

FREQUENTLY ASKED QUESTIONS

PHONESOAP

We're here to help!

CAN I LEAVE MY CASE/SCREEN PROTECTOR ON MY PHONE?

Yes! That is the part you touch, so we actually encourage you to leave them on so they get sanitized, too!

WHEN I CLOSE THE LID AFTER I FINISH USING PHONESOAP, IT STARTS ANOTHER CYCLE. DO I NEED TO UNPLUG IT?

Nope! PhoneSoap was designed with this in mind so you are always putting your phone into a clean space.

WILL MY PHONE STILL CHARGE ONCE THE LIGHT TURNS OFF?

Yes! Your phone will continue to charge even after the sanitizing cycle has completed.

HOW DO I "LOCK" MY PHONE?

This means you need to make sure your screen is disabled or turned off. For most smartphones, there is a button you regularly push to turn your screen on and off.

WHAT ELSE CAN I PUT INSIDE PHONESOAP?

Anything that fits inside! Credit cards, keys, smartwatch – you name it. As long as it fits and is not wet, you can sanitize it using PhoneSoap.

CUSTOMER SUPPORT

If you are experiencing trouble, please contact us at:
www.phonesoap.com/contact or (866) 432-0525