

1. Check All Power Connections

Ensure that the power strip cords are firmly seated in the back of the power unit, that all devices are plugged into the power strips, and that the charging cables are plugged into the devices. If all connections are secure, proceed to the next step.

2. Set the Cart to "Manage" Mode

Press the manage button once to enter manage mode. Leave devices to charge overnight. Check on the devices the following day. If all or some of the devices are not charged, continue to step 3.

3. Check How Many Devices Are Charged

Check the cart to see how many devices did not charge. If the number of devices that did not charge is only one or two, continue to step 4. If three or more devices are not charged, proceed to step 5.

4. Troubleshooting Devices and Their Chargers

Remove the non-charging device(s) and their charger(s) from the cart and plug them directly into the wall.

If the device(s) still do not charge, there is an issue with the device or charger. Proceed to plug the device into the wall with a charger that is known to be working correctly. If the device starts charging, then there is an issue with the device's charger. If the device still does not charge, then there is an issue with the device itself.

If the device(s) do start charging when plugged into the wall, proceed to step 5.

5. Troubleshooting the Power Unit and Power Strips

Determine which charging outlet the non-charging device(s) are plugged into by tracing their charging cables to the back of the cart. Then, trace the power strip cord to the outlet in the back of the power unit. Plug the non-charging power strip into a different outlet on the power unit that is known to be working.

If the non-charging devices still do not charge after switching the power strip to a working outlet, there is an issue with the power strip.

If the non-charging devices start to charge after switching the power strip to a different outlet, there is an issue with the power unit.

