



iPort
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Date:
03.01.18

Topic:
iPad Charging

Issue:
iPad with an Expanded Battery

Tech Note:

iPort has observed, in some instances, iPads that over time can exhibit signs of an expanding internal lithium-ion battery. The first sign of this occurrence is a “rainbow” affect appearing on the iPad screen followed by the gradual warping of the iPad screen as the internal expanding battery pushes on the iPad screen. This scenario has been observed with an iPad charging Apple supplied power adapters, competitive charging products, and with iPort products.

Apple Inc. has provided information about battery characteristics including details on servicing of iPads if a battery issue occurs. This information can be found at the link below and includes details on coverage of iPad battery issues within and outside of warranty periods:

<http://www.apple.com/batteries/service-recycling>

FAQ

Who is responsible for charging management of the iPad:

Per Apple’s detailed MFi Spec (Made for iPad), which all iPort products are designed to meet, the charging management is fully executed by the iPad. Neither the iPad hardware nor the iOS software provide any feature or ability to influence or override iPad charging management.

What to do if a battery expansion occurrence happens?

Based on our experience, it is best to contact Apple Support by calling 1-800-MY-APPLE and creating a case to service the affected iPad. In most cases, iPads can be

mailed in and serviced. An Apple Store visit is not required. Information on how do this can be found here:

<http://www.apple.com/batteries/service-and-recycling>
<http://apple.com/support/ipad/contact>

What recommendations does Apple have to maximize battery performance and lifespan?

Apple's recommendations can be found here: <http://www.apple.com/batteries/>

Here is a summarized list of tips provided by Apple:

- Update to the latest iOS software
- Set iPad screen brightness to "Auto Brightness" in iOS settings (TrueTone for iPad Pro models)
- Reduce iPad screen brightness when able in iOS settings which will set a high limit for iPad screen brightness and can work in conjunction with Auto Brightness
- Set iPad to 'low power mode' in iOS settings
- Turn off Location Services, Bluetooth and Cellular Data (if using a Cellular iPad), if these features are not required.
- Turn off any Apps that do not need to be active in the background.
- Use Auto-lock when possible to put the iPad display to sleep after a specified period of time as short as 1 minute and as great as 15 minutes. Touch ID can be used to easily wake the iPad from sleep.

Additionally:

- If using a MDM (mobile device management system) such as JAMF or an administered App, utilize screen auto-dim features within the App or MDM service.

If you have any more questions, please don't hesitate to reach out to our technical services team: techsupport@danainnovations.com

-iPort Team