TROUBLESHOOTING GUIDE

Practical guidance for reliable, everyday use of your Clean Clip wearable sanitizer dispenser.

START HERE / FIRST-TIME OR NEW-CARTRIDGE PRIMING

After inserting a new factory-sealed cartridge, verify that it is fully seated. Press the dispensing button 2 to 3 times to prime the system, then test dispensing.

01 UNIT DOES NOT DISPENSE

If the dispenser does not release sanitizer after normal priming, work through these checks in order.

1	**Check the battery** Connect the device to a USB charger. If the green indicator light illuminates, leave it charging until the light turns off. Disconnect and retest.
2	**Prime the dispenser** Press the dispensing button 2 to 3 times. After long periods without use (overnight or several days or weeks), additional presses may be needed to re-prime the dispensing system.
3	**Replace the cartridge** If dispensing still does not begin, remove the cartridge and install a new, factory-sealed Clean Clip cartridge. Prime and test once more.

IF THE ISSUE PERSISTS

Stop troubleshooting and contact Clean Clip support at info@cleanclipsolutions.com.

POWER & CARTRIDGE CARE

Simple checks for charging and safe handling of the sealed sanitizer cartridge.

02 UNIT DOES NOT CHARGE

If the battery does not appear to charge, check the cable and charging source.

1	**Check the connection** Confirm that the USB cable is securely connected to the device and charging source.
2	**Check the indicator** Look for the green charging light.
3	**Try another power source** If no green light appears, test another compatible USB cable and/or charger. If the unit charges with alternative equipment, the original cable or charger may be faulty.

STILL NOT CHARGING?
Contact Clean Clip support rather than attempting to open or repair the unit.

03 CARTRIDGE REMOVED BEFORE EMPTY

Cartridges are designed for a single use cycle. Keep them installed until depleted.

INSERT	USE UNTIL DEPLETED	REMOVE	RECYCLE*

IMPORTANT / LEAKAGE & FIRE RISK
Removing a cartridge early may cause sanitizer leakage. If alcohol-based sanitizer remains, do not place the cartridge in general waste or recycling. Residual sanitizer can create a fire hazard. Follow applicable local requirements for handling and disposal.

* Recycle only when depleted, and where local recycling requirements permit.

SAFE USE & SUPPORT

Protect device performance, cartridge integrity, and safe operation.

04 DO NOT REFILL CARTRIDGES

Clean Clip cartridges are factory sealed, single-use consumables.

> **REPLACE / DO NOT REUSE**
> Do not refill or reuse a cartridge. Attempting to do so can cause leakage or improper operation and may void applicable warranty coverage. Use a new factory-sealed Clean Clip cartridge instead.

05 IF THE CLEAN CLIP IS DROPPED

A fall onto a hard surface may dislodge the cartridge door. If the door and mounting points are visibly intact:

1	**Locate the lower alignment pins** Identify the pins on the cartridge door and their corresponding mounting points.
2	**Carefully realign the door** Gently guide the pins back into their mounting points. Do not force the door.
3	**Check normal operation** Make sure the cartridge door opens and closes normally before using the unit again.

> **STOP USE IF DAMAGED**
> If the door, pins, housing, or other components appear cracked or damaged, discontinue use and contact Clean Clip support.

NEED ASSISTANCE?

info@cleanclipsolutions.com | cleanclipsolutions.com

Clean Clip™ | SanitizeFirst Global Solutions | Operational hand hygiene, wherever work happens.