Tech Medics Tech Notes

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My laptop keeps turning off!

Have you ever been working away on your laptop when suddenly…bam…it shuts off?! It makes you wonder, what happened and why? Not to mention how frustrating it can be lose what you were working on!

This problem is more frequent in laptops than in desktops and can be caused by a number of issues. Here are a few of the most common reasons for a laptop to suddenly power off.

- Overheating
  Computers in general generate a lot of heat. This is especially true in laptops because of their size. Laptops come with small fans that typically pull air from the bottom and vent out the sides or back. When laptops are used on soft surfaces, like beds or pillows, it blocks the air-flow which can cause the laptop to overheat. Another cause for overheating is dirt and hair. That same small fan can pull up a lot of dirt, dust and pet hair. Over time, that can accumulate and form a thick layer that blocks the air flow. If you notice your laptop getting hot right before it shuts off, this could be the cause of your problem.
- Bad battery
  Batteries are usually the first thing to go bad in a laptop. Typical lifespan of a battery is 3-5 years, based on use. If your laptop stays on while plugged in, but shuts off when unplugged, you may need a new battery.
- Broken power cord
  If you have a bad battery, or no battery, and your laptop shuts off even while plugged it, there may be a short in your power cord. Most power cords aren't too expensive, but be sure to buy a cord made for your specific model. Or buy a universal cord that doesn't have a variable voltage, unless you can manually set the voltage. Using a cord with the wrong voltage and/or wattage settings can cause serious damage to your computer.
- Broken power jack
  Sometimes the problem can be with the actual power jack. It is fairly common to have a loose or damaged power jack. Over time, plugging your power cord in, moving it around and jiggling the cord can cause damage to your jack. This repair would involve the disassembly of your laptop and either a repair or replacement of the DC jack.

Want more information or have questions? Contact TechMedics@socen.com or call (888) 826-4211