



# HeatsBox Go Battery Troubleshooting Guide

If your HeatsBox isn't heating as expected, doesn't turn on, or seems to lose battery quickly, these are the steps of fixing it at home in just a few minutes.

## What Battery Issues Might Look Like:

- Your lunchbox doesn't turn on
- Only one or two red lights show when charging
- Heating starts but stops halfway
- Food not reaching full temperature

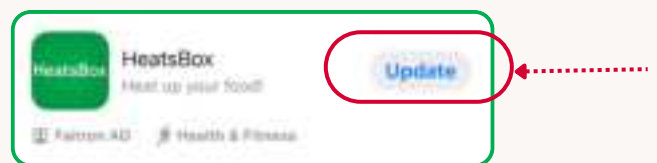
## 1. Check the App Version

### Why it's important:

An outdated app can block charging or improved performance updates.

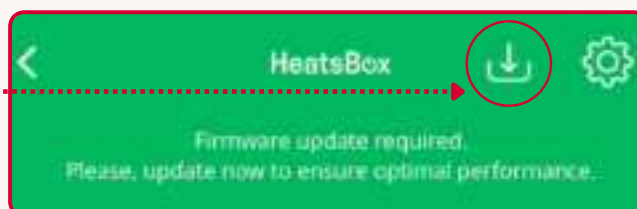
### How to Check:

- Open the App Store (iPhone) or Google Play Store (Android)
- Search for "HeatsBox"
- Tap Update if available



**Troubleshooting tip:** If you're not sure the update worked, uninstall and reinstall the app to ensure you have the latest version.

## 2. Update the Firmware



### Why it's important:

New updates fix bugs and improve battery performance.

### How to Update:

- Enter the app and check for Update Notification
- If an update is available, tap Download icon
- Wait 2–3 minutes until you see "Firmware up to date"

## 3. Verify Full Charge

### Why it's important:

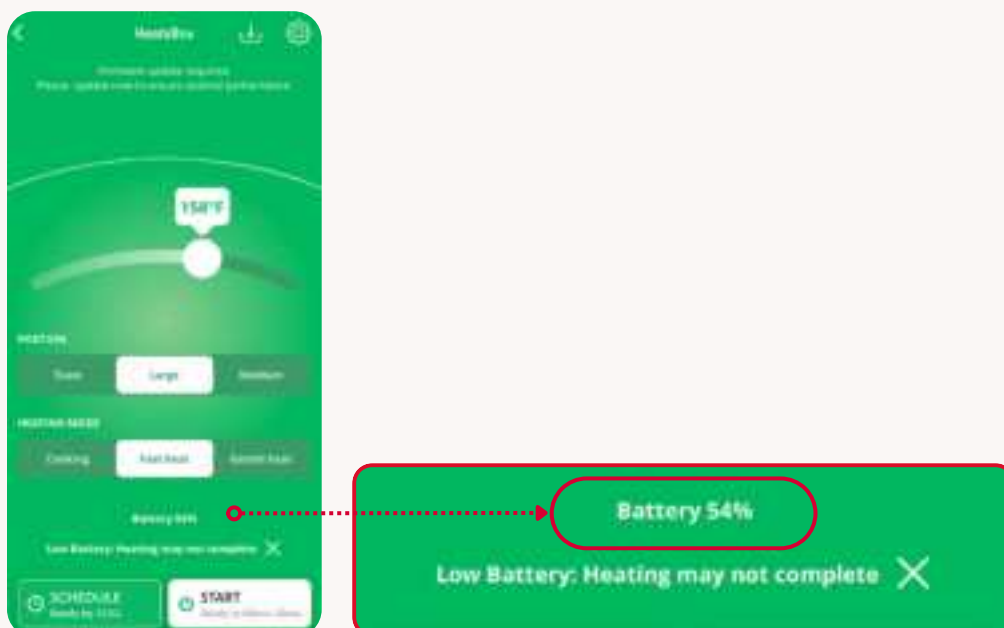
A partial charge can cause failed heating.

### How to Check:

- Plug your HeatsBox into the wall with the provided USB-C charger
- Wait for three solid red lights on the side of the unit. If you only see:

- *low battery*
- ● *mid-charge*
- ● ● *fully charged and ready*

- Alternatively, check the battery percentage directly in the app.



**Pro tip:** Charge overnight for a full cycle. This ensures longer battery life and stronger heating performance the next day.

If the issue persists, our support team is here to help.  
Contact us at [heatsboxcare@cribsi.com](mailto:heatsboxcare@cribsi.com)