

# EnSURE<sup>®</sup> Touch User Manual

Product No. ETOUCH



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## Intended Use

EnSURE® Touch is a versatile, handheld luminometer that uses advanced photodiode detection technology to measure light emissions from bioluminescent reactions. These measurements are reported as Relative Light Units (RLU) or Colony Forming Units (CFUs) and used to provide rapid and accurate sanitation verification and microbiological safety and quality data.

EnSURE Touch connects directly to SureTrend® over Wi-Fi using SSL encryption and securely stores test results.

EnSURE Touch monitoring system is used by food and beverage processors, hospitals, pharmaceutical manufacturers, restaurants, supermarkets, janitorial/sanitation services and other industries where cleanliness is critical.

## Description

### Components of the Hygiena® Environmental Monitoring System

EnSURE Touch is a cutting-edge luminometer designed for efficient and reliable environmental monitoring. The sleek shape and intuitive, smartphone-like design make it easy to operate with one hand. The 5" shatter-resistant touch screen and rugged outer shell keep the instrument safe in demanding environments.

Hygiena's environmental monitoring system is comprised of three core components:

1. EnSURE Touch (Instrument - Luminometer)
2. Test devices (i.e., UltraSnap®, MicroSnap®, etc.)
3. SureTrend® (Data Analysis Software)

The system works when the Luminometer measures light produced from enzymatic reactions associated with adenosine triphosphate (ATP), the universal energy molecule found in all animal, plant, bacterial, yeast, and mold cells. ATP can be found in residues from organic matter left on surfaces and/or microbial contamination (typically in lower concentrations). The results provide information on the level of contamination within seconds. The higher the RLU/CFU number, the more ATP is present, and the dirtier the surface.

It is a complete environmental monitoring solution that supports a broad range of Hygiena test types, including Allergen, ATP, Enzyme, Indicator Organisms, Pathogen and Protein detection. It also syncs wirelessly to Hygiena's data-tracking software, SureTrend®. Internal features include a state-of-the-art photodiode sensor for superior sensitivity and stability and a built-in tilt monitor and sensor to EnSURE accurate test readings every time. An additional LED verification device, CalCheck, is available to verify calibration.



#### Default Apps

- Quick Test**  
Run a test in two touches.
- Users**  
Manage access with password protection and roles.
- Sync**  
Wirelessly sync data to SureTrend.
- Locations**  
Create & edit test points with custom fields and pass/fail limits on the go.
- Results & Reports**  
Easily view testing results and trend analysis.

- Calibration**  
Verify calibration in just a few taps without having to send back to manufacturer.
- Plans**  
Easily group, schedule, and randomize testing locations to ensure sampling coverage.
- Search**  
Quickly find the location or plan you're looking for.
- Retest**  
Swipe through failed tests and instantly run re-tests to show effectiveness of corrective action.
- Settings**  
Customize settings for language, custom fields, and test types.

#### Customized Apps

- MicroSnap**  
Test and show results for Coliforms, *E. coli*, *Enterobacteriaceae*, and Total Viable Count.
- Enzymes**  
Test and show results for Alkaline Phosphatase and Acid Phosphatase.
- Allergens**  
Record and show results for Alertox® Sticks, AllerFlow Gluten, AllerSnap™, GlutenTox® Pro, and PRO-Clean™.
- InSite**  
Test and show results for Listeria genus, L. mono and Salmonella.

EnSURE Touch is compatible with the following test devices and accessories:

Test Devices		
Product number	Description	Quantity
US2020	UltraSnap®	100 tests
SUS3000	SuperSnap®	100 tests
AQ-100X	AquaSnap® TOTAL	100 tests
AQ-100FX	AquaSnap® FREE	100 tests
MS1-TOTAL/MS2-TOTAL	MicroSnap® Total	100 tests
MS1-EB/MS2-EB	MicroSnap® EB	100 tests
MS1-CEC/MS2-COLIFORM	MicroSnap® Coliform	100 tests
MS1-CEC/MS2-ECOLI	MicroSnap® <i>E. coli</i>	100 tests
ZS-ALP-100	ZymoSnap ALP	100 tests
CX-3000	CrossCheck ACP	100 tests
ALS-100	AllerSnap®	100 tests
ALF-GL	AllerFlow Gluten	25 sets/kit
PRO-100	PRO-Clean®	100 tests
Multiple allergen kit numbers	AlerTox® Sticks	10 or 25 tests each
KIT3000	GlutenTox® Pro	25 tests
Accessories		
CAL	CalCheck	1 each
ASY0505	EnSURE® Touch Charging Dock	1 each
MIS0093	EnSURE® Touch Carrying Case	1 each
MIS0095	EnSURE® Touch Hand Strap	1 each
MIS0094	EnSURE® Touch Shoulder Strap	1 each
MIS0084	EnSURE® Touch Adapter & USB-C Charger	1 each
CK25	Positive Control Kit (ATP)	25 sealed glass vials
INCUBATOR/INCUBATOR2	Dry Block Incubator	1 each
STC	SureTrend® software	1 package (Inquire about package options)
EXT48/EXT13	Swab Extenders (48 inches or 13 feet)	1 each

## User Responsibility

### Important Information

Before attempting to operate the EnSURE Touch, all users are advised to read this manual in its entirety. All operators should be familiar with the safety precautions, warnings, and potential hazards associated with the unit and its accessories. See the [Proper Handling](#) section for additional information on the proper use of the unit.

Hygiena products are designed to be safe and without health risks. Failure to use this product as intended by the manufacturer may impair the protection provided by the equipment. Visit our website at [www.hygiena.com](http://www.hygiena.com), or contact your local Hygiena representative for more information.

## Symbols

### Explanation of Safety-Related Symbols

	Description: CAUTION / WARNING
	The luminometer should be disposed of in accordance with the European Union WEEE Directive 2012/19/EU, on Waste Electrical and Electronic Equipment. This means that this product must not be disposed of with household waste. Instead, it is the customer's responsibility to hand this over to an applicable collection point for the recycling of electrical and electronic equipment.
	The CE marking (an acronym for the French "Conformite Europeenne") certifies that a product has met EU health, safety, and environmental requirements, which ensure consumer safety. Manufacturers in the European Union (EU) and abroad must meet CE marking requirements where applicable in order to market their products in Europe.
	The FCC logo or the FCC mark is a voluntary mark employed on electronic products manufactured or sold in the United States, which indicates that the electromagnetic radiation from the device is below the limits specified by the Federal Communications Commission and the manufacturer has followed the requirements of the Supplier's Declaration of Conformity authorization procedures.
	The RoHS Directive is a CE marking Directive. This means that equipment within its scope must carry a CE marking if it is offered for sale or placed on the market in the EU. The CE marking is applied by the manufacturer (or Authorized Representative, if mandated) on the product. All CE marking Directives either indicate the parameters for the marking or direct the reader to Annex II of Regulation No. 765/2008/EC.
	The KC (Korea Certification) mark signifies compliance with Korea's product safety requirements for electrical and electronic equipment and is issued by Korea-based certification bodies that have been approved by the Korea Standards Association.
	TÜV is short for Technischer Überwachungsverein in German, which means Technical Inspection Association. These associations are independent companies that test, inspect, and certify technologies, products, and systems to ensure potential hazards and prevent damages.

## Environmental Operating Conditions

Specifications	
Operating temperature range	0 °C to 45 °C – Indoor Use Only
Relative humidity range	20% to 85% non-condensing
Storage temperature range	-10 °C to 40 °C

## Instrument Specifications

General	
Unit dimensions (W x H x D)	84 mm x 182 mm x 32 mm (3.31 x 7.16 x 1.26 in)
Unit weight (including batteries)	approx. 322 g (0.7 lb)
Features	
Screen	Shatter-resistant 5" touch screen
Read chamber	Removable read chamber design for easy cleaning
Memory	2 GB internal + cloud-based storage
Language	Supports multiple languages
User IDs	Limited by 2 GB storage – 250 characters (> 500,000)
Programmable location names	Limited by 2 GB storage – 250 characters (> 500,000)
Test plans	Limited by 2 GB storage – 250 characters; can be randomized (> 500,000)
Results memory size	Limited by 2 GB storage
Tilt sensor	Yes
Optical Features	
Sensor type	Photodiode (PD)
Measurement range	0 to 20,000 RLUs
Measurement resolution	1 RLU; < 1 femtomole of ATP
Measurement time	10 seconds
USB	
USB-C interface	Used for charging and USB tethering
Battery	
Battery type	Lithium-ion rechargeable battery with USB-C charging
Battery spec	3.7 V, 2900 mAh, 10.73 Wh
Charging Adapter	
International Adapter	Interchangeable international adapter - Output:5 V DC at 1.5 A
Wi-Fi	
Standards	2.4 GHz: IEEE 802.11b, 802.11g, 802.11n 5 GHz: IEEE 802.11ac, 802.11a, 802.11n
Frequency band	2.4000 - 2.4835 GHz or 5.150 - 5.825 GHz
Wi-Fi channel frequency	FCC: Band 1: 5.150~5.250 (GHz); Band 4: 5.745~5.850 (GHz) CE: Band 1: 5.150~5.250 (GHz)
Security	WEP 64/128-bit, WPA, WPA2 and WPA3
Data rate	11a: 6/9/12/24/36/48/54 Mbps 11b: 1/2/5.5/11 Mbps 11g: 6/9/12/24/36/48/54 Mbps 11n (20 MHz): MCS0-7 (up to 72 Mbps) 11n (40 MHz): MCS0-7 (up to 150 Mbps) 11ac (80 MHz): VHTMCS0-9, up to 867 Mbps

Output power	<p>2.4 GHz</p> <p>11b (11 M): <math>8 \pm 1.5</math> dBm</p> <p>11g (54 M): <math>7 \pm 1.5</math> dBm</p> <p>11n (20 MHz, MCS7): <math>6 \pm 1.5</math> dBm</p> <p>11n (40 MHz, MCS7): <math>6 \pm 1.5</math> dBm</p> <p>5 GHz</p> <p>11a (54 M): <math>7 \pm 1.5</math> dBm</p> <p>11n (20 MHz, MCS7): <math>6 \pm 1.5</math> dBm</p> <p>11n (40 MHz, MCS7): <math>6 \pm 1.5</math> dBm</p> <p>11ac (80 MHz, VHTMCS9): <math>4 \pm 1.5</math> dBm</p>
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## Limitation of Warranty & Liability

NOTICE: READ THIS LIMITATION OF WARRANTY AND LIABILITY BEFORE USING THE ENSURE® TOUCH SYSTEM EQUIPMENT, CONSUMABLES, SOFTWARE, AND/OR ACCESSORIES (“ENSURE TOUCH SYSTEM”). USE OF ENSURE TOUCH SYSTEM EQUIPMENT, CONSUMABLES, SOFTWARE, AND/OR ACCESSORIES CONSTITUTES AN ACCEPTANCE OF ALL TERMS AND CONDITIONS OF THIS LIMITATION OF WARRANTY AND LIABILITY. Any additional or different terms in Buyer’s purchase form(s) are material alterations and hereby rejected.

EnSURE Touch should only be used with Hygiena® test devices and accessories.

When purchased new and when used with Hygiena test devices and accessories while following instructions provided by Hygiena, EnSURE Touch is warranted to be free of defects in materials, workmanship and design that may appear under normal and proper use within twelve (12) months from purchase. Hygiena test devices are warranted to conform to the instructions for use under the conditions of use specified in the user documentation to the expiration date stamped on the label. Hygiena MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY AGAINST INFRINGEMENT, ANY WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE OR THOSE ARISING BY LAW, STATUTE, USAGE OF TRADE, OR COURSE OF DEALING. The user assumes all risk and liability resulting from the use of the EnSURE Touch System.

The accuracy of The EnSURE Touch System can be affected by factors over which Hygiena has no control, including, without limitation, the use of the equipment, consumables, and/or software in a manner that is contrary to the conditions of use, the procedures or the instructions specified by Hygiena. Because of the large number of factors over which Hygiena has no control, Hygiena makes no promise or guarantee of the accuracy of results obtained from The EnSURE Touch System if not used per the instructions for use. In particular, Hygiena disclaims any warranty or liability and assumes no responsibility for the failure of The EnSURE Touch System due, in whole or in part, to the user’s failure to: (a) properly maintain Equipment, (b) maintain specified operating or storage conditions, (c) follow the specified instructions.

Modifications, service or repairs by parties other than Hygiena-authorized providers are not covered by this warranty and, in fact, void this warranty, unless prior written permission is given by Hygiena. Circumstances beyond reasonable control of Hygiena, including fire, explosions, accidents, user error, flood, or acts of God are not covered under this warranty.

