

Liberator Communication Aid Battery Policy

Liberator communication aids use Lithium-ion rechargeable batteries to power your device, like those in mobile phones, laptops, and many other consumer electronic devices. Our devices are tested under 'defined' conditions of continuous use to ensure we set a 'realistic' battery expectancy following a full charge. Please note that it is impossible to create every usage scenario, which ultimately means, your settings and usage of your communication aid determines how long your battery will last daily. Factors such as sleep time, access to additional software or apps, screen brightness, etc affect your device battery life.

If you are concerned about the battery life of your device, Liberator staff can assess the battery status of your device:

- Accents – A windows battery report can be obtained from your device remotely and assessed by our Support Staff.
- NovaChats & LR7s – These devices must be returned to Liberator for the battery assessment as the process cannot be performed remotely.
- Vias – These devices must be returned to Liberator for the battery assessment as the process cannot be performed remotely.

Battery Replacement Guidelines

We will replace your device battery if:

- It exhibits premature depreciation (i.e., much greater than 10% per year).
- If the battery has depreciated to 50% or more of design capacity. This will be carried out free of charge for devices still under warranty.

We reserve the right to use our discretion on whether a battery is replaced irrespective of it meeting the above criteria especially in circumstances where good practice is not adhered to.

Liberator Device Batteries FAQs

1. How long will my battery last on a full charge?

Please see our website (<https://www.liberator.co.uk/products/communication-aids>) for published battery life.

2. How long do the batteries take to recharge?

Accent 1400	>	10-12hrs
Accent 800/ Accent 1000	>	7-9hrs
NovaChat 5, 8 &10	>	3.5-4hrs
Via Mini & Air	>	3-4hrs
LR7	>	5-6hrs

3. Do you advise overnight charging?

We advise daily charging for devices that are being used every day, so if the most suitable time is overnight then there is no reason why you couldn't charge it then.

4. Can the batteries be damaged by constantly having the device connected to the mains?

Batteries will not be damaged if this is done. However, it is more convenient and safer to charge the device when it is not in use.

5. Can the battery be damaged by charging the device every day when there is power still in the battery?

No. Once fully charged, the device will only trickle charge.

6. Should the device be taken off charge when the battery is fully charged?

Yes, it is advisable to disconnect the charger once the device is fully charged.

7. Does the battery need to be run down periodically for reconditioning?

Lithium-ion batteries have no memory effect, which means that you do not have to completely discharge them before recharging, as was the case with some other types of batteries.

8. If I don't plan on using my device for some time, should I still charge it before storing it away?

Yes, we advise that you charge your device to around 50%, then turn it off. Do not fully charge or fully discharge your device's battery - If you store a device when its battery is fully discharged, the battery is likely to get to a threshold that renders it incapable of holding a charge. Conversely, if you store it fully charged for an extended period, the battery may lose some capacity, leading to shorter battery life. Please check the status of the charge every 3 to 4 weeks and charge again if necessary.

Good Practice Guidance for Lithium-Ion Batteries

- Always use the battery charger that came with your device as this is designed to safely charge the specific battery cells or battery packs in use. Any other charger may damage your batteries.
- Avoid charging your device if it is enclosed in a carry bag/case, is in direct sunlight or lying flat on a soft or insulating surface. Avoid charging your device if it is still warm from being in a hot car or direct sunlight.
- Do not regularly charge your device in an excessively hot environment such as an indoor swimming pool. Lithium-ion batteries react poorly in very hot temperatures and continuous operation can degrade battery capacity.
- Attempt to charge your battery before it drops to 0%. Charging at > 10% can extend battery life.
- Turn device off when not in use for extended periods of time. Consider using a conservative sleep setting (1-5min) to conserve battery life.
- Reduce the display brightness or use adaptive brightness. Keep the display at a usable but not excessively bright level.
- Avoid running 3rd party apps when they are not in use. These apps increase processor demand which reduces battery duration.
- Turn off WIFI when not in use.
- Avoid updates while on battery power. Plug the device in to do Operating System (OS) and App updates.
- Perform updates at night and leave the device plugged in for several hours after the update.
 - Updates often require 1 or more restarts. It's better to do these while plugged in.
 - Major OS updates often consume processor energy for several hours after the update and may wake your device from sleep
- Always contact our Support Team if your battery shows any signs of damage or your device displays any detrimental issues related to charging. Never use damaged or defective chargers and/or batteries.