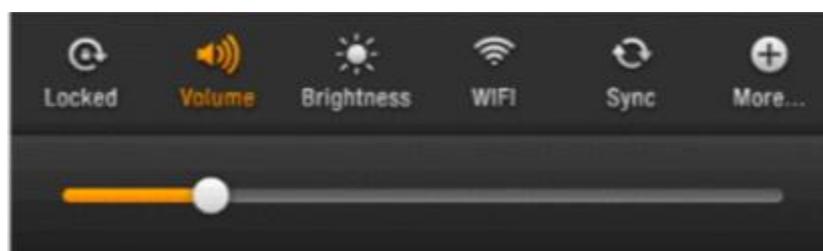
Method 3: Adjust the Brightness/Volume Level

Some Kindle users find out that adjusting the brightness/volume level can get Kindle to charge. It is a complex mystery about why this way is effective. But if

there are no other effective methods, why not try it? So following are their steps.

Find the brightness setting. If Kindle has the automatic brightness button then turn it off. Adjust the brightness to the lowest level. Then open automatic brightness again. You may find the screen shows Kindle is charging. After full charging, you can turn brightness level to which you want.

If there has a volume button of your Kindle such as Kindle Fire, then you can turn the voice down then Kindle may charge normally.



Method 4: Repair Your Kindle

If matched hardware or device was broken or not used in normally, you can go to a local electronic product repairing shop. Please be sure this shop is reputable and experienced in repairing Kindle.

As well there are many repairing Kindle devices service on eBay, you can research the keyword "Kindle Repair" on this site.

Want to repair by yourself, [check Youtube Kindle Repair Videos](#). But this isn't recommended.



Method 5: Contact Kindle Customer Service

When [Contact Kindle Customer Service](#), you must have an Amazon account.

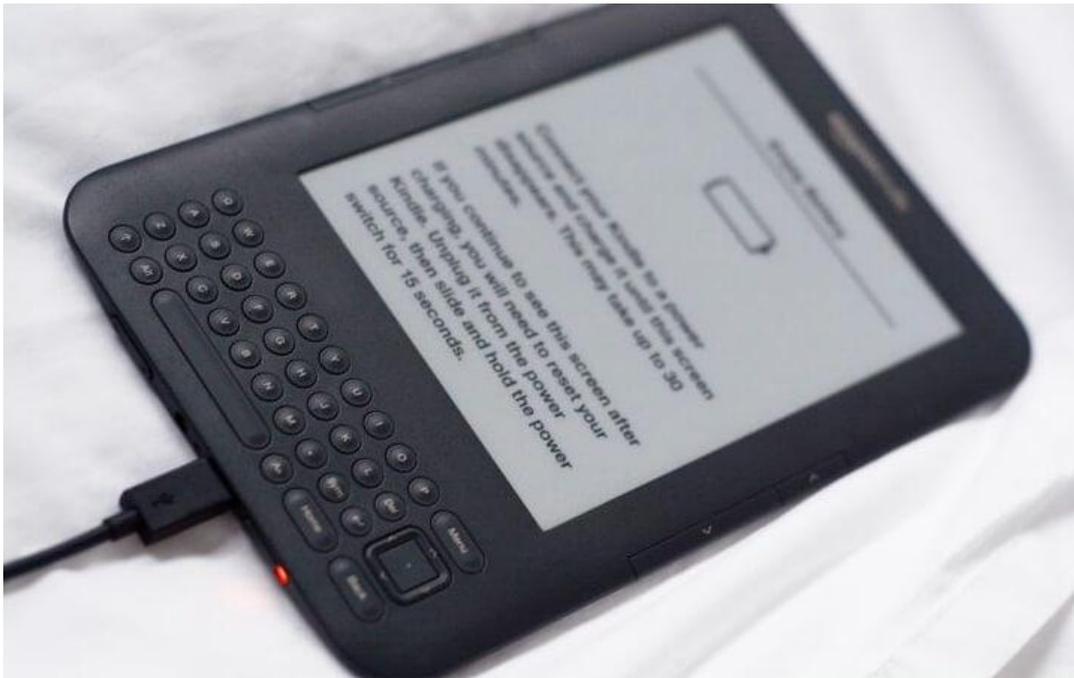
You can contact Kindle Customer Service to change your products or free repair if your products are in warranty period. Even though your products passed warranty period, they may give you a discount to change the bad one.

I recommend you select "Live Chat" or "Call me back" function than email which is very slow. Whether they can give you a satisfied answer or not in the end, as long as you contact them there is always a glimmer of hope.

Tips: Normal Kindle Charging and Full Charging Time

How Do I Know My Kindle is Charging

When Kindle is charging, there will be a lightning bolt on the screen. Enter into Kindle, it also has a lightning bolt on the top right navigation of the screen. It has an indicator light in the bottom edges of Kindle devices. When Kindle is charging the light will be orange/amber, and when full charging will be green. But if the light is not on it may illustrate there is something wrong with Kindle charging.



Full Charging Time

On the basis of the official word, charging your Kindle with well-matched cable and power adapter designed by Amazon will take less than 4 hours. Charge your Kindle by plugging in a computer with USB jack will take 4-6 hours. Meanwhile, according to the standard of hardware capacitance, it may take a longer time to full charging.



If Kindle not charging, please figure out which reasons lead to this. And you can try above methods. Perhaps you have better-solving ways then leave comments to benefit more users.

Related readings

- [Solutions for Kindle Won't Turn On](#)
- [Kindle Tips & Tricks & Freebies & Service to Make Your eLife Perfect](#)

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