

Troubleshooting Chromebook Not Charging

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Does your Chromebook not turn on or charge when you plug it in? Or does your device power on but not charge? Unless there's a hardware problem with your laptop, charger, or charging port, these problems are usually easy to fix and don't even require a trip to a repair shop.

1. Check battery and other hardware problems



If your Chromebook won't charge, the first thing to check is whether there's a hardware issue with the battery. If the battery is removable, remove it and run the device on direct power through the charger. If the laptop turns on and functions normally with a direct power connection but won't boot on battery power, plug it in to make sure the battery isn't completely drained.

If the problem persists after charging the device, it's likely that the battery is faulty. In that case, you'll need to replace the battery to get your device working again. If your Chromebook won't turn on or charge even when connected to a direct power source, the problem may be with the power outlet, charger, charging cable, or charging port, not the battery.

Inspect the charger and cable for damage and try a different charger to rule out any issues with your original charger. Try switching power outlets to make sure the problem isn't with the outlet. Also, clean the charging port on your laptop and the power outlet to remove any dirt or debris that might be blocking the connection.

If your Chromebook turns on but won't charge or displays a charging error, the problem may be hardware-related. You may need to take your device to a technician.

2. Check the screen



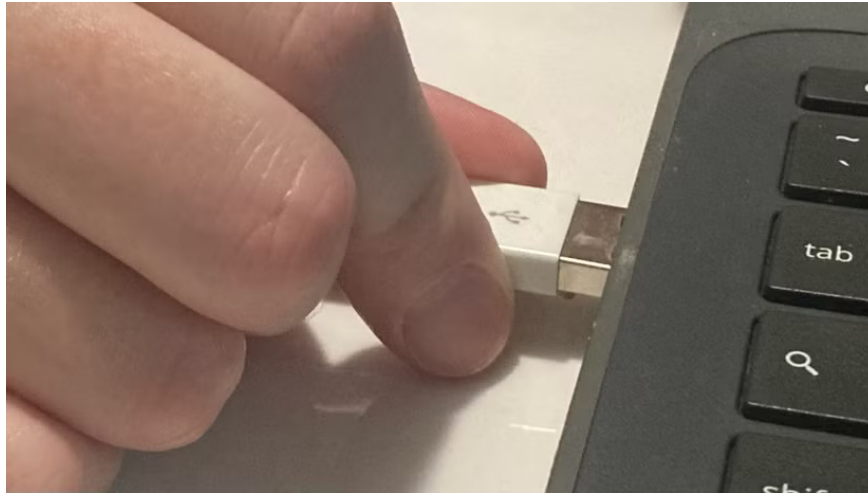
Your Chromebook may turn on, but the screen won't show anything, indicating that the problem is with the screen and not the device itself. So check for signs like the charging light, keyboard backlight, LED indicators, or startup sounds. If these work but the screen remains black, it's likely a display issue.

To confirm this, connect your Chromebook to an external display or TV using an HDMI or USB-C adapter. If the external display displays the contents of your Chromebook, the problem is with the display. In that case, contact the manufacturer or a local technician for repair.

Before taking any further action, make sure the screen brightness is not turned all the way down, causing the screen to turn off. Press the brightness key a few times to see if the screen brightens.

Note : While Chromebooks don't typically have issues with overheating, exposure to extreme heat or cold can cause charging issues. So if your device is exposed to extreme temperatures, let it return to room temperature and see if that resolves the issue.

3. Disconnect external devices and power on/off your Chromebook



Do you have any external devices, such as USBs, keyboards, headphones, HDMI cables, or external storage devices connected to your Chromebook? If so, these devices may be using power and causing the problem. To check if they are causing the problem, temporarily disconnect all external devices and turn your Chromebook back on.

If powering on successfully, make it a habit to only connect external devices after your Chromebook has fully booted.

If disconnecting external devices doesn't fix the problem, try performing a power cycle. This simple restart can help clear minor software glitches without affecting your data or settings. To do this, press and hold the power button for at least 10 seconds to force your Chromebook to shut down completely.

After turning it off, wait 30 seconds, then press the power button again to restart the device. This may resolve any charging issues you are having.

