We recommend adopting the following best practices to ensure that Neo has the power to deliver an optimal clean each and every time.

1. **Fully draining batteries (down to 0%) reduces battery capacity over time**
   - If Neo issues a low battery warning, charge the batteries immediately to avoid harming them.
   - Whenever possible, charge Neo’s batteries before the low battery threshold is reached.

2. **Avoid leaving batteries in a low State of Charge for long periods of time**
   - If you’re going to be storing the batteries for an extended period of time, ensure the batteries are charged to at least 70% before storing. Check and recharge batteries every six months while in storage.

3. **Avoid undercharging**
   - “Undercharging” can refer to two things:
     - **A)** not fully charging
     - **B)** charging at or to a voltage which is too low
   - **Regarding “A”**: When charging the batteries, charge to full before unplugging. Refer to the charge indicator light on the battery charger to confirm that batteries are fully charged.
   - **Regarding “B”**: Using the Avidbots provided charger will ensure you’re always charging the batteries at the correct voltage.

4. **Avoid overcharging**
   - Use a properly configured Avidbots-provided charger to ensure this is not an issue.
   - As a best practice Avidbots recommends unplugging the batteries when they are fully charged.

**Additional information regarding battery charging best practices can be in the Neo user manual.**

Need assistance with your current battery bank or battery charger? Please contact the Avidbots Technical Support Team at tech.support@avidbots.com or +1-855-928-4326 (ext 3).

If you require replacement battery sets and chargers or are interested in our Extended Battery Operations Kits, please contact: orders@avidbots.com