Ring Battery- High drain

Case Identifier

When the ring's battery drains rapidly: The battery lasts less than 4 days and requires frequent charging - this means the battery drain is MORE THAN 25% per day.
General macro - battery_service_sop

Resolution:
Route the user to the <u>Battery Troubleshooting Wizard</u>

FALLBACK STEPS

Step 1: Review ring data

Macro: [#BDR_STEP1]

Thank you for reaching out! We're here to solve this for you. To help you better, we'll review your ring's data and follow up shortly with the next steps. Please allow us some time to get back here.

Things to be reviewed: Firmware version, battery state graph (dissipation Rate), CDT (High/Low), reset history

Step 2: Upgrade Firmware (to the latest firmware)

Macro: [#Pushto_Zephyr]

I have pushed the latest firmware to your ring. Please quit the app completely, and reopen the app in a while. If you don't see the Firmware Update pop-up, it should appear within the next few hours (If it doesn't, please head to ring battery view > scroll down > "check for firmware update"). Once it does, follow the prompts and update your firmware. Once your firmware has been updated, please observe for a while. You shouldn't face these issues anymore :)

Let us know how this goes or if you need any help!

Once the user gets back, we move to the next step.

Step 3

Factory reset

Macro: Zephyr_New_FR

Please go ahead and factory reset your ring here (Ring battery view > scroll down > factory reset > follow the prompts). Once this is done, keep the ring on the charger and you will notice a green LED light when the ring is placed on the charger. At this point, the ring will disconnect from the phone which is expected behaviour so don't worry! Once you see the green light, remove the ring from the charger and connect the ring.

You can click here and view the process to factory reset the ring.

After this reset, we need to enable Chill mode.

Step 4

Enable "Chill mode" and keep it on for at least 48 hours

Macro: chill_mode_enable

To enable Chill Mode for your ring, please follow the steps below:

1. Click on the ring icon on the top right of the ring homepage

2. Click on Choose a Battery Usage Mode

3. Toggle - Chill mode

After this, the user needs to observe the battery drain from 100% to 10%, while keeping chill mode enabled - and let us know when down to 10%. Then we check the rate of drain and for how many days the battery lasted.

Step 5: In case of a high BDR post the above steps, we replace the ring.

Battery Health Assessment

- All users must have 48 hours of Chill Mode data for accurate assessment (the dashboard shows "Calibrating" status until sufficient data collected) **[Refer screenshot]**

Chill Mode Details

Last Activated at: 05-05-2025 01:35pm IST
Last 48 hours BDR for Chill Mode: Calibrating
48 hours BDR battery life: Calibrating days
Last 24 hours in the 3-day BDR for Chill Mode (fallback): 0.6333333333333333
Corresponding battery life (fallback): 6.6 days

- Battery health indicators:
  - BDR (Battery Dissipation Rate) = % drain per hour
  - Good BDR: ≤1.0 (equals ~4 days battery life)
  - Optimal BDR: ~0.5 (equals ~8 days battery life)
  - Replacement threshold: any user that has < 4 days battery life [48 hours BDR battery life] after using Chill Mode for at least 48 hours warrants a replacement. **[Refer screenshot]**

Chill Mode Details

Last Activated at: 02-05-2025 09:12am IST
Last 48 hours BDR for Chill Mode: 4.3
48 hours BDR battery life: 1.0 days
Last 24 hours in the 3-day BDR for Chill Mode (fallback): 4.666666666666667
Corresponding battery life (fallback): 0.9 days

If a customer is already frustrated with troubleshooting steps and is *not* on the latest firmware, please **do not** ask them to update it.If the customer has already

tried the TSW and is clearly irritated:

- **If within policy:** Proceed with a **replacement**.

- **If outside policy:** Suggest a **trade-in** or **Wabi ring**, whichever the customer is more comfortable with.

Please avoid suggesting any new firmware updates or additional TSW steps for already frustrated customers

Note for the team: We now also have a <u>dedicated dashboard</u> for Battery troubleshooting. We filter out individual Ring details and share the resolution as suggested by the Dashboard

Yellow/Flowchart

<u>Yellow Bot Flow</u>