CUSTOMER/USER ASSUMES ALL RISKS IN USING THE ENSURE TOUCH SYSTEM AND HYGIENA OR ITS AFFILIATES, DISTRIBUTORS, ITS LICENSORS OR REPRESENTATIVES SHALL HAVE NO LIABILITY TO CUSTOMER/USER OR TO ANY OTHER PERSON OR ENTITY FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES WHATSOEVER, INCLUDING, BUT NOT LIMITED TO, LOSS OF REVENUE OR PROFIT, LOST OR DAMAGED DATA OR OTHER COMMERCIAL OR ECONOMIC LOSS EVEN IF CAUSED BY THE NEGLIGENCE OF HYGIENA OR ITS REPRESENTATIVES AND/OR IF HYGIENA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND/OR IF THEY ARE FORESEEABLE.

THE SOLE AND EXCLUSIVE REMEDY OF CUSTOMER/USER, AND THE SOLE AND EXCLUSIVE LIABILITY OF HYGIENA, ITS AFFILIATES, DISTRIBUTORS, LICENSORS OR REPRESENTATIVES FOR ANY AND ALL CLAIMS, INCLUDING BREACH OF WARRANTY, TORT, CONTRACT, STRICT LIABILITY, NEGLIGENCE OR OTHERWISE SHALL BE LIMITED TO THE FOLLOWING: Should Equipment fail to conform with the Paragraph 2 warranty, Hygiena shall, at its discretion, repair or replace the non-conforming Equipment with new or refurbished (repaired or rebuilt) functionally equivalent Equipment or test devices or refund the purchase price. In all cases, the user is responsible for the repackaging and return of non-conforming Equipment, along with the reinstallation of new or refurbished equipment; and equipment or test devices shall not be returned without prior written permission from Hygiena, and then only in the manner prescribed by Hygiena. The maximum liability of Hygiena, its affiliates, distributors and licensors, and whether or not based on negligence, shall not exceed in the aggregate the amount equal to: the purchase price of The EnSURE Touch System, test devices for which damages are claimed not to exceed two thousand dollars (\$2,000.00 USD). Customer shall notify Hygiena of any claim within thirty (30) days thereof and shall commence any action against Hygiena within one (1) year of the cause of action or otherwise be barred from any remedy. Hygiena shall not be responsible for cost, loss or liability that arise from the customer's/user's operation of its business, and the customer/user agrees to indemnify, defend and hold Hygiena and its representatives harmless from such cost, loss or liability.

Damage due to user error is the sole responsibility of the user and not Hygiena; repair of the instrument may be possible, but not guaranteed, and repair charges may apply. If damaged beyond repair, it is the sole responsibility of the user to replace the device at their cost. See the [Proper Handling](#) section at the end of this manual for details on usage and handling of the unit.

## First-time Setup

Prior to turning the instrument on for the first time, a full charge is recommended, as the battery could have drained to 0% during storage and shipping. Plug your EnSURE Touch into a wall outlet using the cables included in the box. Once the instrument has a full charge, push the power button on the top left for 2 seconds. If there are issues powering on the EnSURE Touch, see the section below, [Power On and Off](#).

When powering on the EnSURE Touch for the first time, there are a few setup screens that will configure the EnSURE Touch to customize user needs. Some of the screens are optional and all options during setup can be changed later if needed. To navigate between the setup screens, use the arrow buttons at the top of the screen. The user can also use the arrow buttons at the top to go back to previous setup screens to make any changes.

### Power On and Off

#### *Power On*

To power on the EnSURE Touch, press the power button at the top left of the screen for 1 to 2 seconds. The display should illuminate slightly and within a few seconds, the EnSURE Touch logo should appear on the screen. If you don't see the EnSURE Touch logo appear within a few seconds, press and hold the power button for 20 seconds. If the EnSURE Touch logo still does not appear, plug the EnSURE Touch into the power adapter, and plug the power adapter into the wall outlet, then press the power button for 20 seconds. If the EnSURE Touch logo still does not show, see the [Troubleshooting](#) section for more help.



#### *Power Off*

To power off the EnSURE Touch, press and hold the power button until the Power Off / Restart menu shows on the screen. Then select the Power Off menu option.

## Sleep Mode

In order to conserve battery power, the EnSURE Touch has a sleep mode. In sleep mode, the screen and other electronics will turn off or go into low-power mode. The benefits of sleep mode vs. power off are the EnSURE Touch can wake up from sleep in 2 seconds (when you need it quickly) compared to the 30 seconds required to power on and load the operating system. When the EnSURE Touch wakes up from sleep, the screen will be exactly where you previously left it (before the EnSURE Touch went to sleep), rather than the home screen. You can manually control the sleep mode using the power button and these settings to control automatic sleep and power off when inactivity has reached a defined time. See [Display On and Power Off Settings](#).

### Manual Sleep

To put the EnSURE Touch into sleep mode, press and release the power button quickly (less than 1 second). The EnSURE Touch screen will turn black.

**NOTE:** You should not put the EnSURE Touch to sleep during critical functions such as running a test or syncing with SureTrend.

### Wake up from Sleep

To wake up the EnSURE Touch from sleep, press and release the power button quickly (less than 1 second). Within 2 seconds, the display and other electronics will turn on and come out of low-power mode.

**NOTE:** When the EnSURE Touch wakes up from sleep, it takes 10 seconds for the light detection electronics to stabilize. During the 10-second warm-up, you can interact with the EnSURE Touch; however, if you try to perform a test during the warm-up, a message will appear informing you to wait for at least 10 seconds.

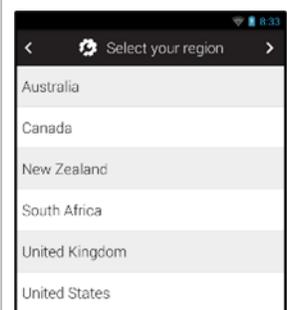
## Settings Prior to Use

### Select Language

Select your language and press the next arrow in the upper right of the screen.

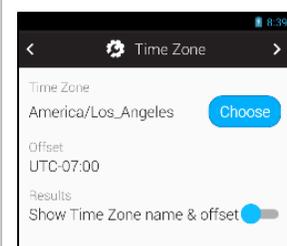


Once you select the language, select your region for the date, time and number format. Tap the arrow at the upper right to move through the options.

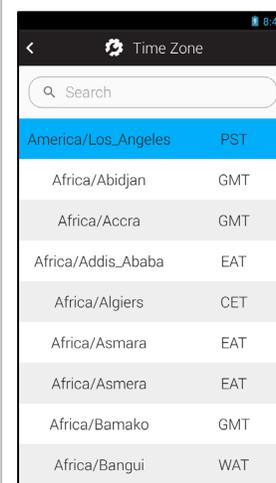


### Select your time zone.

Tap the Choose button and search for your time zone. Select your time zone from the list, then tap the arrow in the top right.



When selecting the time zone, you will see the other available options. If necessary, you can modify the time zone from this screen.

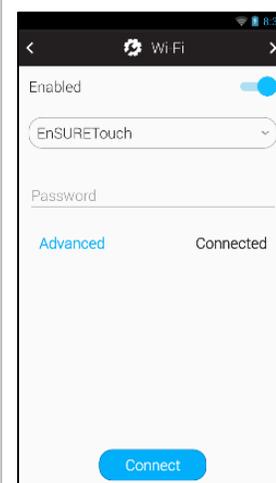


### **Connect the EnSURE Touch to Wi-Fi.**

This is optional but useful if you plan to register with SureTrend. If Wi-Fi is disabled, you can tap the toggle to enable it. Select your network and enter your password. Tap the connect button at the bottom.

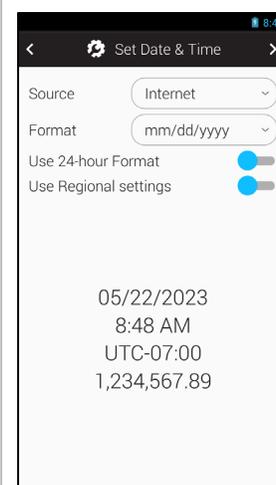
If more advanced network settings are needed, you can always access the advanced network settings by swiping down from the top of the screen and pressing the quick menu button on the top right of the screen. Then press on the Wi-Fi settings button. For details, see [Connecting to Wi-Fi](#).

**Note:** Connecting to Wi-Fi is optional. It is recommended that you connect to Wi-Fi and register your EnSURE Touch with SureTrend to back up your EnSURE Touch and leverage the advanced data analysis and instrument management features of SureTrend. See [Creating Your SureTrend Account](#)



### **Confirm the date and time are correct.**

**Note:** If you received an error when updating the date and time while connected to the internet, there may be a problem with the Wi-Fi connection.

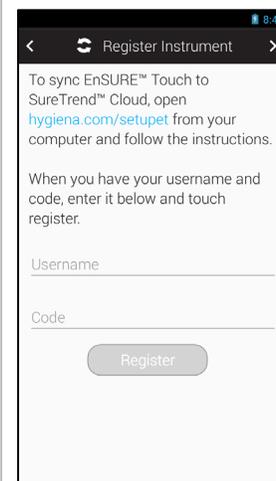


### Registering your EnSURE Touch

Registering your EnSURE Touch is optional but recommended. To register your EnSURE Touch, you will need a SureTrend account first, and you will need to create an invitation for the EnSURE Touch to join the SureTrend account. See [Creating Your SureTrend Account](#).

If you have a SureTrend account and have created an instrument registration invitation, enter the username and code created from SureTrend, then tap Register.

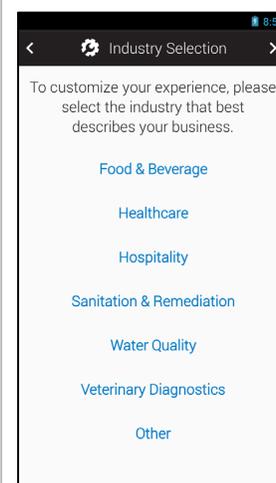
**Note:** If the registration is successful, the EnSURE Touch will sync with SureTrend. If you receive an error message, try entering the code again or try troubleshooting your Wi-Fi connection. See [Troubleshooting Wi-Fi](#).



### Select your industry.

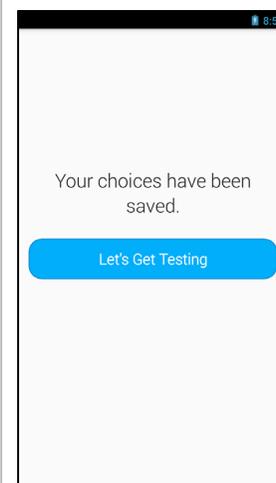
The industry selection enables your test device and sets default thresholds applicable for your industry. UltraSnap® is enabled by default for all selections. You can always adjust the available products later in Settings > Customization > Product Selection.

Depending on your industry selection, you may be prompted to enable or disable devices appropriate for the industry.



### Tap the 'Let's Get Testing' button.

You are now ready to begin testing or programming your EnSURE Touch.



## Display and Power Off settings

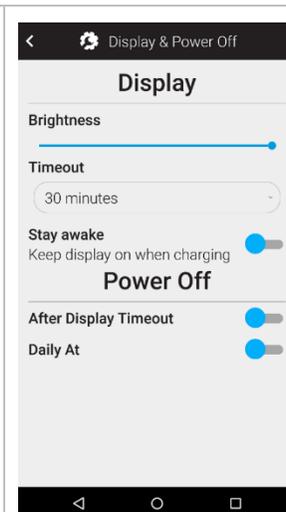
The Display and Power Off settings allow you to configure the display brightness and power management to best meet your needs while maximizing battery life.

To access the Display and Power Off settings, navigate to Home > Settings > General > Display & Power Off.

The display consumes more battery power than any other component in the EnSURE Touch. Display brightness impacts display power consumption. The brighter the display, the more power is consumed. Set the brightness to best suit your environment.

The Timeout setting will automatically put the EnSURE Touch to sleep when there has been no activity for the specified time. This feature can help you maximize battery life if you forget to manually put the EnSURE Touch to sleep when not in use.

The Power Off settings allow you to specify when to power off the EnSURE Touch. Even in sleep mode, the EnSURE Touch will consume much less battery power than if the display is on. Power Off settings can be based on the duration of inactivity, at a specific time of day or both. Using the Power Off feature can allow a full battery charge on the EnSURE Touch battery to last multiple days or weeks for most users.



## Operating Instructions

### Maintenance

The EnSURE Touch does not require any specific routine operation or service engineer maintenance.