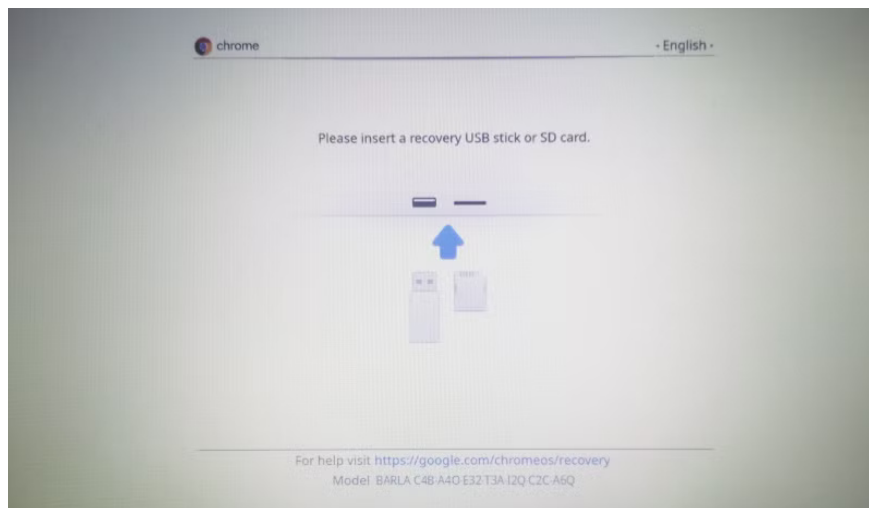
4. Perform Hard Reset



If your Chromebook won't turn on, try performing a Hard Reset. This process refreshes the connections between the battery and the Chromebook's internal components, fixing things like charging issues. It forces a restart and resets some low-level hardware settings without affecting your data or personal settings.

To perform a factory reset, you must first turn off your Chromebook. Then, press and hold the Refresh key (the circular arrow) while pressing the Power button. Release both keys when your Chromebook boots up. Some Chromebook models have different factory reset procedures, so check Google's official documentation for detailed instructions.

5. Try booting into Chrome OS Recovery Mode

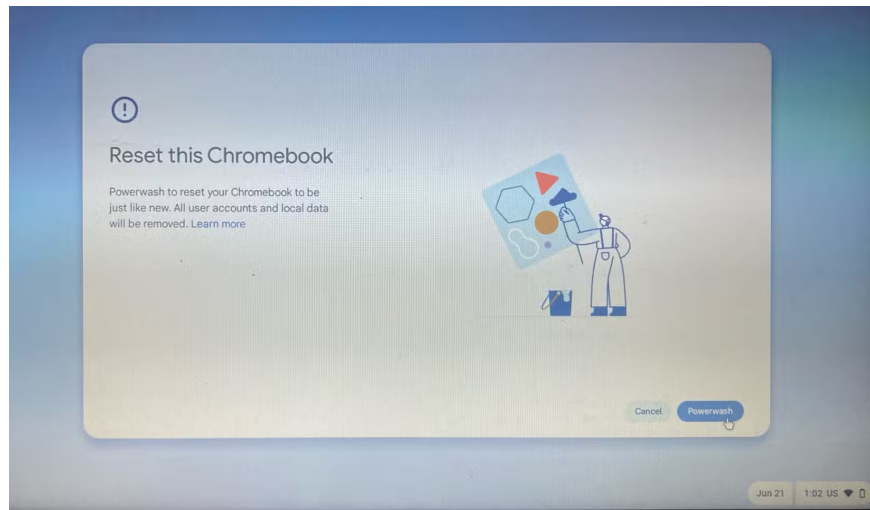


If none of the above solutions work, your last option is to boot your Chromebook into Recovery Mode. This can help diagnose deeper issues or allow you to reset or reinstall ChromeOS. If your device is on, hold down the power button until it shuts down completely. Then, press and hold the **Esc** and **Refresh** keys, then press the Power button.

Once the device boots up, release the Power button but keep holding the Esc and Refresh keys. This will take you to the Recovery Mode screen.

If you see the message "Chrome OS Is Missing or Damaged," there's a problem with your Chromebook's operating system. To fix this problem, you'll need to restore using a USB or SD card with a recovery image. You can create this recovery image using the Chromebook Recovery Utility on another device.

6. Perform Powerwash



Powerwash is the Chromebook equivalent of a factory reset. It wipes all data and settings, returning the device to the state it was in when you first bought it. Unlike a power off or factory reset, a clean wipe will delete all locally stored data, so back up any important files. It also deletes user accounts, files, installed apps, and extensions.

To perform a powerwash on a Chromebook:

1. Open **Settings** and go to **System Preferences** in the left sidebar.
2. In the **Reset** section, click the **Reset** button next to Powerwash. In the pop-up window, click **Restart**. Then, follow the on-screen instructions to complete the reset process.

If a software issue is causing the problem, a powerwash will probably fix it.

The solutions mentioned above should help you identify and resolve the issue. However, if none of them work and the issue persists, then it is likely that it is a hardware-related issue. To fix this issue, take your device to an official store for a check-up if it is still under warranty. If it is out of warranty, take it to a local repair shop for further inspection.

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