

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
- [Submit a Support Ticket](#)
- [Schedule a Microsoft Teams meeting with support](#)