

Troubleshooting a HI Err Deg F on the Cox Box when Charging the Battery.



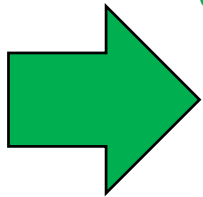
If you are getting an error like the one shown when charging the Cox Box, this is being caused by some internal heat being generated and stopping the charging.

Obviously if the room you are charging is very hot, try charging in a cooler environment but this is not typically the issue.

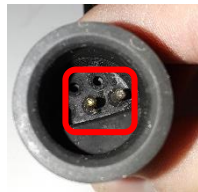
Otherwise this can be caused by some corrosion throughout part of the charging system.

We recommend cleaning out the following ([see below](#)) with some Isopropyl Alcohol to see if that helps with the charging error.

Clean



Charging Pins



4 Battery Contacts



Cox Box Sockets



Cox Box Battery Pins*



*Also ensure that none of the 4 pins are “stuck down”. They should all appear to be the same height and “springy”. If any of the pins are stuck, try using alcohol and push it in and out to see if you can unlodge it. If not, please send it in to NK for repair.

Troubleshooting a HI Err Deg F on the Cox Box when Charging the Battery (continued).

If cleaning out the electronics does not help with the error, the battery most likely needs to be repaired by NK. However the issue could be with the Cox Box as well.

One final test would be to put the battery in the Cox Box and turn it on.

Shake the Cox Box in your hand pretty vigorously.

The display should not turn off while you shake it, if it does, then there is a loose battery connection and the Cox Box would need to come in for repair.

If you need further assistance please contact techsupport@nkhome.com