



# Amazon Fire TV Loose Contact in the Battery Compartment

Functional failure (occasionally) of the remote control due to inadequate electrical contact of the battery. Here: Root cause and troubleshooting.

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## INTRODUCTION

If your remote control of the Amazon Fire TV over and over again does not work properly even though the batteries are okay or even new, this repair guide may help you to finally fix the problem.

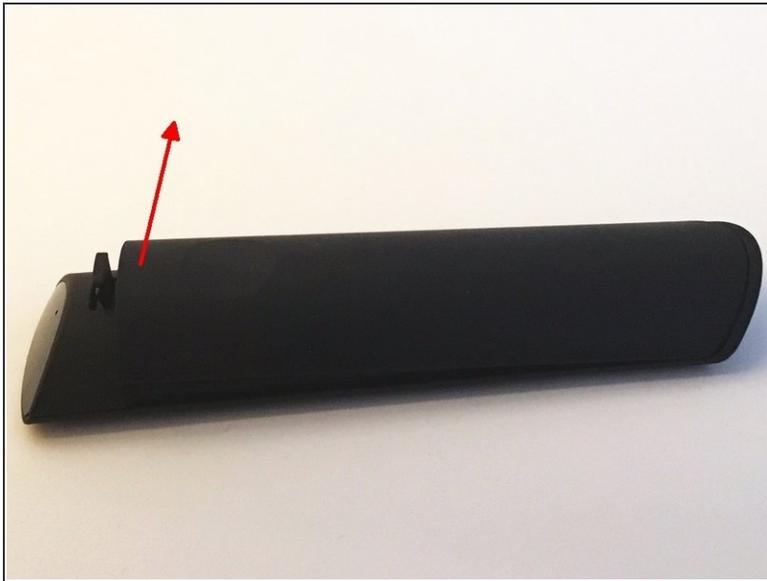
Root cause could be, that the batteries get stuck on the sides in the battery compartment which leads to a electrical loose contact.

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### TOOLS:

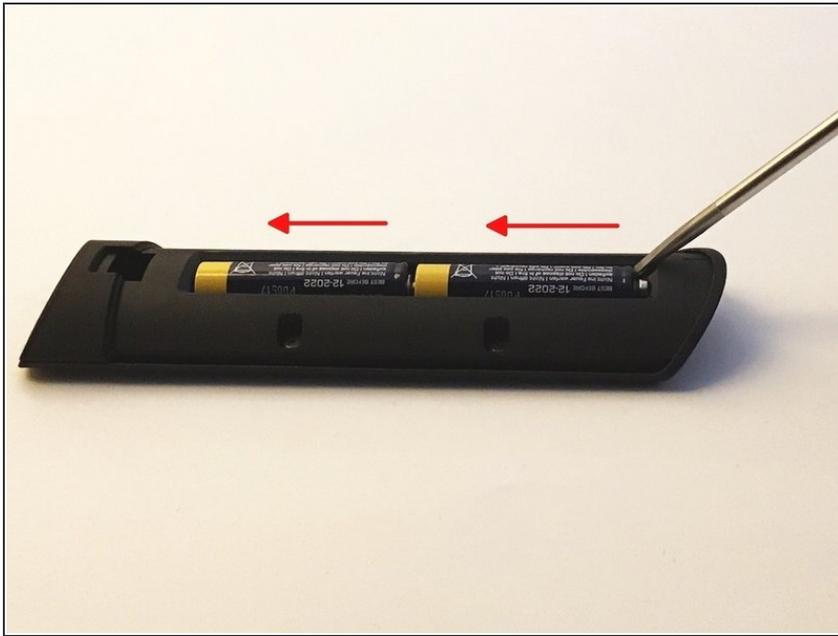
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## Step 1 — Open the battery compartment



