

Samsung Galaxy phones & tablets | Easy | 2 min read

Samsung phone will not charge, charges slowly or shows a wet port warning

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A Galaxy that will not charge is usually down to the cable, plug or a dirty port rather than a dead phone. Work through these steps in order.

Simple checks first

1. Try a different wall socket and a different cable. Cables wear out quickly.
2. Use a proper phone charger. Weak plugs, such as an old one for another gadget, charge slowly or not at all.
3. Plug directly into the wall instead of a computer or a power bank.
4. Leave the phone on charge for at least 30 minutes. A very flat battery may not respond straight away.
5. Restart the phone, or force restart it by holding **Volume down** and the **Side key** for about seven seconds.

Slow charging

- Fast charging needs a suitable charger and cable. Check the manual for your model.
- Turn off **Super fast charging** or similar only if you want slower, cooler charging. You can find it in **Settings, Battery, More battery settings**.
- Heavy use such as games or video while charging slows it down.
- If **Protect battery** is on, the phone stops at about 85 percent. That is normal.

"Moisture detected" or wet port warning

The phone has sensed water or damp in the charging port and has stopped charging to protect itself.

- Unplug everything and dry the phone with a soft cloth.
- Leave it face down in open air for several hours. Do not use a hairdryer, rice or heat.
- Do not force charging if the warning stays. Wireless charging can be used if your model supports it.
- If the warning shows with a dry phone, the port may be dirty or damp inside.

Cleaning the port

With the phone off, gently shine a torch inside. Fluff is common. Use a wooden or plastic toothpick to lightly lift it out. Never use metal pins.

Wording differs slightly by model and One UI version.

When to get more help

Ask us if the phone still will not charge with a known good charger, if the port feels loose, if it gets very hot, or if it has been dropped or got wet. Back up what you can as soon as the phone is working.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.