

PRINTABLE GUIDE

Check a Kindle that will not charge

A flat Kindle can look frozen because an e-ink screen may keep showing an image without power. Start with its charging equipment before changing settings. Charging connections and wireless support vary by model, so check your exact Kindle's instructions.

Kindle e-reader | 2 min read | 5 steps

Before you start

- ☐ Have a compatible USB cable and suitable power source.
- ☐ Stop using damaged equipment or a visibly damaged or swollen device.

1. Check the power source

Connect the charger to a socket you know works. If using a computer, make sure it is awake and supplies power to that USB port. Reinsert connections gently.

- ☐ Done this step

2. Try another compatible cable

Use the supplied cable or one confirmed suitable for the model. A cable may be damaged even when it looks intact. Do not force a connector into the wrong port.

- ☐ Done this step

3. Leave time for charging

Keep the Kindle connected and look for its charging indicator. A deeply discharged device may not respond immediately. Follow the charging time and troubleshooting guidance for your specific model.

- ☐ Done this step

4. Restart the reader

Amazon's restart procedure is to hold the power button for 40 seconds, then release it. Wait for the restart. Try this after checking power rather than repeatedly pressing buttons.

☐ Done this step

5. Check model-specific support

If you use wireless charging, confirm your Kindle actually supports it and the charger is compatible. If neither wired charging nor a restart helps, contact Amazon support with the model and steps tried.

☐ Done this step

Try it for yourself

Identify your Kindle model and check its approved charging instructions.

☐ I tried the task.

My notes

Should I factory-reset it first?

No. A reset can remove downloaded content and require setup again. Start with charging checks and a restart, then follow official support advice.

Official help and the online guide

Amazon Kindle restart instructions -

<https://digprjsurvey.amazon.co.uk/csad/help/node/G9WDGDTCSQMSU7Z>

Amazon Kindle charging and battery advice -

<https://digprjsurvey.amazon.co.uk/csad/help/node/G4GMVBjTKV5K77V6>

Read online: <https://plaintech-guides.pages.dev/guides/check-a-kindle-that-will-not-charge/>