

# Failing Calibration for EnSURE Touch

## Troubleshooting and Solutions

1. Reading chamber need to be cleaned if it is contaminated and the lens protecting the reading sensor is cloudy/blocked. Click [here](#) for more info.
2. The read chamber plug at the bottom of the EnSURE Touch is not screwed all the way in.
3. Remove any additional labels with the original product.
4. Selected wrong calibration device when running positive calibration test.
5. When activating the CalCheck, if the light turns red or remains dark, replace the battery in the CalCheck. CalCheck use specific kind of batteries "Panasonic". Click [here](#) for more info.
6. If hearing a rattle sound when shaking the instrument and/or EnSURE Touch will Only Read 0-RLUs with CalCheck, the instrument will need to be repaired. Please contact us for repair

If you still need help, please contact Hygiena Technical Support:

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