



General Troubleshooting Steps:

1. Turn off the power switch, remove the batteries. Then rub and wipe the sensor area clean with a soft damp cloth and dry it immediately with a dry soft cloth. Re-insert batteries then try again.
2. Move the trash can to an open area and make sure nothing is blocking or within the 10 inches sensor eye. Turn on the power and try again.
3. If the trash can is still not working correctly, remove the batteries. Let the trash can sit for at least 6 hours to reset. Then insert a new set of batteries and try again.

1. The lid stays open or lid opens and closes continuously	The sensor eye may be affected by dirt, stain, dust, fingerprints or reflection. Move the trash can to an open area, or slightly adjust the direction to make sure nothing is blocking or activating the sensor and continue with the General Trouble Shooting Steps
2. Grinding noise when the lid opens/closes	This can be caused by low battery power or broken gears. 1. Follow the General Trouble Shooting Steps 2. Check the hinges that connect the lid is broken
3. If the lid does not open/close	If you are using Batteries: 1. Make sure they are inserted in the correct directions and close the battery cover firmly 2. Turn the power switch to "ON" position to see if there's any indication light If you are use AC Power Adaptor: 1. Unplug the adaptor and insert new alkaline batteries to see if the lid works on battery 2. If the trashcan works with batteries, the AC adaptor may be broken **Important: Do not use the batteries and the AC adaptor at the same time. It can only be powered one way or the other.
4. I wave my hand, but the lid doesn't open	It is not a motion sensor, please hold your hand steadily within 6 inches of the sensor eye for it to detect and open
5. Why is the indication light flashes in yellow/amber color	The battery is low, please replace all batteries with new set of alkaline batteries

After the trouble shooting steps, if your trash can is still not working, please contact 1-800-660-7978 or email us at service@itouchless.com.