

TROUBLESHOOTING GUIDE

Infrared Trash Cans

PROBLEM	SOLUTION
Lid does not open	Place the power switch in "I" position and sure batteries are placed correctly
	Remove batteries for 24 hours to reset sensor
	Wipe the sensor with a dry cloth
	Press the "close" button to reset the trash can
Lid does not close - Indicator light is a constant green	Check to see if there are any objects within the sensor area. If so, remove them
	If something is blocking the lid from closing, remove the item and press the "close" button to reset your trash can
Lid opens slowly and Indicator light is yellow or Indicator light flashes Yellow	Battery power is low. Replace batteries

If these solutions do not correct the problem you may need a new lid.

To order replacement lids and accessories, please visit [TrashcansUnlimited.com](http://trashcansunlimited.com).

http://trashcansunlimited.com/touchless_lids.html

http://trashcansunlimited.com/touchless_accessories.html

customerservice@trashcansunlimited.com

HOW TO CLAIM WARRANTY

If your trashcan is still not working properly and you feel you are entitled to Warranty Benefits, please make sure of the following, before logging a claim:

1. Your Trash can must not be older than 1 year
2. You must have Copy of Proof of Purchase
3. or have sent in Warranty Card

If you cannot meet the above requirements – your chances to obtain Warranty relief is minimal.

Limited Liability Warranty

Nine Stars products are covered by a limited liability warranty from defects in material and workmanship. This warranty does not apply if, in the judgement of Nine Stars, the product fails due to damage from shipment, handling, storage, accident, abuse or misuse, or if it has been used or maintained in a manner not conforming to product's instructions, has been modified in any way, or has a defaced or removed serial number. Repair by anyone other than Nine Stars or an approved agent voids this warranty. The maximum liability of Nine Stars is the product purchase price. For details, refer to the warranty and owner registration card. You can find if your product is covered by Nine Stars warranty by comparing the duration of the warranty against the purchase date.

Warranty Replacement Procedure

Do not ship your defective product to Trashcans Unlimited or Nine Stars if you feel you are not covered, please contact Nine Stars customer support.

Toll Free: 866-9-STAR8 (866-978-2778)

Telephone: 909-620-8877

1. A customer support agent will do troubleshooting to see if the product is defective. If it is, then this information is required:

Your contact information

Product serial number/ or model #

Proof of purchase

Credit card information for optional shipping services

2. The Customer Support Representative will provide you with the proper information and shipping information. Please be sure to write this down.

3. Package product securely. Do not include manuals, softwares, cables, or mounting brackets. Nine Stars only replaces the defective unit and will not return other accessories. Include your contact information with your name, address, phone number, and proof of purchase inside the package.

4. Send the product to the Warranty fulfillment address given by customer support. Customers are responsible for the freight charges to Nine Stars.

We suggest using a carrier that provides tracking information. Nine Stars is not responsible for packages lost in transit to Nine Stars. The replacement

product is shipped by ground with shipping charges prepaid. Expedited shipping is available at extra cost.

For status of an already issued RMA, call in the U.S or Canada: (866) 978-2778