

Console Cannot Be Charged

Applies to: Nintendo Switch Lite, Nintendo Switch, Nintendo Switch Family

The information in this article can help you when your Nintendo Switch system can power on but the battery is unable to charge, or the battery charge continues to go down despite being connected to the AC adapter.

Note

Learn more about the [battery charge duration](#) for the different Nintendo Switch systems.

You may find information on the following related situations helpful:

- The [battery is able to charge but the charge does not last very long](#) once the AC adapter is removed.
- The [battery charge indicator is not displaying correctly](#), for example, you are able to play for several hours even though the battery charge remains at 1%.

Joy-Con Controller Power Issues

Applies to: Nintendo Switch Lite, Nintendo Switch, Nintendo Switch Family

The information in this article can help you when:

- The Joy-Con controllers will not power on.
- The battery charge indicator for the Joy-Con controllers is not displaying correctly while paired to a Nintendo Switch system.
- The battery charge on the Joy-Con does not last very long despite charging them for at least three and a half hours.

Important:

- In order for the Joy-Con to charge while attached to the Nintendo Switch console, the console must be connected to the AC adapter and powered on or in Sleep Mode.
- The Joy-Con cannot be charged using Nintendo Switch Lite. A Nintendo Switch console or a compatible accessory, such as the Joy-Con Charging Grip (sold separately) is required to charge the controllers.

Note

- The Joy-Con controllers take approximately three and a half hours to fully charge.

- When fully charged, the battery duration for the Joy-Con controllers can last approximately 20 hours. This can be shorter depending on the software application and functions being used.

What to Do:

1. Reset the AC adapter by leaving it unplugged from both ends for at least 30 seconds.
 - While performing this step, verify you are using the Nintendo Switch AC adapter (**model No. HAC-002**) and check for any cuts, kinks, frayed cables, etc.



The Nintendo Switch AC Adapter

- If any damage is found, or if a different charger is being used, replacing it with the correct accessory may resolve the problem.

You can purchase the Nintendo Switch AC adapter from our [Online Store](#).

2. With the Joy-Con controllers [detached](#) from the console, reset them by pressing the [SYNC Button](#) once on each controller.
3. After resetting the AC adapter and the Joy-Con, [attach the Joy-Con](#) to the console, then connect the AC adapter directly to the console and to a wall outlet.
 - The LCD screen will power on and the battery charging indicator will momentarily be displayed on the upper left corner of the LCD screen.

Important

- If the battery charge on the console is nearly depleted when the AC adapter is first plugged in, the screen will remain off and a charging indicator will be momentarily displayed on the top left corner of the LCD screen. If this happens, allow the console to charge for at least 15 to 30 minutes, then press the [POWER Button](#) to boot it up.
- If the console is not charging at all, troubleshoot it by [clicking here](#).

How to Charge the Joy-Con Controllers

Applies to: Nintendo Switch Lite, Nintendo Switch, Nintendo Switch Family

In this article, you'll learn how to charge the Joy-Con controllers.

Note

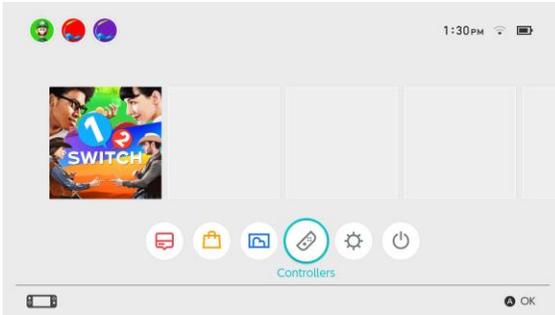
- It takes approximately 3 ½ hours to fully charge the Joy-Con controllers.
- The Joy-Con Charging Grip (model No. HAC-012) is not included in any Nintendo Switch bundle. This product is sold separately.

1. Which system are you using? Nintendo Switch Nintendo Switch Lite



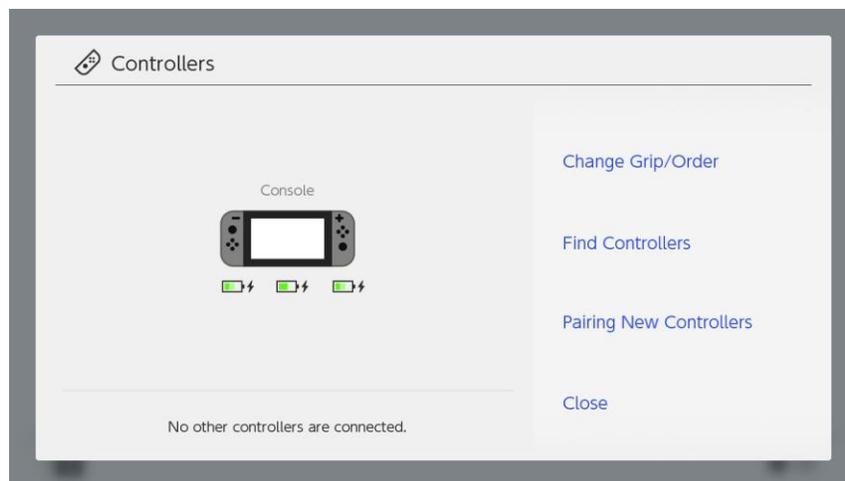
The Nintendo Switch AC Adapter plugging into a wall socket and the Nintendo Switch console

4. From the HOME Menu, select **Controllers**.



Controllers icon selected on the Nintendo Switch HOME Menu Screen

- The approximate battery charge for the console and any connected controllers will be displayed within the Controllers screen.



The approximate battery charge displayed on the Nintendo Switch Controllers screen

The Console Has No Power, Has a Blank Screen, or Won't Wake Up From Sleep Mode

Applies to: Nintendo Switch Lite, Nintendo Switch, Nintendo Switch Family

The information in this article can help you when:

- A Nintendo Switch system will not power on.
- The LCD screen is blank while in handheld mode or tabletop mode.
- After placing the system in sleep mode, it will not wake up when the POWER or HOME Buttons are pressed.

Inquiries About Leaving the Nintendo Switch Console Docked

Applies to: Nintendo Switch, Nintendo Switch Family

The Nintendo Switch console can be left in the dock while not in use to ensure that it is fully charged.

If you put the console in the dock or plug in the AC Adapter directly to charge before the battery is completely spent, it will only count as a partial charging cycle.

Leaving the console on the dock or plugged in directly with the AC adapter overnight, or past the point where the battery is fully charged will not cause harm to the battery.