

## TROUBLESHOOTING

Problem	Solution
1. <b>The trash can is brand new, and only works occasionally</b>	Peel off the thin, transparent protector/sticker on top of the sensor eye. If the lid still doesn't work regularly, try a new set of batteries. Then follow the <b>General Troubleshooting Steps</b> .
2. <b>The lid stays open or lid opens and closes continuously</b>	The sensor eye may be affected by dirt, stain, dust, moisture or reflection. Move the trash can to a different location or turn the trash can slightly so that the sensor faces another direction, and follow the <b>General Troubleshooting Steps</b> .
3. <b>Grinding noise when the lid opens/closes</b>	This can be caused by broken gears or lid hinge. <ul style="list-style-type: none"> <li>• Check for damage on the hinges that connect to the lid</li> <li>• Follow the General Troubleshooting Steps</li> <li>• Visit <a href="http://www.itouchless.com">www.itouchless.com</a> to order a new lid unit</li> <li>• Contact us at <a href="http://www.itouchless.com/contacts/">www.itouchless.com/contacts/</a> for warranty service</li> </ul>
4. <b>The lid does not open/close</b>  <b>Important: Do not use batteries and the AC power adapter at the same time. It can only be powered by one source at a time.</b>	If you are using Batteries: <ul style="list-style-type: none"> <li>• Ensure batteries are inserted correctly and close the battery cover firmly</li> <li>• Turn power switch to "ON" position to see if the indication light is visible</li> </ul> If you are using AC Power Adapter: <ul style="list-style-type: none"> <li>• Unplug the adapter and insert new alkaline batteries to see if the lid works on battery</li> <li>• If the lid works with batteries, the AC adapter may be broken</li> </ul>
5. <b>I wave my hand over the sensor eye, but the lid does not open</b>	It is not a motion sensor. Hold your hand or object steadily (do not wave your hand) within 4-6 inches over sensor eye for it to detect and open.
6. <b>Why is the indicator light flashing in yellow/amber color?</b>	The battery power is low. Replace all batteries with a new set of alkaline batteries. Do not use rechargeable batteries or old batteries.

## ONE (1) YEAR LIMITED WARRANTY

Touchless Trashcan is distributed by iTouchless Housewares & Products, Inc. (iTouchless) with the highest quality components and most advanced technologies available. The trash can is warranted to be free from defects in material and workmanship, given normal use and care, for 365 days from the date of the original purchase with proof of purchase within the United States and Canada. iTouchless will only honor warranty requests from orders placed with our authorized dealers. Items sold as used, floor sample or refinished are sold solely under the terms and conditions of the selling party; iTouchless will not warrant such purchase. iTouchless will repair or replace a working condition Lid Cover thereof which fails as the result of such a defect during the warranty period.

The warranty is the customers' exclusive remedy for product defect and does not apply to:

- User modification
- Attachments to product by user that causes damage
- Any product, on which the seals and/or serial numbers have been broken, removed, tampered with, defaced or altered in any manner
- Damage caused by abuse, misuse, accident, water or theft

Except as stated above, iTouchless makes no express or implied warranties as to any product, in particular, makes no warranty of merchantability or of fitness for any particular purpose. iTouchless shall not be liable for consequential or incidental damages arising from any product defect. Our Liability is limited to the replacement of any defective product. iTouchless expressly disclaims all warranties not satisfied in this limited warranty. Any implied warranties that may be imposed by law are limited to the terms of this limited warranty. The Can Body, Activated Carbon Deodorizer, Retainer Ring, Deodorizer Compartment, and Battery Cover are not covered by this warranty.

If Trash Can should fail during the warranty period, contact us through <http://www.itouchless.com/contacts/> to submit a request for warranty service. For additional details, please refer to the warranty email that iTouchless will provide. The required warranty fee is subject to location. Fee references are as following: for Contiguous 48 U.S. States \$9.95 and up, for Canada \$19.95 and up, for Alaska and Hawaii \$29.95 and up.

Subject to the above conditions, we will ship a working unit to you after payment has been provided for the warranty service fee. This warranty gives you specific legal rights. However, you may also have other rights that vary from state to state and province.