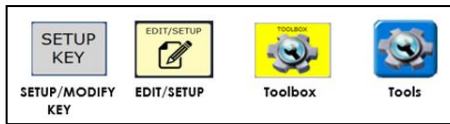


**ACCENT®: Battery FAQ's**



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**Technical Support:**

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**Regional AAC Consultants:**

If you wish to speak to your Regional AAC Consultant, please call +44 (0)1733 370 470 (Option 3)

**1. How long do the batteries take to recharge?**

The time required to fully charge your device varies and is dependent on several factors. Ideally devices must be charged when switched off (Windows fully shut down) this is because whilst the device is running it consumes battery power.  
It takes 8-10hrs for the AC800 and AC1000 and 10-14hrs for the AC1400 to completely charge a device from a dead battery to fully charged.

**2. 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 it could not be charged overnight. This is perhaps the most suitable time to charge the device as it is not normally in use.

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

Batteries will not be damaged if this is done.

**4. Can the battery be damaged by charging the device every night when there is power still in the battery?**

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

**5. 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.

**6. Should they 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. 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 fully, then turn it off. Unused, the battery could last for weeks to even months.  
Additionally, this ensures the battery does not go below a threshold at which it will no longer charge. Please check the status of the charge every 3/4 weeks and charge again if below 25% charge.

**8. How frequently should my Accent batteries be changed?**

If you feel your battery is not functioning as it should do, please contact our Customer Support Team. We do expect a 10% 'normal' yearly depreciation on the

device batteries as is standard with electronic devices. We only change batteries that have prematurely depreciated. In order to make this judgement, we will access your device remotely (if possible) to run a Battery Report which gives information on the current status of your batteries.

**9. Do you have any other recommendations with regards to charging?**

- Always use the battery charger that came with your device. Any other charger may damage your batteries.
- It is not advisable to leave your device on charge if it is enclosed in a carry bag/case that does not allow heat to escape or in an excessively hot environment such as an indoor swimming pool because Lithium-Ion batteries react poorly if in very hot temperatures. Such environments will increase the temperature of the battery which will cause cell oxidation resulting in reduction of the battery capacity and shortened lifespan.