

Dear Parents/Guardian,

Recent changes in school operations may lead to reduced usage for Chromebooks. We want to highlight steps you should take to help ensure that the battery in your child's Chromebook doesn't fail after sitting idle for an extended period of time.

Note: If the battery is left with no charge for more than 7-10 days, the battery could go into a permanent failure.

To help avoid permanent battery failure:

1. Charge the system at least once a week
- or
2. Place the Chromebook in Long-Term Storage mode.

Note: **DO NOT** physically remove the battery from the Chromebook for storage, but instead follow the steps below.

1. Charge your Chromebooks so that the battery is at least 80% full. This ensures that even when the battery discharges while unplugged, it won't fully run out of power.
2. Connect device to charger and turn on.
3. With the AC Adapter still connected to the device, put the device in "Battery Cut-off mode".
Hold Refresh  + Power  at the same time for at least 3 seconds.
4. While holding these keys, remove the power cable from device, and then release the keys. Device should shut down and remain off.
5. Attempt to power the unit on using the power button.
6. If the unit does not power on, you have completed the steps and can safely store the system.
7. If the unit powers on, you should repeat steps 2 to 5.
8. Store it in a cool, dry place, and near 78°F (25°C).

This is the ideal way to store devices, as it reduces battery discharge to a minimal rate, prevents constant charge / discharge from reducing the battery life and keeps the Chromebook in a stable, powered off state.

Other resources:

Google provides a more detailed communication related to the storing process which can be found here: <https://support.google.com/chrome/a/answer/9139543>.

Additional information can also be found under Dell knowledge base article, SLN308522, via the following link: <https://www.dell.com/support/article/us/en/19/sln308522>