



# BATTERY DRAINING ISSUES

## POSSIBLE CAUSES AND SOLUTIONS

### Possible Causes

- Battery is past it's "Life Cycle"

Most portable batteries deliver between 300 and 500 full discharge/charge cycles. Fleet batteries in portable devices normally work well during the first year; however, the confidence in the portable equipment begins to fade after the second and third year, when some batteries begin to lose capacity

- Any liquid damage or moisture inside a device or any of its components, can cause severe battery draining as well as device malfunction
- Apple has confirmed certain versions of iOS 5.x.x, 6.x.x, 7.x.x to have battery performance issues
- Continuous apps running in the background of your device can cause some issues with battery performance
- Device memory being at or near maximum capacity

### Possible Solutions

- Any liquid damage or moisture noted on logic board would need to be treated and tested before attempting to replace with a new battery
- Disconnecting any possible liquid damaged parts during battery percentage testing
- Replacing with new battery and re-testing
- Restoring device to the most current version of the software and re-testing while left at factory settings

**Battery replacements are a NON-REFUNDABLE FEE due to the amount of known software issues reported by Apple**

**Upon purchase of a new battery, the original will be discarded**