

Understanding Sony Battery Care and Charging

Battery Care

Sony's Battery Care feature limits charging to 75%–90% on compatible audio devices. By avoiding a full charge, it reduces battery stress and significantly extends the device's overall lifespan.

How Battery Care Works

- **Intelligent Limits:** Instead of charging the devices to 100%, the feature stops the charge at an optimal level. The exact stopping percentage adapts dynamically based on environmental factors and usage.
- **Charging Balancing:** Because individual power cells (notably in dual-unit devices like earbuds) may drain or charge at varying rates, units might stop charging or resume at different times. This is a normal part of the algorithm ensuring hardware longevity.
- **Charging Hardware:** The protective Battery Care limit only applies to the primary audio units. Charging cases or wired power supplies do not use this feature, as those components are managed differently.

How to Enable or Disable the Feature

The Battery Care feature is an optional setting and is not enabled by default. To turn it on or off:

1. Open the **Sony Sound Connect** app.
2. Go to the **My Device** tab and select **Device settings**.
3. Tap on **Power/Battery**.
4. Toggle **Battery Care** to your desired setting.

Note: If you need your devices to charge to 100% for a long trip, you must first toggle the feature off in the app before charging them or placing them inside their provided charging case.

Other Causes of Charging Issues

If your hardware is stopping at unexpected levels, the issue is often driven by one of the following factors:

1. Thermal Protection Safeguards
2. Dirty Charging Contact Pins
3. The 95% Dynamic Re-charge Threshold
4. Software Glitches or Out-of-Box Calibration

Please see <https://www.sony.com/electronics/support/articles/00377356> for a full guide.