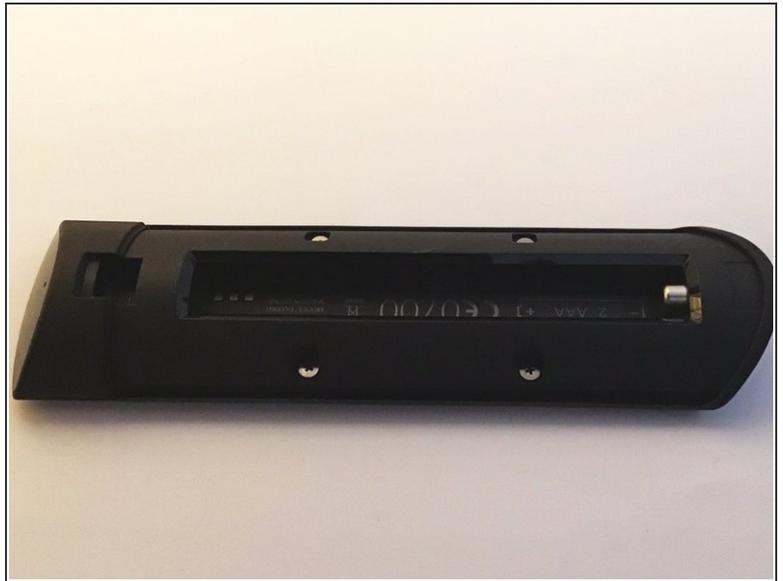
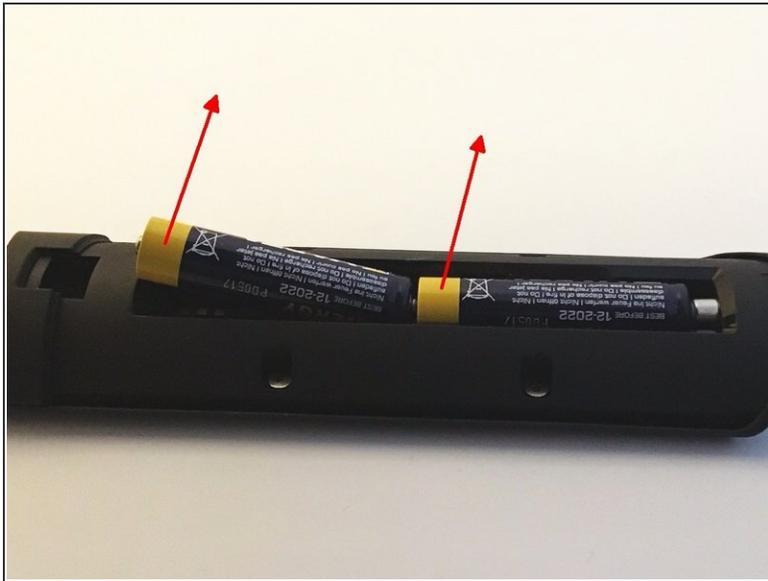
- Place the remote control with the battery cover facing up. Pull the tap with your fingernail and flip up the battery cover.
- Remove the battery cover.

## Step 2 — Check the cause of the failure



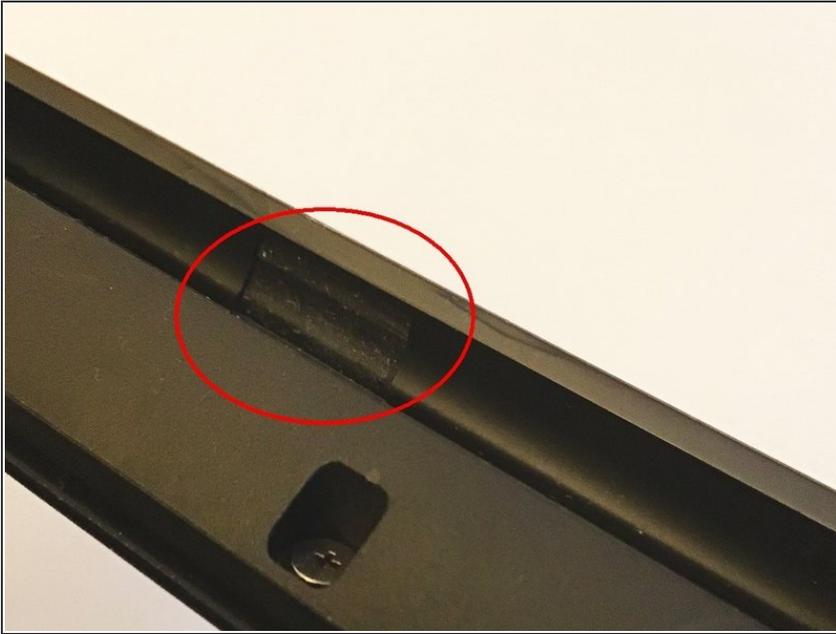
- Before this repair is performed, it has to be checked, if the failure described in this repair guide exists. Check, if the batteries are not empty (in doubt please use new batteries).
- Strongly press both batteries to the top of the remote control with a screwdriver (or your fingernails). See arrows in the image.
- Wait 10-15 seconds in order to let the remote control reconnect with the Amazon Fire TV.
- Check if the remote control now works properly with the Amazon Fire TV. Do not handle the remote control jerkily but very careful and pay attention that the batteries do not fall out.
- If the remote control now works properly, continue with this repair guide. If not, stop the repair guide because there might be another root cause of the malfunction.