#### *Cleaning the EnSURE Touch Body (Outer Surface)*

You can clean the EnSURE Touch body (outer surface) when required, using a dry or slightly damp cloth only. The instrument is not certified as water-resistant but you can clean it with wipes. Typical cleaners would include bleach (HYPE-WIPE® 1% sodium hypochlorite, greater than 5500 ppm bleach), isopropyl alcohol, other disinfectant wipes such as Sani-Cloth® including 0.5% ammonium chlorides / Quat, alcohol cleaners such as Clorox – up to 25% Isopropyl Alcohol and less than 0.5% ammonium chlorides. Virkon, an Oxone-based sanitizer like OxyClean, is also acceptable.

**CAUTION:** When cleaning, be sure to remove any testing devices from the instrument as tilting the EnSURE Touch with devices in it could cause the devices to spill and potentially cause damage.

**WARNING:** Never clean the EnSURE Touch using a wet cloth or wash it with water.

**CAUTION:** Do not use strong solvents or other strong cleaning solutions, as these may attack and deform the EnSURE Touch components and seriously degrade the instrument's performance.

#### *Cleaning the Read Chamber*

One of the unique design features of EnSURE Touch is that you can easily access the read chamber for cleaning. Hygiena instruments are some of the only systems with this important design feature. As with all luminometers, if used correctly, no contamination should enter the read chamber. However, take care when using as user error, flawed swabs with other systems and the environment in which systems are used make a contaminated read chamber possible.

**WARNING:** Always turn off the EnSURE Touch before cleaning the read chamber.



Remove the plug at the bottom of the EnSURE Touch with the tool supplied. If you have lost the tool, an Allen wrench, flat-head screwdriver, or a large coin will also work.

Wet the tip of a Q-Tip or pipe cleaner with water or isopropanol alcohol. Do not use cleaning chemicals on the cloth or pipe cleaner. Clean the inside read chamber so that nothing is clouding the sensor window. There are two sensors in the unit; one sensor is for the device detection located halfway in the chamber, and the other sensor is the photodiode, which generates the RLU values and is located at the bottom of the chamber.

Allow water or isopropanol alcohol to dry.

Screw back on the reading chamber cap and make sure it is fully closed but do not overtighten. The cap should be flush with the bottom of the instrument.

### *Charging and Changing the Batteries*

#### **Overview**

When the battery power on an EnSURE Touch drops to approximately 15%, a warning will appear instructing you to plug the unit into a power source or shut down.

At around 5% power, the unit will tell you that you can't run a test or sync if you try to. You can overcome this by connecting the unit to a power source.

When the battery reaches approximately 3%, a "Power off" message will appear, and the unit will shut down.

The EnSURE Touch can be charged to 100% every night. This is expected usage and having a fully charged battery at the start of each day is ideal. A full battery charge cycle is from 0% to 100%. Charging the battery when it has greater than 0% but less than 100% charge is considered a fraction of a charge cycle. For example, charging from 50% to 100% would be considered 50% of a charge cycle. Even after 1000 charge cycles, the battery will likely still have enough capacity to perform a day's worth of testing for most users.

The EnSURE Touch can run directly on USB power from the adapter, with or without battery power. This means you can plug the EnSURE Touch into USB power when the battery is very low and perform tests while the battery is charging.



### Charging Using the Dock

The EnSURE Touch Charging Dock is used as a charging dock that works in conjunction with the EnSURE Touch and its accessories. Only use Hygiena-approved and distributed power adapters [MIS0151] and USB-C Cables [MIS0150].

Connect the Hygiena USB-C charger to the dock.

Rest the EnSURE Touch in the cradle.

The indicator light will glow orange when the instrument is charging. The indicator light will glow green when the instrument is fully charged or when no instrument is detected.



### Replacing the Battery

Disconnect the EnSURE Touch from the USB Power.

Power down the EnSURE Touch.

Remove the battery from the EnSURE Touch. To remove the battery, unscrew it with a small flat-head screwdriver.

Place the new battery in the EnSURE Touch.

Make sure the plastic clips on the bottom of the battery are inserted in the slots on the EnSURE Touch, then press the battery in place and screw down the battery. Be careful not to over-tighten the battery. It should be snug.

The battery should be flush with the unit when screwing the battery back in.



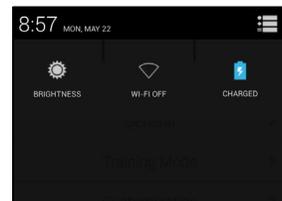
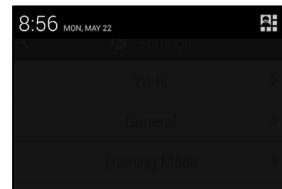
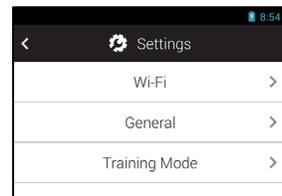
### Connecting to Wi-Fi

There are multiple ways to access the Wi-Fi settings - during the first-time setup screens, from the Settings > Wi-Fi menu. The setup screen Wi-Fi settings during the first-time setup are simplistic and designed for broadcasted SSIDs using a shared password. To access the complete set of Wi-Fi settings, use the Settings > Wi-Fi menu option or the Quick Access menu.

Also, at any time, you can swipe down from the top of the screen and click on the upper right icon to access Notifications, then toggle to see the Quick Access menu (upper right box with person icon and five boxes). From there, you can then select the Wi-Fi button.

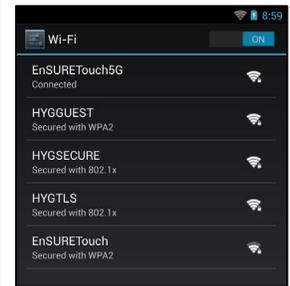
EnSURE Touch supports Wi-Fi 5, WPA2 and WPA3 enterprises with RADIUS authentication. WPA3 with certificates is not supported. See [Connect to a Wi-Fi Network](#) for details.

EnSURE Touch supports most Captive Portals. However, Captive Portals are not recommended for daily use due to the tedious nature of frequent authentication.



It is recommended that EnSURE Touch be placed on an IoT vLAN with internet access and that IT manage the WPA2 shared password.

If you are having issues connecting to Wi-Fi, see [Troubleshooting Wi-Fi](#).



## Connecting to SureTrend

SureTrend is a multitenant “Software as a Service” (SaaS) application developed by Hygiena to help you collect your test results from EnSURE Touch, manage EnSURE Touch configurations, and a wide range of canned reports and data analysis.

SureTrend is multitenant, which means your data is separate from other companies’ data. Only you and the employees you invite to your SureTrend account can see or edit your data.

SureTrend does not have a limit on the number of users; rather, the number of users is limited by your SureTrend subscription package. SureTrend supports multiple roles that limit the functions a user can perform and control data access by organizational structure.

### Creating Your SureTrend Account

You can create a SureTrend account for free and register your EnSURE Touch. However, it is recommended that you check to see if your organization has already created a SureTrend account that you should join rather than create your own SureTrend account. Joining an existing SureTrend account will allow for the aggregation of results from multiple EnSURE Touch instruments and centralized instrument management from one account.

Create a new account at <https://suretrend.hygiena.com/Register>.

Fill out Your User and Company information.

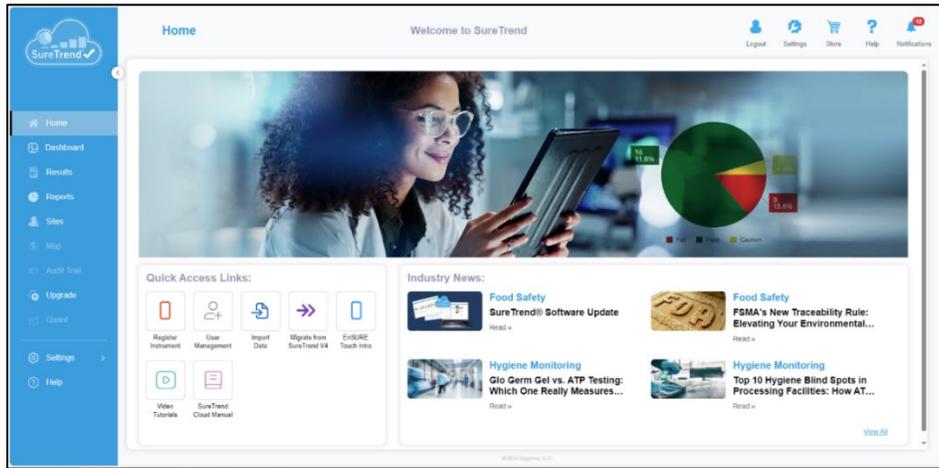
You will receive an email from [suretrendcloud@hygiena.com](mailto:suretrendcloud@hygiena.com) with a link to set up your SureTrend password. Once you enter/set up your password, navigate to the login page (<https://suretrend.hygiena.com/login>) to log in.

Once you log in to your SureTrend account, you can

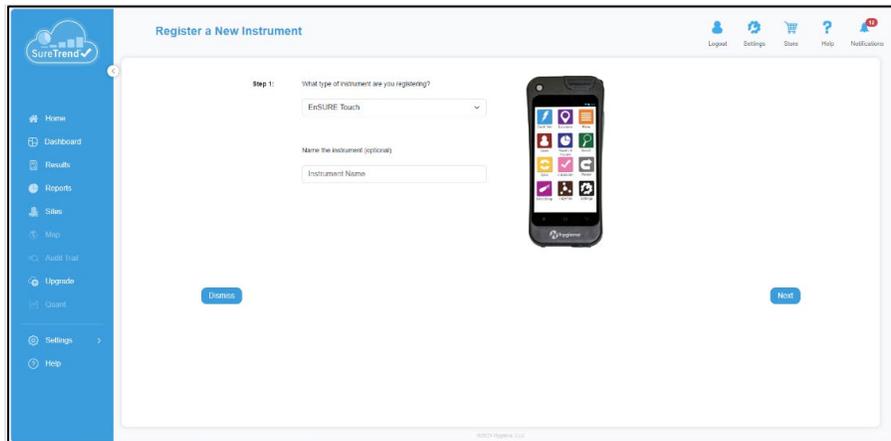
- Register your EnSURE Touch instrument(s).
- Create more Sites and define your organization.
- Invite users and assign them roles in SureTrend.
- Define the testing you want to perform in Locations and Plans, and then sync them to the EnSURE Touch instrument(s).
- Define users on the EnSURE Touch instruments to know who performed the testing.
- View, print, export, run reports, and analyze your test results.

### Registering Your EnSURE Touch with SureTrend

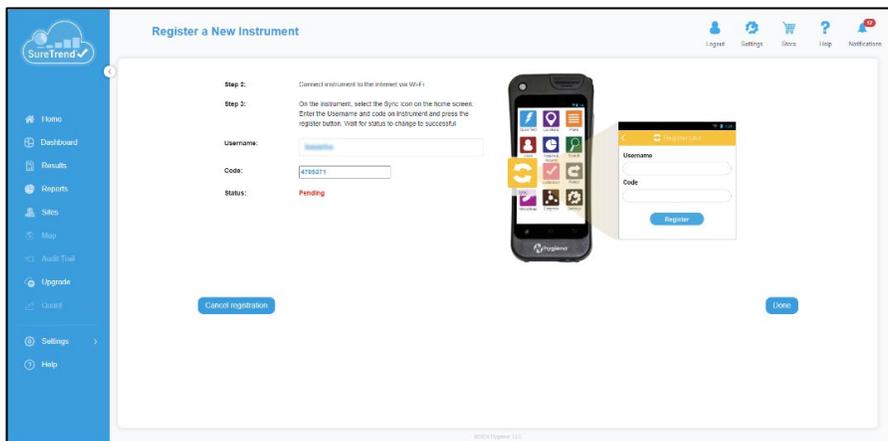
Once logged into SureTrend, you'll be greeted with a Home Page. You can navigate to this page by pressing the Home button on the blue Navigation bar.



Click the Register Instrument button to start a new instrument registration token.



Name your EnSURE Touch and click Next. The name can be used to differentiate it from other instruments on the account. If you have multiple sites on your account, select the site to which your EnSURE Touch should be registered.



SureTrend will display the username and reservation code for you to enter into the instrument during registration.

## EnSURE Touch Information

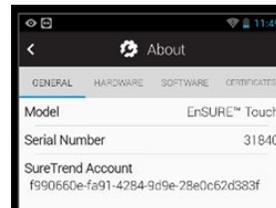
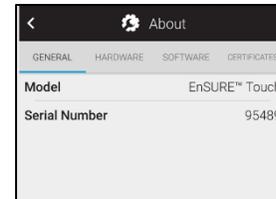
To find useful information about your EnSURE Touch, you can use the About screen.

To navigate to the About screen, go to Home > Settings > About.

