

# No charging

**Q : My device is not charged although I connected to the charger. What should I do?**

A : It happens when there is a problem with the charger or charger terminal

1. If the charger is not normally connected to the terminal, it can not be charged.

Separate and then reconnect it again.

2. If there is a problem with a charger (traveling/standard), a battery may not be charged. If the charger is still under warranty, you can replace it for free. If the problem is caused by a customer's fault or it is not under warranty, you need to buy a new one.