

# EnSURE Touch Won't Power On

## You will need:

- A 5+ Watt USB-C charger
- Your EnSURE Touch

1. Plug the EnSURE Touch into a charger. Hold down the power button for 12 seconds.
2. The EnSURE Touch should now turn on. If it doesn't, check that the charger and cable charge another USB-C device, like another EnSURE Touch or phone
3. If the charger doesn't work, try again with a working charger
4. If the EnSURE Touch still doesn't turn on or only turns on briefly, it must be repaired. Please contact Hygiena Technical Support.

## Contact Hygiena Technical Support for further assistance.

- Phone: 1-888-HYGIENA (1-888-494-4362, option 2)
- Email: [techsupport@hygiena.com](mailto:techsupport@hygiena.com)
- [Submit a Support Ticket](#)
- [Schedule a Microsoft Teams meeting with support](#)