The tabs GENERAL, HARDWARE, SOFTWARE and CERTIFICATES can be used to see the different information.

You can use the 'Check for update' button to manually check for software updates.

If the instrument is already linked to a SureTrend account, an additional line of information will be displayed showing the account linkage.



### Check for Updates

The EnSURE Touch will check for new software updates daily if connected to the internet. When an update is ready to install, the user will be prompted to install the update. If you want to check for updates manually, navigate to the Settings screen and press the 'Check for update' button (Home > Settings > Update). If the button is grayed out and can't be pressed, the EnSURE Touch can't access the internet.

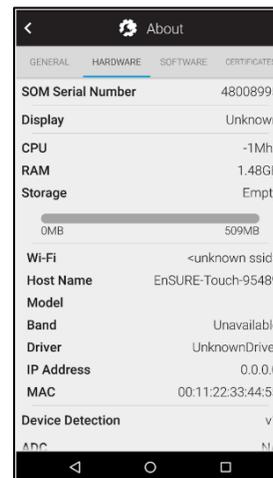
### General Information

General information contains the model, serial number, and some internal values for the electronics.

### Hardware Information

Hardware information contains details about the hardware, including storage usage, Wi-Fi model, and network information, including the MAC address of the instrument.

If the EnSURE Touch is connected to Wi-Fi, the SSID and assigned IP4 address will be displayed.

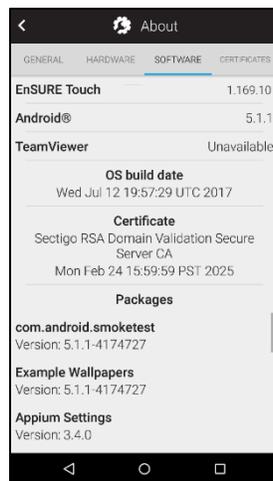


### MAC Address

Sometimes, only specific, known devices are allowed onto a network. Other times, a specific device needs to be identified on a network. When these situations arise, you may need to access your EnSURE Touch's MAC address. You can find the MAC address on the hardware tab at the bottom of the screen. See the Troubleshooting section for information on connecting to Wi-Fi networks, including captive portals.

### Software Information

The software tab contains all the packages installed on the EnSURE Touch and their versions. The EnSURE Touch version is important and should be kept current to take advantage of new features and fixes.



## Understanding Security

The EnSURE Touch has security disabled by default. This allows anyone to power on the EnSURE Touch, go through the introduction setup screens, and start testing. Also, if security remains disabled, any EnSURE Touch user can operate the instrument. This is ideal for setting up a new device and new users tied to a SureTrend account. However, suppose the facility wants to establish a security schema. In that case, security can be enabled to restrict users and force them to follow selected plans, controlling which personnel can access the EnSURE Touch (only trained users with a PIN who know how to use the instrument and follow testing plans).

Note: Hygiena recommends that security be enabled once set-up is finished to prevent others from inadvertently editing information on the EnSURE Touch and to restrict user access.

You can enable security on the EnSURE Touch and create users with specific roles. EnSURE Touch has two (2) key user roles: Administrators and Operators. Administrators can perform all functions on EnSURE Touch and Operators can only perform testing-related functions.

If security is enabled on the EnSURE Touch, the user will be prompted to select their user from a dropdown and enter their PIN. There are multiple ways to enable security on the EnSURE Touch.

If the EnSURE Touch is registered with a SureTrend account and EnSURE Touch security is enabled in SureTrend, when the EnSURE Touch syncs, it will download the settings and enable security on the EnSURE Touch. It will also download all the EnSURE Touch users created in that SureTrend account.

If the EnSURE Touch is not registered with SureTrend or Security is not enabled, security can be enabled on the EnSURE Touch.

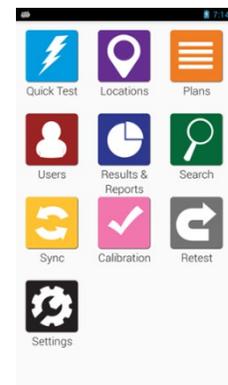
To navigate to the security settings, go to Home > Settings > General > Security and enable security.

In order to enable security, EnSURE Touch users must be created in the EnSURE Touch first. If you do not have any users created when you enable security, you will get an error message instructing you to create users. To create EnSURE Touch users, see below.

When you register an EnSURE Touch with SureTrend, there is a “Managed By SureTrend” option in SureTrend that will remove some of the EnSURE Touch Administrator functions. This feature allows centralized control of all registered EnSURE Touch instruments but still allows administrators on the EnSURE Touch to perform critical functions if needed.

## Setting up Users

To create or modify any users on the device, you can start from the Home Screen and touch the Users button. This will allow you to enter new information for users.



## Create a New User

From the Users screen, touch the Plus (+) icon so you can create a new user.

Enter a Username for the new user and select a role for them. Users can be Operators or Administrators.

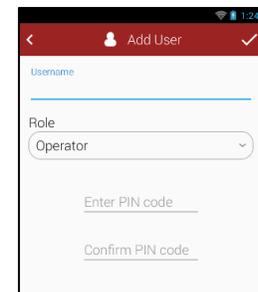
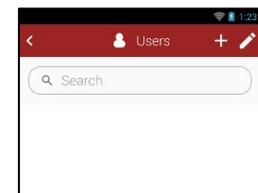
Operators use the device with basic permissions only; these include using the instrument for functions such as performing tests, documenting results, syncing to the cloud, updating software, and receiving remote tech support. They are not able to add, edit, or modify any of the site programming or the EnSURE Touch settings.

Administrators have full access within the device.

Each user needs a PIN code. The PIN code must be a four (4) digit number. You (and each user) will need to enter it twice to confirm the PIN. It can be changed at any time. Users should not share their PIN with others.

**Note:** When you add a user with an Administrator role to the EnSURE Touch, if security is not enabled, you will be prompted to enable it. However, you do not have to enable security at this time. You can manually enable security when desired.

**Note:** When you add a user on EnSURE Touch, it does NOT add the user to your SureTrend account. These are two different types of users. See [Creating Your SureTrend Account](#) for more information.



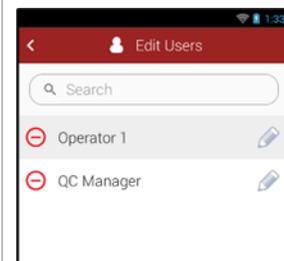
## Modify a User

From the Users screen, you can touch the pencil icon (upper right) to modify existing users.

Select the pencil icon on the line containing the user you want to modify.

Edit the user's Username, Role and/or PIN code as you need to.

**Note:** Changing the Username will not change the Username on any previously recorded tests. The previously recorded tests will contain the former Username of the user when the test was performed.

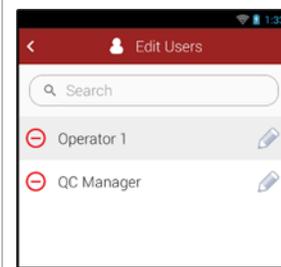


### Delete a User

From the Users screen, touch the pencil icon (upper right) to modify an existing user.

Select the Remove icon, ⊖ the red circle with the dash in the center, next to the Username you want to delete.

Confirm the action by selecting OK in the pop-up screen to confirm deleting a user.



## Navigation

The EnSURE Touch operates similarly to a smartphone or tablet. It has a cap touch screen and supports basic gestures such as scrolling, icon selection, etc. Each icon takes you to a specific instrument application. A summary of each button is shown below. Each icon is designed for a specific use and will be referenced throughout this instructional guide.



### Default Apps

- Quick Test**  
Run a test in two touches.
- Users**  
Manage access with password protection and roles.
- Sync**  
Wirelessly sync data to SureTrend.
- Locations**  
Create & edit test points with custom fields and pass/fail limits on the go.
- Results & Reports**  
Easily view testing results and trend analysis.

- Calibration**  
Verify calibration in just a few taps without having to send back to manufacturer.
- Plans**  
Easily group, schedule, and randomize testing locations to ensure sampling coverage.
- Search**  
Quickly find the location or plan you're looking for.
- Retest**  
Swipe through failed tests and instantly run re-tests to show effectiveness of corrective action.
- Settings**  
Customize settings for language, custom fields, and test types.

### Customized Apps

- MicroSnap**  
Test and show results for Coliforms, *E. coli*, *Enterobacteriaceae*, and Total Viable Count.
- Enzymes**  
Test and show results for Alkaline Phosphatase and Acid Phosphatase.
- Allergens**  
Record and show results for Alertox® Sticks, AllerFlow Gluten, AllerSnap™, GlutenTox® Pro, and PRO-Clean™.
- InSite**  
Test and show results for Listeria genus, L. mono and Salmonella.

### Soft Keys

Below the screen are soft keys. They are, in order from left to right, Menu, Home, and Back. The Menu button is rarely used but will show menu options if applicable. The Home and Back buttons are used more often. The Home button will take you to the Home screen from any screen. The Back button will return to the previous screen. On most screens, the back button is also available as a soft button (icon) in the top left of the screen.



## Touch Gestures

The EnSURE Touch has a 5-inch capacitive touch screen that supports touch gestures like a tablet or cellphone. These touch gestures make navigation fast, familiar, and easy to use. In addition to simply pressing a button, there is scrolling, swipe down, and drag and drop. These features make data entry much easier.

## Scrolling

The EnSURE Touch supports scrolling like touch tablets or cellphones. This can be useful when you have long lists you want to scroll through quickly. Simply swipe up or down to cause the list to scroll.

## Qwerty Keyboard

When the focus is on an input field, the keyboard will show automatically. You can dismiss the keyboard by pressing the hard Back button. To bring the keyboard back, simply press on the input field.

You can use the large 'up arrow' button to switch between upper and lower case and the '?123' button to show other characters.

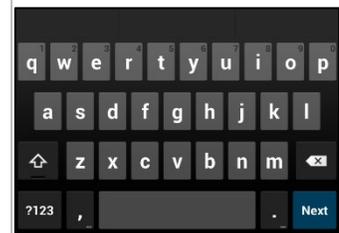
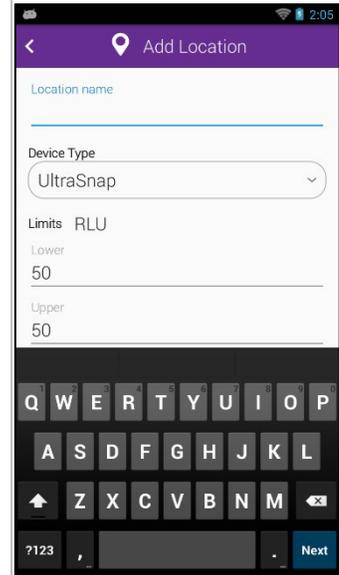
With some characters, the individual keys have multiple options. Simply press and hold a key to see the other options, then slide to the desired character.

The Next button will take you to the next input field.

If a Next-word suggestion is turned on, you will get word suggestions that can be selected as you type.

At the bottom of the keyboard, there are ellipses (...) on the ';' and '.' keys. Long pressing these keys will bring up their respective menus. The "." shows quick access to a special characters menu without changing the keyboard layout. Holding the ';' key will show the Input options, including Input language and Android keyboard settings. The keyboard can be customized to enable or disable auto-capitalization, pop-up on key press, auto-correction, next word, and more.

By holding the hyphen, three (3) other pop-up alternatives to the standard hyphen are visible - em dash, en dash and underscore. (You can hold down almost any key to display alternatives).

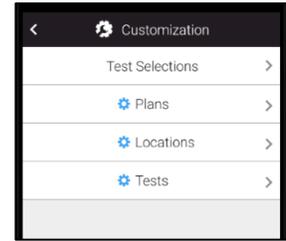


## Customizing Selections

Customization allows you to enable and disable devices, enable or disable custom fields that can be used on your locations, samples, and test screens, and control plan behavior. To navigate to Customizations, press Home > Settings > Customization.

The following information will show you how to customize your EnSURE Touch and help you understand each customization option.

Customizations are *optional*. These settings may be changed anytime without risk to your data.



### Product Selections

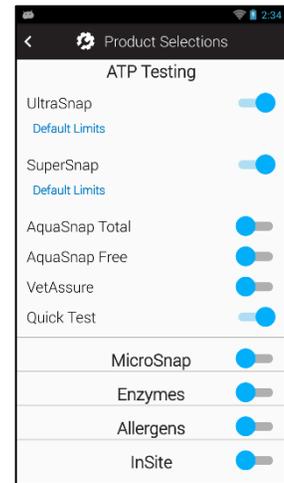
Use the Product Selection screen to enable the test devices you will be using with your EnSURE Touch. Depending on the device enabled, you may also have additional options to control Default Limits.