### Step 3 — Remove the batteries



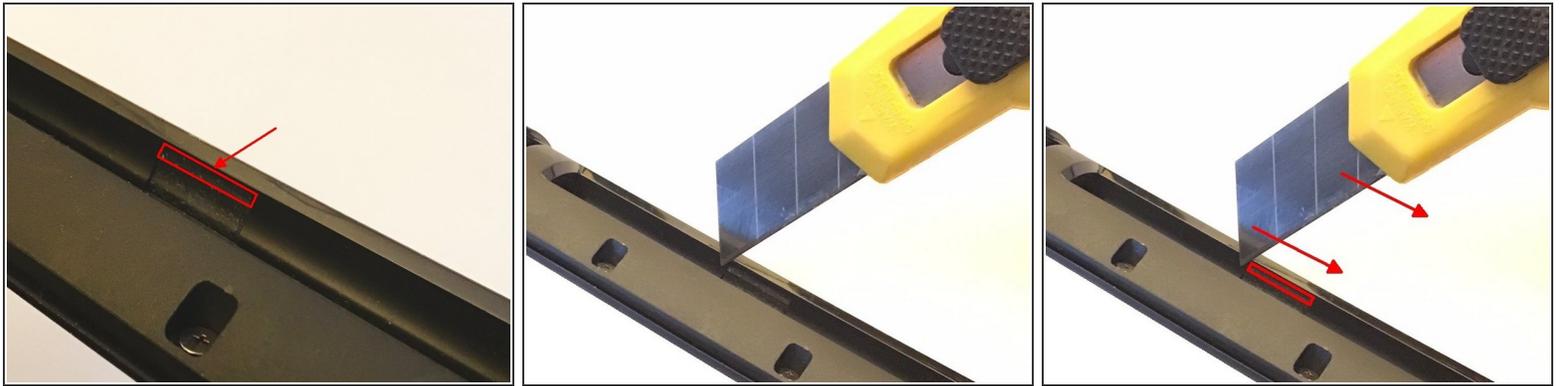
- First pull out the front battery by lifting it, then pull out the second battery.

## Step 4 — Explanation of the root cause of the failure



- ① Information: On both sides in the battery compartment there are battery-fixations made of rubber. You can easily feel them with your finger because they are softer than the plastic housing.
- ① Information: These rubber battery-fixations can be that strong or thick, that the batteries get stuck and therefore the internal spring, which presses the batteries on the electrical contact, is too weak in relation. This is the cause why the remote control is sometimes not working.
- The next step explains how to fix the problem.

## Step 5 — Cut off the rubber battery-fixing



- i** If this step is executed, it might happen that the batteries will afterwards permanently rattle when using the remote control!

  - Set the cutter knife carefully to the red bordered part of the rubber battery-fixing.
  - Lead the cutter knife carefully along the longitudinal direction of the remote control and cut off only the red bordered part of the rubber battery-fixing. See picture.
- !** Attention! Never touch the bottom of the battery compartment with the cutter knife because this is the circuit board of the remote control electronics. Any scratching of the circuit board can lead to total damage of the remote control.
- i** Alternatively you can use a small side cutter instead of the knife to cut off the battery-fixing.
- i** Typically the rubber battery-fixing is now weakened so much, that in relation the internal spring is strong enough to press the batteries on the electrical contact regardless of the orientation of the remote control. If not: Cut off symmetrically the rubber battery-fixing on the opposite side.

## Step 6 — Put in the batteries and close the cover



- Put in the batteries in the correct direction (see schematic illustration on the ground of the battery compartment).
- Put in and close the battery cover.
- Wait 10-15 seconds in order to let the remote control reconnect with the Amazon Fire TV.
- Check the function of the remote control. If it does not work, see the note in step 5.
- You're done!

I hope that this repair guide was also helpful for you to fix the problem.