Ring not charging

Case Identifier:

The charger is working fine for the user, but the ring is not detecting the charge and picking up battery.

Resolution:

Step 1: Ring charger test

We check the Fit of the ring to ensure that the sensors are oriented properly

Macro: [#Ring_charger_test]

A couple of quick checks to proceed ahead with the troubleshooting here:

1) Could you please confirm the type of adapter that you are using with the charging dock (**Brand name and whether it is a normal or fast charger**)? The adapter should be within 20 watts and less than 2 AMPS. Please attach images of the adapter for reference.

2) Have you tested the charging cable with other devices to confirm its functionality? If possible, try using a different cable to rule out cable issues.

3) When you switch on the charging dock without placing the ring on it, does the LED light turn purple?

4) When you place the ring on the charging dock, does the LED light on the dock change to a breathing white light? If not, please flip the ring and observe the LED colour.

This information will help us narrow down the potential causes of the charging issue and provide more targeted solutions.

Step 2: ***If the charger is deemed to be faulty we replace the charger***

If the charger is working fine, we move ahead with the next steps

Step 3: Check for Damage on the Ring's Hardware

If the charger is confirmed to be working fine, we ask the user to check for any visible damage on the ring around its sensors and request relevant images for further assessment.

Step 4:

A: In case of observed hardware damage, replace the ring under `hardware damage` reasoning.

B: In case there are no observed damages, replace the ring under `battery failure` reasoning.