You can also enable and disable the Quick Test option from the Home screen. This can be useful if you only want users to test defined locations.

ATP testing is enabled by default and at least one ATP test device must be enabled.

When you enable the other device categories, such as MicroSnap, Enzymes, Allergens, or InSite, an Icon will appear on the Home screen to configure and perform these tests.

For more information, see the product instructions for each test device.

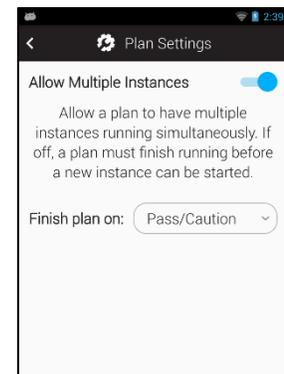


### Plan Settings

Use the Plan Settings screen to control ATP plan options.

Allow 'Multiple Instances' is disabled by default. When a plan starts, it must be finished or closed before it can be started again. Enabling this feature will allow multiple instances of the same plan simultaneously. This can be useful in situations where you have multiple areas in your facility that are the same, such as patient rooms in hospitals. In this case, the plan is the same, but the room number is different.

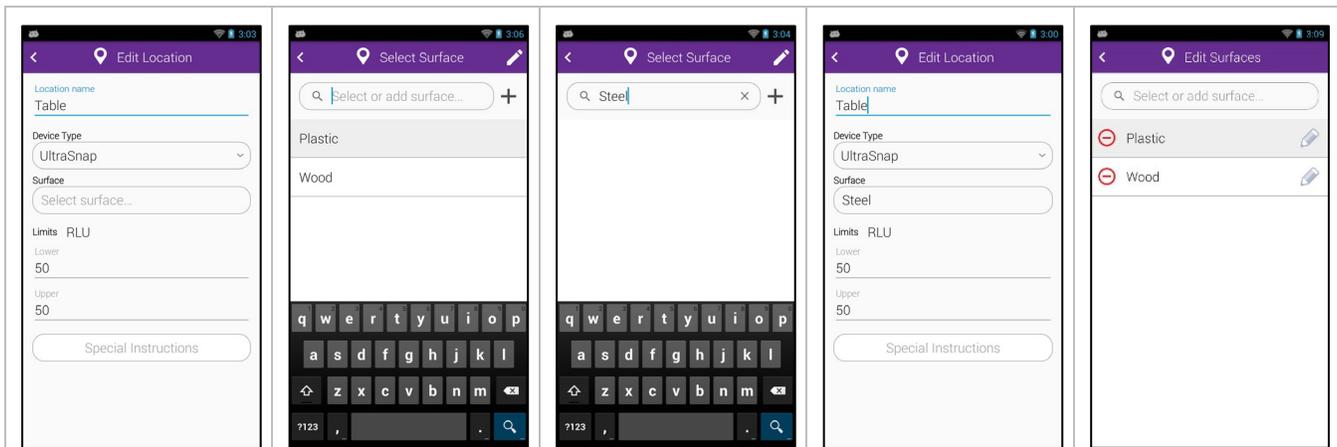
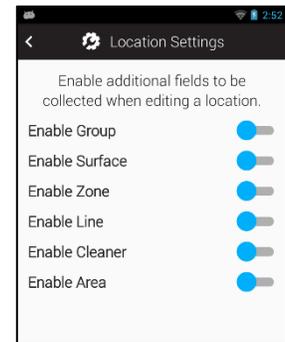
The Finish Plan option is set to 'Pass/Caution' by default. This means all the tests in the plan must be a 'pass' or 'caution' for the plan to finish. If you have it set to finish on Pass, then every location in the plan needs to pass before it will allow you to finish the plan. This is useful if you want to ensure the plan can't be finished unless all fails or cautions have been addressed and retested.



## Location Settings

Use the Location Settings to enable or disable custom fields for Locations. When enabled, the custom field will appear on the Location screen when adding or modifying the location. These custom fields help you describe the location in more detail. They can also be used to help group locations by custom field. For example, all the locations with the same Surface name can be enabled to differentiate each Surface by filling in additional fields.

When creating or editing a location, the custom field will appear on the screen. In this example, the Surface custom field has been enabled. Pressing in the Surface field will bring up a list of surfaces (Plastic, Wood - see below). You can select one of the surfaces or add a new one. Type in the name of the surface (Steel), then press the “+” button. If you press the pencil icon, you can edit the list of custom field values. You can then use the delete and edit icon to delete or change the value.



During the test time, Location custom fields are read-only. They are displayed on the **Test-Ready** screen for informational purposes; you cannot alter them.

The custom fields can be used for any purpose, but the field names are common usage.

**Group:** You can use this to help organize locations into logical, arbitrary groups.

**Surface:** You can use this to specify the type of surface being tested, for example, stainless steel or plastic.

**Zone:** You can use this to identify Zones as defined by the FDA or your food safety program.

**Line:** You can use this to identify production lines in your facility.

**Cleaner:** You can use this to identify the type of cleaner that was used.

**Area:** You can use this to identify the general area of the location being tested.



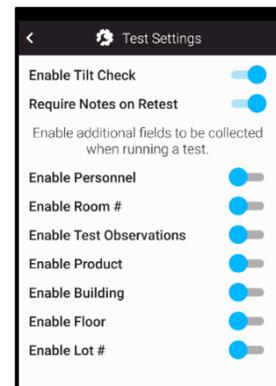
## Test Settings

You can use the Test Settings screen to enable or disable test features and custom fields for tests.

### *Tilt Check*

The EnSURE Touch has an accelerometer sensor that can detect if the EnSURE Touch is in a vertical or horizontal position. As with all luminometers, it is very important to keep the sample and chemistry next to the sensor when measuring the emitted light. This means simple gravity is used to keep the sample in the bottom of the device. Many luminometers do not have this feature, and when users place the instrument in a horizontal position, the sample flows away from the sensor, causing an invalid reading. The EnSURE Touch uses the accelerometer to ensure the EnSURE Touch stays in the vertical position from the minute the device is placed in the chamber and the lid is closed to when the test is complete. There is a 30-degree tolerance from vertical to allow for viewing the screen during testing while keeping the sample and chemistry next to the sensor.

You can disable the Tilt Check in the rare case that the sensor is not working, but you need to proceed with testing. If this condition occurs, you must understand the proper procedure. To help remind you, the kickstand on the EnSURE Touch is designed to hold the EnSURE Touch in the correct position when placed on a level surface.



### *Require Notes on Retest*

When a retest is performed to correct a previous test, you have the option to enter notes. When the Require Notes on Retest is enabled, you must supply notes to describe the corrective action.

### *Custom Fields*

You can enable specific custom fields that will appear on the Test-Ready and Result screens. The Test custom fields can be entered by you or any user at test time. This allows the user to collect information at test time. Because the data can be entered before running the test and after the results are displayed, it allows for entering and correcting data as needed.

**Personnel:** This field is useful for you to identify the person or personnel that performed the cleaning.

**Room #:** This field is useful for you to identify different rooms in your facility, such as patient room numbers in a hospital or storage rooms in a processing facility.

**Test Observations:** This field can help you comply with food safety or audit requirements, which often stipulate that you perform a visual inspection.

**Product:** This field can be useful if you'd like to track the product being manufactured or processed before cleaning and testing.

**Building:** This field can be useful if you'd like to track the building where the test was performed.

**Floor:** This field can be useful if you'd like to track the Floor where the test was performed.

**Lot #:** This field contains specific lot information for the consumables being used, if applicable.

## Performing Tests

### Proper Sampling Techniques

Before collecting a sample for testing, you must ensure the surface is visibly clean. If any soiling or residue is apparent, re-clean the area before testing.

### Basic Testing Processes

The basic process of performing a test on the EnSURE Touch is as follows:

- Power on or wake up the EnSURE Touch and select the test to perform. The Test-Ready screen will appear.
- Open the lid, insert the device to be tested, and close the lid. When the lid is closed and a device is detected in the chamber, the Run Test button will appear.
- Before running the test, the EnSURE Touch validates the current date and time to ensure they are reasonable and greater than the last activity. If the date is invalid, you will be prompted to correct the date.
- You have 60 seconds to perform the test, once the lid is closed. The EnSURE Touch tracks the time the lid was closed. If 60 seconds have passed, a message will appear stating the device has expired.
- After the Run Test button is pressed, you will see a 10-second countdown appear while the EnSURE Touch measures the light emitted from the sample.
- The test can be interrupted by pressing the power button, tilting the EnSURE Touch if the tilt sensor is enabled, or opening the lid. No results will be recorded if the test is interrupted.
- When the test has been completed, you will see the Results screen, and the data will be stored in the EnSURE Touch nonvolatile memory. At the bottom of the Results screen are the common next-step buttons, such as Done, Next, or Retest.
- Once the Result screen is dismissed, if your EnSURE Touch is registered with SureTrend, Wi-Fi is enabled, and an internet connection to SureTrend exists, the result will be sent to the SureTrend software. In most cases, this is instantaneous.

The EnSURE Touch supports many products. Each product test device can have slightly different data collected, setup and test processes. See the product instructions for the individual test device.

The following sections will describe each product test device, test setup, operation, and features.

### Testing Options

The EnSURE Touch Home screen has multiple applications for testing. The key ones below are Quick Test, Locations, Plans, Retest, Results and Reports, and Search.



#### Default Apps

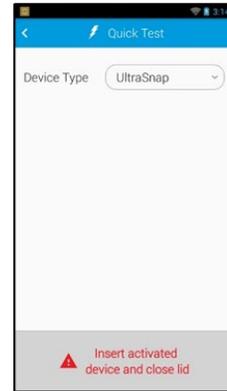
- Quick Test**  
Run a test in two touches.
- Users**  
Manage access with password protection and roles.
- Sync**  
Wirelessly sync data to SureTrend.
- Locations**  
Create & edit test points with custom fields and pass/fail limits on the go.
- Results & Reports**  
Easily view testing results and trend analysis.
- Calibration**  
Verify calibration in just a few taps without having to send back to manufacturer.
- Plans**  
Easily group, schedule, and randomize testing locations to ensure sampling coverage.
- Search**  
Quickly find the location or plan you're looking for.
- Retest**  
Swipe through failed tests and instantly run re-tests to show effectiveness of corrective action.
- Settings**  
Customize settings for language, custom fields, and test types.

#### Customized Apps

- MicroSnap**  
Test and show results for Coliforms, *E. coli*, Enterobacteriaceae, and Total Viable Count.
- Enzymes**  
Test and show results for Alkaline Phosphatase and Acid Phosphatase.
- Allergens**  
Record and show results for Alertox® Sticks, AlerFlow® Gluten, AlerSnap™, GlutenTox® Pro, and PRO-Clean™.
- InSite**  
Test and show results for Listeria genus, L. mono and Salmonella.

### Quick Test

Quick Test is used to perform tests on demand when the location information or test plan has not been defined. It can be used for ad-hoc testing. The thresholds for the test are derived from the default defined in Product Selection. See [Product Selections](#).



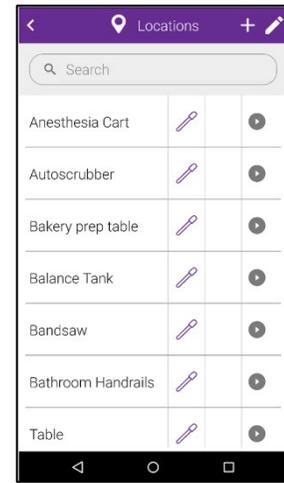
### Locations

The Locations app is where locations are defined and managed, but you can also run a test on any selected location. For details on managing locations, see [Managing Locations](#).

Running tests from the location screen can be useful if you do not have plans and you want to select locations to test based on visual inspection or observations.

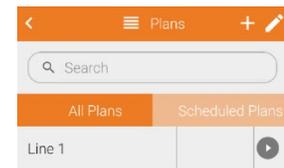
You can use the scroll gesture to rapidly scroll through the locations or use the Search screen to find any location that matches the search criteria.

Locations can be selected at random, in any order, tested and as needed; there is no order for the testing. This means the same location can be tested multiple times.



### Plans

Plans, or test plans, are named lists of locations. In general, locations and limits are created first and then added to a plan. However, you can add new locations when creating or editing the test plan. Locations can be ordered in the plan to reflect the preferred order of testing. See [Ordering Locations On a Plan](#).



**Start a Plan**

To start a Plan, select the Plan app from the Home screen. Scroll through the list of Plans using the swipe-up gesture or enter the Plan name in the Search field. Then select the Plan. Depending on the Plan type, a list of locations for the Plan will appear.

