

Chromebook won't turn on / Battery won't charge

First, check that:

- The charger or adapter cables are completely plugged in, both to your Chromebook, at the power jack between the cables, and the wall.
- The power outlet is working. Plug something else into the outlet to confirm its working.

If your Chromebook still won't charge:

1. Unplug your charger from the wall and your Chromebook.
2. Plug your charger back into your Chromebook, then the wall.
3. Charge the device for at least 30 minutes.

If your Chromebook still will not turn on/charge, follow the steps below to do a hard reset:

1. Turn off your Chromebook.
2. Press and hold Refresh  + tap Power .
3. When your Chromebook starts up, release Refresh .