



# KitchenAid Go™ Cordless System Battery Support

## Initial Battery Charge

The lithium-ion battery was charged to an appropriate level at our manufacturing facility to ensure compliant transit. By international shipping standards, all lithium-ion batteries are required to travel at a low level charge for safety reasons.

## Battery Charge Confirmation

To check the amount of charge your new battery currently has, the first step is to engage the side buttons (1 of the 4 lights should light up). Please fully charge the battery before first use.

## Battery Storage

Store the battery where the temperature is below 80°F and away from moisture. Every six months of storage, charge the battery as normal.

## Potential Battery Issues

- Battery Unresponsiveness: If your battery is completely unresponsive, it has likely entered a permanent safety lockout mode. KitchenAid will promptly replace your battery at no charge.
- Battery Temperature Implications: If the battery indicator lights alternate for more than 10 seconds, the battery may be too warm or too cold to charge. In that case, unplug the battery and allow it to stabilize to a normal room temperature and then try charging again. Should the battery still not charge after this, unplug it and contact customer service.

For any and all battery support please contact customer service at 800-541-6390