If you select a Plan that was started previously and not finished, the plan will resume, and the current list of locations and testing status will show. If the multiple plan instances option is enabled, a list of plan running instances will appear with the plan start dates. Select the plan instance you want to resume, and the location list will appear.

You can test the locations in any order or press the play button in the upper right of the screen to test the location based on the plan order. You can control location order in the plan. See [Ordering Locations On a Plan](#).

If a location does not pass the test, you can take corrective action, return to the plan, and retest the location to finish the plan with all location tests passing.



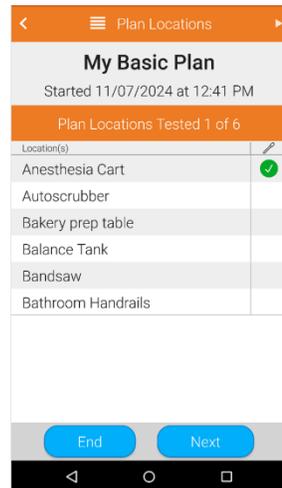
**Finishing a Plan**

Based on the Plan type (Basic, Quote, or Random), you can Finish the Plan or End the Plan.

Finishing a Plan means all locations in the plan must Pass or comply with the settings in [Plan Settings](#). The Plan will automatically Finish when all the locations in the plan have been tested and comply with the Plan Settings.

**Ending a Plan**

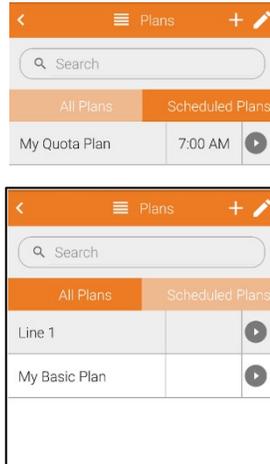
Ending a Plan means the Plan was stopped without meeting the requirements for Finishing a Plan. To End the Plan at any time, press the End button.



**Running Scheduled Plans**

Plans can be scheduled. See [Scheduling Plans](#).

When you select the Plans app from the Home screen and there are scheduled plans that need to run, the Scheduled Plans tab will be selected and a list of plans will be displayed.



## Managing Program Information

You can manage the program information on the EnSURE Touch. Program information is defined as locations, plans, samples, users, and configuration options. Managing program information from the EnSURE Touch can be useful because you are near the testing points or samples when defining them on the EnSURE Touch.

However, when you have multiple EnSURE Touch instruments registered to a SureTrend account and have one or more Sites to test, managing program information from the EnSURE Touch has to be handled carefully. Therefore, with multiple EnSURE Touch instruments and multiple sites, we recommend you manage the Program information in SureTrend.

*Note:* If security is enabled, only Administrator roles can manage program information on the EnSURE Touch. We highly recommend that security be enabled to prevent others from inadvertently using the instrument without permission or modifying information on the instrument such as site plans.

## SureTrend Account and Sites

When you create a SureTrend account, a default Site is created that represents your local facility, plan, department, etc. Depending on the software package level, you may be able to create more Sites in your SureTrend account (the Basic level only allows one Site). Site setup separates data, users, instruments, and permissions from other Sites. This allows you to give each Site some autonomy and control by managing each site's program information and test results. For example, a Site A administrator can manage Site A data. However, the owner, such as a global QC manager, has access to all Sites, all data, all programming and all user so they can compare and analyze data from all Sites.

*Note, however, that the features for managing and analyzing data over multiple sites are dependent on your SureTrend subscription. See [www.hygiena.com/analytics/suretrend-analytics](http://www.hygiena.com/analytics/suretrend-analytics) for package level features.*

## Understanding Program Information Changes with SureTrend

Program Information can be accessed from any EnSURE Touch in the account or from SureTrend. As you can imagine, keeping track of the changes and making sure SureTrend and all EnSURE Touch instruments have the changes can add complexity. To help simplify this process, SureTrend has a 'Managed By SureTrend' option. This allows you to control changes through SureTrend while changes on EnSURE Touch are limited. Local EnSURE Touch administrators still have some function control to resolve any issues that may occur.

If you are not using the 'Managed By SureTrend' option, then changes can come from any EnSURE Touch in the account or from SureTrend. Each change to Program information is stamped with the date the change was made. When an EnSURE Touch Syncs with SureTrend, if there is a conflict in updates, the update with the newest date will be the prevailing change. If the conflict can't be resolved, SureTrend will be the prevailing change.

## Site Programming Information

Program Information is assigned to the Site and not the EnSURE Touch. The reason for this design is redundancy and rapid replacement. For many customers, testing is a critical operation; production can't proceed without completed testing. If an EnSURE Touch were to become damaged and non-operational, it could stop your production line. Customers with more than one EnSURE Touch at any site can simply use the other EnSURE Touch instruments for testing; each has the exact same program information by default. There is no need to reprogram the EnSURE Touch.

### Program Information Global Setting

You will see that Program Information is typically specific to a Site or facility. This means Program Information for Site A is not applicable to Site B. However, in some cases, Site A and Site B are identical and have the same Program Information. In this case, Plans, Locations, and Instrument Users of the Program Information can be marked as 'Global' in the Global checkbox found within SureTrend. When you mark the Plan, Location, or Instrument User as 'Global', it will be synced to every EnSURE Touch in that specific SureTrend account. Your EnSURE Touch instruments are not allowed to edit or modify Global Program Information. When you mark a Plan as Global, it is assumed that all the Locations in the plan are also Global.

Locations		Plans	Instrument Users	SureTrend Users	Instruments	Site Settings
<input type="checkbox"/>		Location Name	Image	(All)	Device/Assay/Test	Global
<input type="checkbox"/>		Anesthesia Cart			UltraSnap	<input type="checkbox"/>
<input type="checkbox"/>		Autoscrubber			UltraSnap	<input type="checkbox"/>
<input type="checkbox"/>		Bakery prep table			UltraSnap	<input type="checkbox"/>
<input type="checkbox"/>		Balance Tank			UltraSnap	<input type="checkbox"/>

### Program Information Exclusions

EnSURE Touch and SureTrend support program information exclusion. If some program information should not be on a specific EnSURE Touch instrument, you can exclude the program information from that specific EnSURE Touch. This can be useful when you have enough backup EnSURE Touch instruments, but you want to exclude some program information from a specific EnSURE Touch instrument in another department to prevent them from accidentally running certain tests. Select Instrument Management from the Settings Menu on SureTrend and select the desired instrument. You can then select the Exclude checkbox below.

Instrument Management						
Instrument: EnSURE Touch						
Serial No	Instrument Name	Site	Calibration Check	Model	Software	Last Sync
50202	Plan A	Default Site Changed		EnsureTouch	1.131.11	5/23/2023, 11:00 AM
Instrument Name: Plan A						
Calibration Checks		Locations	Plans	Instrument Users		
<input type="checkbox"/>		Location Name		Exclude		
<input type="checkbox"/>		Anesthesia Cart	(All)	<input type="checkbox"/>		
<input type="checkbox"/>		Autoscrubber		<input type="checkbox"/>		
<input type="checkbox"/>		Bakery prep table		<input type="checkbox"/>		
<input type="checkbox"/>		Balance Tank		<input type="checkbox"/>		
<input type="checkbox"/>		Bandsaw		<input type="checkbox"/>		

### Program Information Sync Example

In this example, you have two sites (Site A and B) and two EnSURE Touch instruments at each site (A1, A2, B1, and B2, respectively). Because sites logically separate the data, and the EnSURE Touch instruments are registered to a specific site, the programming is separate, except when you define program information as global. The 'Managed by SureTrend' option is not enabled, so each site and each EnSURE Touch can change program information.

When EnSURE Touch A1 changes program information and syncs it to SureTrend, it is applied to your Site A program information. When EnSURE Touch A2 syncs, it will get the changes made by EnSURE Touch A1. This works in the other direction, too. If EnSURE Touch A2 made changes and synced them to SureTrend, then A1 synced with SureTrend, it would get the changes made by A2. However, if both EnSURE Touch A1 and A2 make

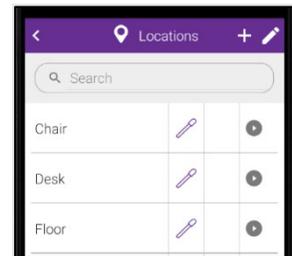
changes to the same program information and then sync to SureTrend, the update with the newest date will be the prevailing change. While the changes are resolved by the newest date, depending on when the EnSURE Touch instruments sync, it can impact what data is synced. For example, A1 makes a change and syncs, then A2 makes a change and then syncs. Since A2 was later, it will be the prevailing change. If A1 does not sync again, it has the old changes. When A1 syncs later, it will get the latest changes.

When you add SureTrend to the process, the number of different scenarios can increase. This is why the 'Managed By SureTrend' option is recommended for you when you have SureTrend accounts with multiple sites and multiple EnSURE Touch instruments.

If you have a SureTrend account with a single default site and one or more EnSURE Touch instruments, the flexibility to edit program information on the EnSURE Touch or SureTrend can be useful for you.

### Managing Locations

The EnSURE Touch Locations app allows you to add and manage testing locations.



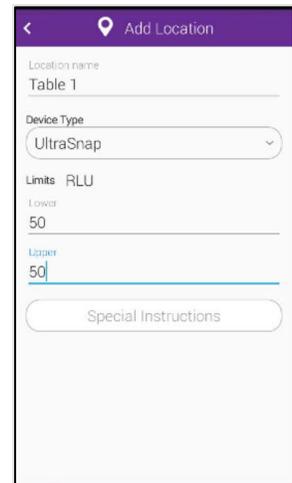
#### *Add a Location*

To add a location, open the Locations app and press the + button in the upper right of the screen.

Enter the location name, select the test device that will be used, and set the RLU limits. You can also enter special instructions for the locations that will be visible when performing the test.

If location custom fields are enabled, they will appear on the location screen. When done, touch the Back button. Changes are automatically saved.

To make changes to a location, touch the pencil icon. From here, you can touch the red minus icon to delete a location or touch the pencil icon next to a location to make changes to it. When done, touch the Back button. Changes are automatically saved.



#### *Limits*

Enter the RLU limits for Pass/Caution/Fail or Pass/Fail for each location. If the lower and upper limits are the same number, then it will default to a Pass/Fail test.

**Note:** you should not set limits below 5 RLUs. This will help prevent potential false fail readings.

#### *Edit Locations*

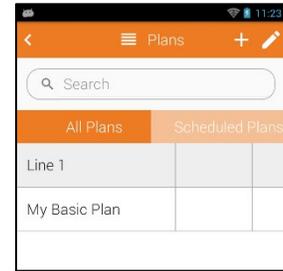
To edit a location, open the Locations app and press the pencil icon in the upper right of the screen. Edit the information and then touch the Back button to save the changes. See the example in [Location Settings](#).

#### *Delete Locations*

To delete a location, open the Locations app and press the pencil icon in the upper right of the screen. Select the delete icon to remove the location. Touch the Back Button to save the changes. See the example in [Location Settings](#).

## Managing Plans

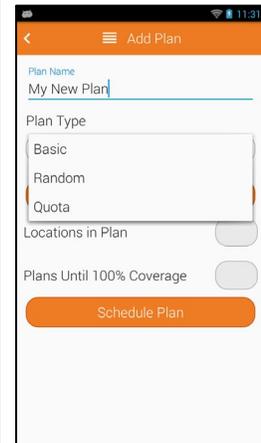
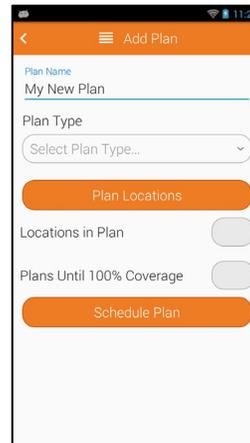
To manage plans, open the Plans icon from the Home screen. There are three (3) types of plans: Basic, Quota, and Random. You can search, add, edit, or delete plans from the screen. You can also run plans by simply selecting the plan from the list. To quickly find a plan, you can use the search field or use the swipe gesture to scroll through the list.



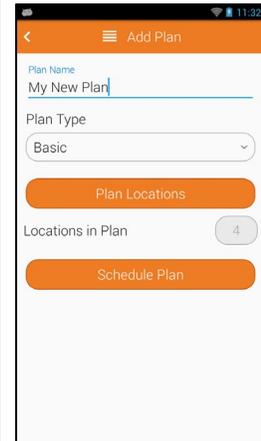
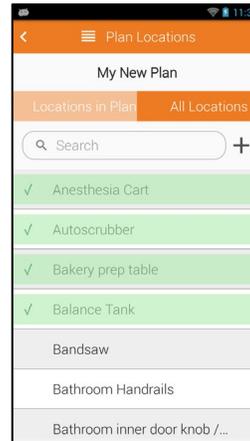
## Add Plans

To add a plan, press the + button in the upper right of the screen and complete the following screens.

