Troubleshooting Guide – H3635LL/A PowerSync Cart for iPad
Cart Not Charging

The internal power cord/outlet may not be securely plugged in.

1. Turn the power to the cart off.
2. Unplug the cart from any external power source (i.e. wall/power outlet).
3. Go to the front of the cart. Note the black power cord entering the cart from the right – this is the cord you will be reconnecting/securing internally.

4. Open the front doors of the cart; there are two shelves inside for your iPads – an upper and a lower.
5. Go to the lower shelf (slots 16-30) and remove the three dividers under slots 27, 28, and 29 (the end-dividers under slots 1, 15, 16, and 30 are the most difficult to remove).

*To remove the three dividers: (A) Wedge a flathead screwdriver underneath the front lip of any of the three dividers [in this example, we are starting with the divider under slot 29].
(B) Grab the front of the divider you’re trying to remove. Lift the front end of the divider upwards while simultaneously applying torque from underneath the divider using the flathead screwdriver – the divider should pop up and disconnect from the base of the cart.

(C) Pull the divider towards you so that it slides out cleanly. (D) Repeat the process for the dividers under the remaining two slots [in this example, the remaining two slots would be slots 27 and 28].
6. Look through the gap where the three dividers were formerly positioned and locate the power outlet/cord on the back wall of the cart.

![Image showing the power outlet/cord]

7. Reach back and unplug the power cord, then plug it back in firmly – you need to make sure the cord is plugged into the outlet completely and securely.
8. After plugging the power cord back in to its internal outlet, turn your cart on and check the power.

*Once you have completed these steps, check to see if your iPads are able to charge and sync.

*If these steps were not successful in correcting your cart’s electrical issues, please contact Bretford Customer Support at: csteam@bretford.com, or by phone, 866-866-4758. Please have the model number and manufacturing date of the defective cart on-hand.