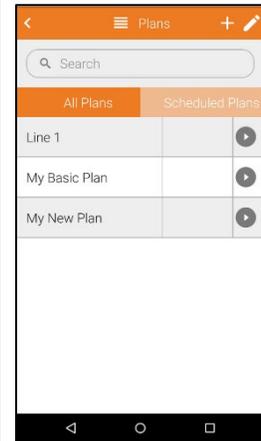
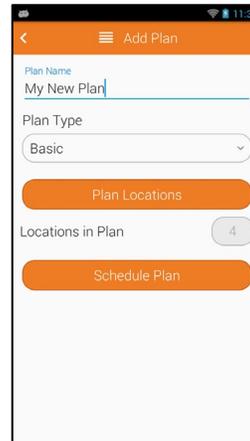
1. Enter the Plan Name
2. Select the Plan Type.



3. Select the Plan Locations button and then check the location you want on your plan. They can be toggled on and off. You will be on the All Locations tab by default, but you can switch to the Location in Plan to see the Location you have added to the Plan, remove them from the plan, or reorder the location on the plan. [See Plans.](#)
4. Then press the Back arrow in the upper left of the screen or press the hard Back button to return to the Add Plan screen. You will see the number of locations in the plan.



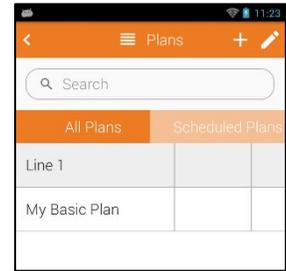
5. You can schedule when the plan should be run during the week by clicking on Schedule Plan. For more information, [see Scheduling Plans.](#)
6. Then press the Back arrow in the upper left of the screen or press the hard Back button to return to the Plans screen. The newly created plan should appear in the list.



**Edit Plans**

To edit a Plan, press the pencil in the upper right of the screen. A list of plans to edit will show. Press the pencil next to the Plan you want to edit.

**Note:** If you try to edit a plan that is currently running, you will get a message that editing active running plans will cause the plan to end. If you proceed, the active plan will be ended.

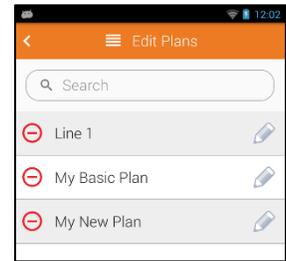


**Delete Plans**

You can delete a plan by pressing the red delete button next to the Plan name.

**Note:** If you try to delete a plan that is currently running, you will get a message that deleting active running plans will cause the plan to end. If you proceed, the active plan will be ended.

**Note:** Deleting plans does not delete locations.



**Plan Types**

There are three (3) plan types: Basic, Quota, and Random. Select the plan type that best meets your needs.

**Basic Plans**

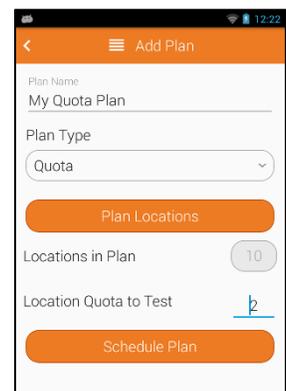
Basic plans allow you to choose a list of locations you want to test in a specific plan; you must test all locations for the plan to finish. This can be useful if you want to test every location in the plan over a given period of time. For example, you can define a daily or weekly Plan with all the locations you want to test in that period. All locations will need to be tested before the plan can be finished (see the example above in *Managing Plans*).

**Quota Plan**

Quota plans allow you to define the number of locations that must be tested before the plan is finished.

This can be useful if you have a plan with all possible test locations but only want to test a subset within the plan.

The user can select any location in the plan to test in any order, but once the quota is reached, the plan will finish.



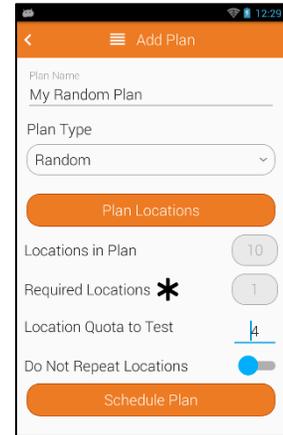
### Random Plan

Random Plans are like Quota Plans but do not allow the user to select the location to test. The locations are randomly selected.

You can select specific locations that must be tested and are not part of the random selection. They are the Required Locations. To mark a location as required from the Plan Locations screen, touch the star icon to the right of the location's name. It will turn black when selected.

The 'Location Quote to Test' is the number of random locations to select when the plan is started. While the locations are selected randomly, they still retain the logical order in the plan.

The 'Do Not Repeat Locations' option, if enabled, will prevent a location from being randomly selected if it has been tested by the Plan on that EnSURE Touch



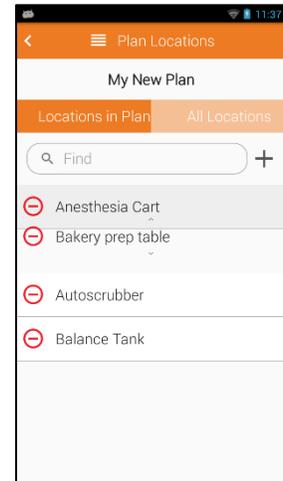
### Ordering Locations on a Plan

You can order locations on the plan to match the order in which the tests were performed. This can be useful if you want to test from clean to dirty areas or from the start to the end of a production line.

Location ordering helps optimize testing. By default, the locations will be tested in the order of the plan, but at any time, a location in the plan can be selected to test.

To change the order, select the 'Plan Locations' button. On the Plans location screen, select the 'Locations in Plan' tab. Then press and drag the location to the position desired. The location should get small arrows on top and bottom showing where to drop the location.

**When finished ordering the locations, press the Back button.**



### Scheduling Plans

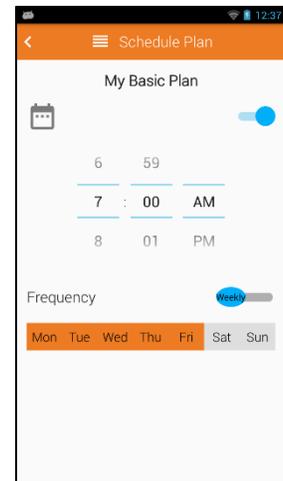
Sometimes, remembering to perform the right plans can be a hassle. That's why we've made it easy for you to remember with plan scheduling.

To schedule a plan, touch the 'Schedule Plan' button. You can toggle plan scheduling on and off. When you turn on Plan scheduling, you can select the frequency of Daily or Weekly. If you select Daily, you will receive a notification each day at the selected time. If you select Weekly, you can touch the days to enable the schedule for specific days.

If you've scheduled a plan, when it's time to start testing, you'll see a red notification badge appear at the top right corner of the plans app.

If a scheduled plan is missed, it will be removed until the next occurrence.

**Below are some examples of test plans:**



### Plan Examples

Tables	Conveyors	Bins and Crates
Table 1	Line A Conveyor	Line A Material Bin
Table 2	Line B Up Conveyor	Line B Material Bin
Table 3	Line B Down Conveyor	Line C Material Bin
Table 4	Line B Conveyor	Line A Crate
	Line C Conveyor	Line B Crate
	Top Inspection Belt	Line C Crate
	Lower Inspection Belt	Reject Bin 1
		Reject Bin 2
		Reject Bin 3
		Reject Bin 4

Line A	Line B	Line C
Liquid Coating Belt	Hopper	Hopper
Table 1	Flume	Shaker
Table 2	Up Conveyor	Flume
Conveyor	Table 3	Blades
	Table 4	Conveyor
	Conveyor	Top Inspection Belt
	Chute	Bottom Inspection Belt
	Slicer	Warm Roller
	Down Conveyor	Cold Roller
	X-Ray	
	End Belt	

## Synchronizing Data with the SureTrend

SureTrend has many benefits and is recommended when using the EnSURE Touch. For more details on SureTrend benefits, see [Connecting to SureTrend](#). One critical benefit of SureTrend is securing information from the EnSURE Touch. While the EnSURE Touch is a robust, reliable instrument, it can get damaged or lost. Just like a laptop or cellphone, it is important to back up the instrument.

If you keep your EnSURE Touch connected to Wi-Fi, results will be synced to SureTrend immediately, minimizing the risks of data loss. It also helps keep your EnSURE Touch up to date. We recommend you check for updates at least once a month. See [Checking for Updates](#).

## Sync Overview

When you press the 'Sync' app from the Home screen for the first time, and the EnSURE Touch is not registered with SureTrend, the registration screen will show. For information on how to register with SureTrend, see [Registering your EnSURE Touch](#).

Once the EnSURE Touch is registered with SureTrend, it can sync data with SureTrend. The data falls into two categories:

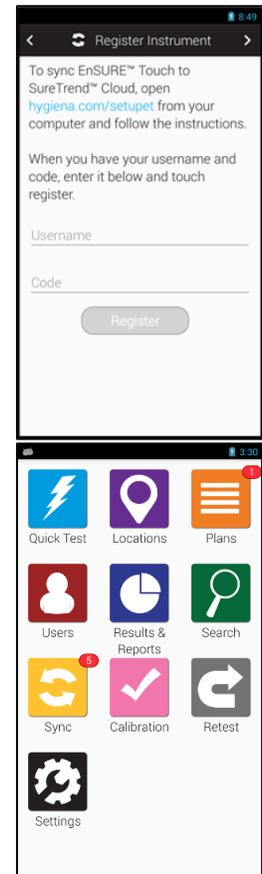
- Results
- Program Information

Results are the result information from testing. Each time you perform a test and leave the Result screen, if Wi-Fi is enabled and connected to the internet, the EnSURE Touch will store your data in the EnSURE Touch nonvolatile memory and then try to send (sync) the data to SureTrend.

This real-time synchronization process occurs in the background, and you can continue to use the EnSURE Touch. The only indication the sync is working is the sync icon on the status area of the screen in the top left. If tests have been performed and not set to SureTrend, they are waiting in the queue to be sent. The real-time sync process will automatically start when Wi-Fi is enabled and the internet is available. This will help keep your EnSURE Touch data backed up.

When you make changes to the Program Information on the EnSURE Touch, they do not sync to SureTrend in real time. Instead, they are made locally to the EnSURE Touch and updated the red badge on the Sync app on the Home screen.

Also, any results not synced in real time are added to the badge. Pressing on the Sync app (icon) will start the Sync app and you can manually synchronize the information.



### Manual Syncing

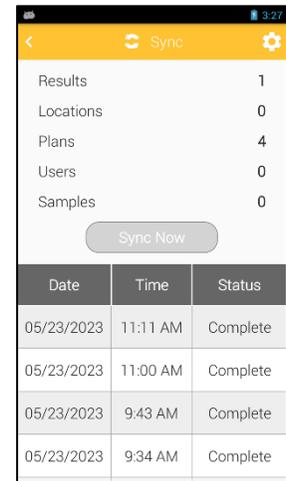
From the Home screen, press the Sync app. When the Sync app starts, it will show the information waiting for the Sync to occur.

If the Sync Now button is gray and unavailable, no Wi-Fi or internet connection is available. See [Troubleshooting Wi-Fi](#)

Press the 'Sync Now' button to start the sync. This process typically takes less than 20 seconds but can be longer depending on the speed of your internet connection and the amount of data that needs to be synced; for example, if you have thousands of locations, plans, or test results.

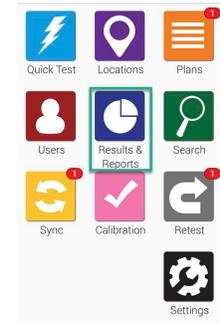
Note: there is a 1,000-result limit that can be synced with SureTrend per day. This is a safety and security precaution. It is not a common behavior. The sync may display an error in this case. If you sync the next day, it will sync more data. If the problem persists, contact support. [www.hygiena.com/support](http://www.hygiena.com/support).

Below the 'Sync Now' button is the sync log that shows the status of each sync attempt.



### Results & Reports

As a standard feature, the EnSURE Touch has a variety of pre-built sections that allow you to create instant trend analyses and reports. Three main ways you can utilize the data and analysis functions are as follows:



### Fail Report

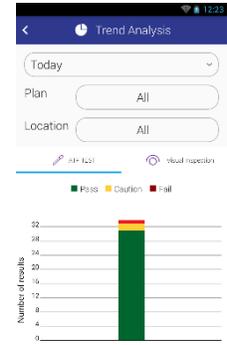
The Fail Report screen will only show you failed results. You can filter by date or choose the plan and/or locations from which to display fails.

Below the filter selection, you'll see a graph highlighting the specific data you chose based on the filters above.



### Trend Analysis

The Trend Analysis screen displays a breakdown of your total results in an easy-to-view graph that separates Pass, Caution, and Fails. You can filter the results to only display data from a specific time period, plan, and/or location.



### Results

The Results screen will display all the results currently on your unit. You can filter by date or choose to only show results from a specific plan or location.

The table area below the filters will display the total count of all Pass, Caution, and Fail results based on the filters selected above.

The screenshot shows the 'Results' screen. It has filters for 'From', 'To', 'Plan', and 'Location'. Below the filters, it says 'Results found: 65'. There are two main sections: 'Visual Inspection' and 'ATP Testing'. Under 'Visual Inspection', there is a summary: Pass: 30 (green), Fail: 1 (red). Under 'ATP Testing', there is a table with columns for result type, count, and percentage.

Result Type	Count	Percentage
Pass	31	91%
Fail	1	2%
Caution	2	5%

## Troubleshooting

This section will cover more technical troubleshooting steps that you may need periodically. For a current list of troubleshooting tips, see <https://www.hygiena.com/support> for assistance. If you continue to have issues, you can also submit a technical support request.

### Troubleshooting Wi-Fi

There are a few tools on the EnSURE Touch to help troubleshoot Wi-Fi connections. They are:

- Network Test
- SureTrend Sync Test

#### *Network Test*

You can use the Network Test to check the performance between EnSURE Touch and your Wi-Fi AP. To start the Network Test, navigate to Home > Settings > General > Network and press the Test button.

#### *SureTrend Sync Test*

You can use the SureTrend Sync Test to test the network performance between EnSURE Touch and SureTrend. To start the SureTrend Sync Test, navigate to Home > Settings > SureTrend Sync and press the Test button.

On the SureTrend Sync Test, you will see the resolved IP address of SureTrend API services. This helps confirm that the DNS setting is correct and SureTrend is resolving to the correct IP address. Also, the current date and time is displayed. Confirm the date and time are accurate. Incorrect date and/or time can cause some network services to block the network traffic.

### Using Hotspots for Connectivity on Mac and Windows

If you require immediate network connectivity and do not have a wireless network to connect to, you can use the hotspot feature on your mobile phone or computer. Current versions of Windows and MAC support Wi-Fi hotspots. If you use your cellphone, you will want to ensure your plan supports hotspots. Some networks require users to access a captive portal through a browser. Information can be found below.

[Hotspot feature in Windows](#)

Hotspot [feature on MAC](#)

Hotspot on an [iPhone](#)

Hotspot on an [Android](#)

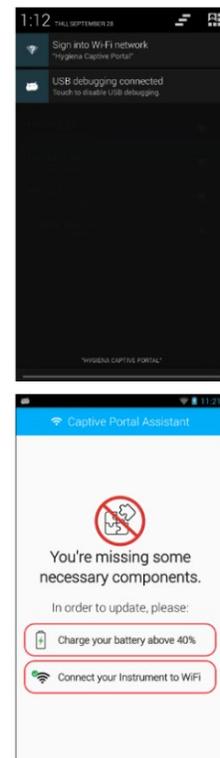
### *How to access Captive Portals on EnSURE Touch*

Some Wi-Fi networks require you to access a captive portal through a browser to accept terms and conditions or verify credentials before accessing the internet. This is common on Guest networks or public networks like the Wi-Fi networks at coffee shops and hotels. These captive portals usually redirect you to a login page when you attempt to access a website through a browser. The EnSURE Touch does not have a browser, so you may need to download some additional tools from Hygiena to complete the captive portal sign-in. See the instructions below for the step-by-step process.

The following requires that you have internet access on a network that does not have a captive portal and that the EnSURE Touch has at least a 40% battery charge.

**Note:** If you have attempted to connect to a network with a captive portal and received the prompt to download components, proceed to the next section.

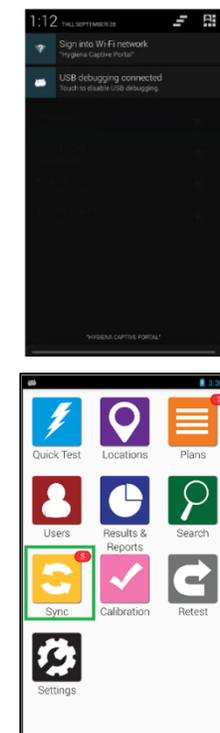
1. From the Home Screen, tap Settings.
2. Tap Wi-Fi.
3. Tap the name of the network with the captive portal.
4. Enter the password and tap Connect.
5. Swipe down from the top of the screen to pull down the notifications menu.
6. Tap the notification reading 'Sign into Wi-Fi Network'.
7. You should be redirected to a page indicating you need to download captive portal components. This will cue your EnSURE Touch to download them at the next opportunity. Proceed with the steps below to connect.



### *Connect to a Wi-Fi Network (with Internet Access)*

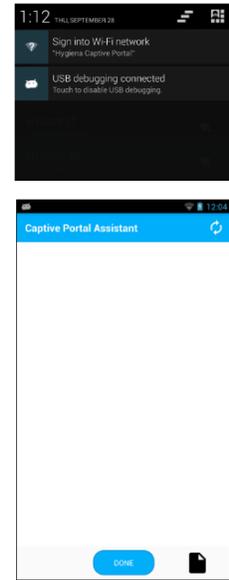
Now that you have received the prompt to download the captive portal assistant components, you will need to connect to another network through which you have internet access. You could use a mobile hotspot to share cellular data with your EnSURE Touch if there are no other suitable networks on site.

1. From the Home Screen, tap Settings.
2. Tap Wi-Fi.
3. Tap the name of the network without the captive portal.
4. Enter the password and tap Connect.
5. Press the Home button to return to the Home Screen.
6. Tap Sync.
7. Tap Sync Now to perform a full sync.
8. Press the Home button to return to the Home Screen.
9. The captive portal components should download in the background and install when ready. You should wait a few minutes for the process to complete. If your network connection is slow, you may want to consider adjusting the display timeout settings so the Wi-Fi adapter does not go to sleep when the display times out. You can find the setting in: Settings > General > Display & Power Off.



### Reconnect to the Captive Portal Network

1. From the Home Screen, tap Settings.
2. Tap Wi-Fi.
3. If you are still connected to the network from which you downloaded the captive portal assistant, tap the name of that network and choose Forget.
4. Tap the name of the network with the captive portal.
5. Tap Connect.
6. Swipe down from the top of the screen to pull down the notifications menu.
7. Tap the notification reading 'Sign into Wi-Fi Network'.
8. You should be redirected to the captive portal page, where you can complete the captive portal sign-in. For more information about connecting to captive portals, see this article.



### Accessing Captive Portals on EnSURE Touch

Some Wi-Fi networks require users to access a captive portal through a browser to accept terms and conditions or verify credentials before accessing the internet. The information below will provide instructions on how to access a captive portal for your network on the EnSURE Touch.

Requirement: Download and install EnSURE Touch captive portal components as explained above.

### Connect to a Wi-Fi Network

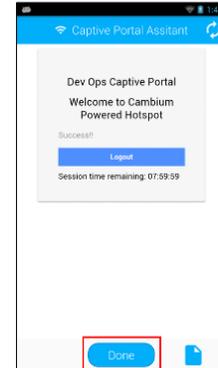
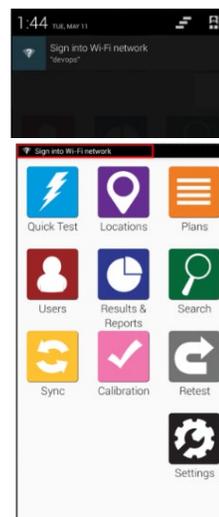
1. Tap Settings.
2. Tap Wi-Fi.
3. Tap the name of your network.
4. Enter a password and any other required information, then tap Connect.
5. Press the Home button to return to the Home Screen.

Note: If the network has a captive portal, you will see a notification reading 'Sign into Wi-Fi Network' in the notification bar.



### Access the Captive Portal

1. Swipe down from the top edge of the screen to pull down the Quick Access/Notifications menu.
2. If you do not see a notification reading “Sign into Wi-Fi Network,” tap the button in the top right corner to switch to the notifications menu. Tap the notification to sign into Wi-Fi. You will be redirected to the captive portal.
3. Tap the notification to sign into Wi-Fi. You will be redirected to the captive portal.
4. Complete the necessary steps for the captive portal.
5. Tap ‘Done’.



### Troubleshooting Portal Connectivity

#### Unable to Connect to the Network

Go to Settings > General > Date and Time and set the correct date and time on the instrument. If you corrected the date and time, return to the Wi-Fi menu. Tap the network name and tap ‘Forget’ to remove the connection. Repeat the processes above.

If you are unable to connect to the network and the date and time settings are correct, you may have the incorrect network password. You should confirm the required password with your IT department. If you need to correct the password, return to the Wi-Fi menu. Tap the name of the network and tap ‘Forget’ to remove the connection. Repeat the processes above.

#### Unable to Complete the Captive Portal Sign In

If you did not receive the notification to Sign into a Wi-Fi network or accidentally dismissed it, you can turn Wi-Fi off and on to receive another notification. Go to Settings > Wi-Fi and tap the toggle to turn Wi-Fi off. Tap the toggle again to turn it back on.

If you entered the incorrect information in the captive portal and are not able to edit it, you will need to remove the connection to the network and reconnect. Return to the Wi-Fi menu. Tap the name of the saved network and tap ‘Forget’ to remove the connection. Repeat the processes above to connect to the network and sign into the captive portal.

#### Captive Portal Disconnects

Some captive portals are only intended to facilitate a connection for a limited period of time. If you become disconnected from the network, return to the Wi-Fi menu. Tap the name of the network and tap ‘Forget’ to remove the connection. Repeat the processes above to connect to the network and sign into the captive portal.

**Note:** Your IT department may be able to adjust the settings that limit the duration of the connection.

If you continue to have issues, please contact [Hygiena Technical Support](#) for further assistance.

## Proper Handling

To ensure the longevity and optimal performance of your EnSURE Touch instrument, please adhere to the following guidelines:

### Secure Handling

- Avoid dropping, shaking, or rough handling of the instrument.
- Always use the provided carrying case and strap to minimize accidental drops and impacts.
- When not in transit, store the instrument upright on a sturdy, clean surface using either the EnSURE Touch Charging Dock or the built-in kickstand.

### Avoid Liquid and Humidity Exposure

- **IMPORTANT:** Do **not** lay the instrument down, tilt it or turn it upside-down with a test device inserted in the test chamber; **always operate** and **store** the EnSURE Touch in an upright position. In addition, the instrument should **always** be **stored without** a test device in it.
- Protect your EnSURE Touch from liquids and high humidity environments. Condensing humidity can damage the internal components. Store and use the EnSURE Touch in dry conditions and maintain a stable temperature to prevent condensation.
- Avoid sudden changes in temperature or humidity. When transitioning between environments with significant differences, protect the instrument in a bag or case and allow it to acclimate for several minutes before use.
- Promptly remove test devices after measurements to prevent spillage in the read chamber.
- Avoid laying the EnSURE Touch down or upside-down when a device is in the test chamber.
- Do not lay the instrument down, tilt it or turn it upside-down with a test device inserted in the test chamber; always **operate** and **store** it in an upright position. The instrument should **always** be stored without a test device in it.
- If the instrument comes into contact with liquids or excessive moisture:
  - Immediately power it off and remove the battery if possible.
  - Place the instrument in a bag filled with desiccant or uncooked rice for at least 24 hours to absorb moisture.
  - Do not attempt to power it on or charge it until fully dry.
- To clean the test chamber:
  - Remove the cleaning plug at the bottom of the instrument and clean with a soft, dry cloth.
  - Do not overtighten the cleaning plug after cleaning.
  - Refer to the [Maintenance](#) section of the EnSURE Touch User Manual for detailed instructions.

### Charging Precautions

- Ensure the charging port and cable are free of debris or contaminants before connecting to power. Clean gently with a soft, dry brush or cloth if necessary.
- Avoid exposing the instrument to static electricity while charging.
- Do not compress or squeeze the instrument, as this may damage the battery connection points.
- Regularly inspect the charging cable for wear or damage. Use only the original charging dock or cable provided with your instrument.
- Take care when inserting or removing the charging cable to avoid damaging the charging port.

By following these handling instructions, you can safeguard your EnSURE Touch from common risks and maximize its lifespan. For additional support, please review the previous section of this EnSURE Touch User Manual or contact our technical support team.



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