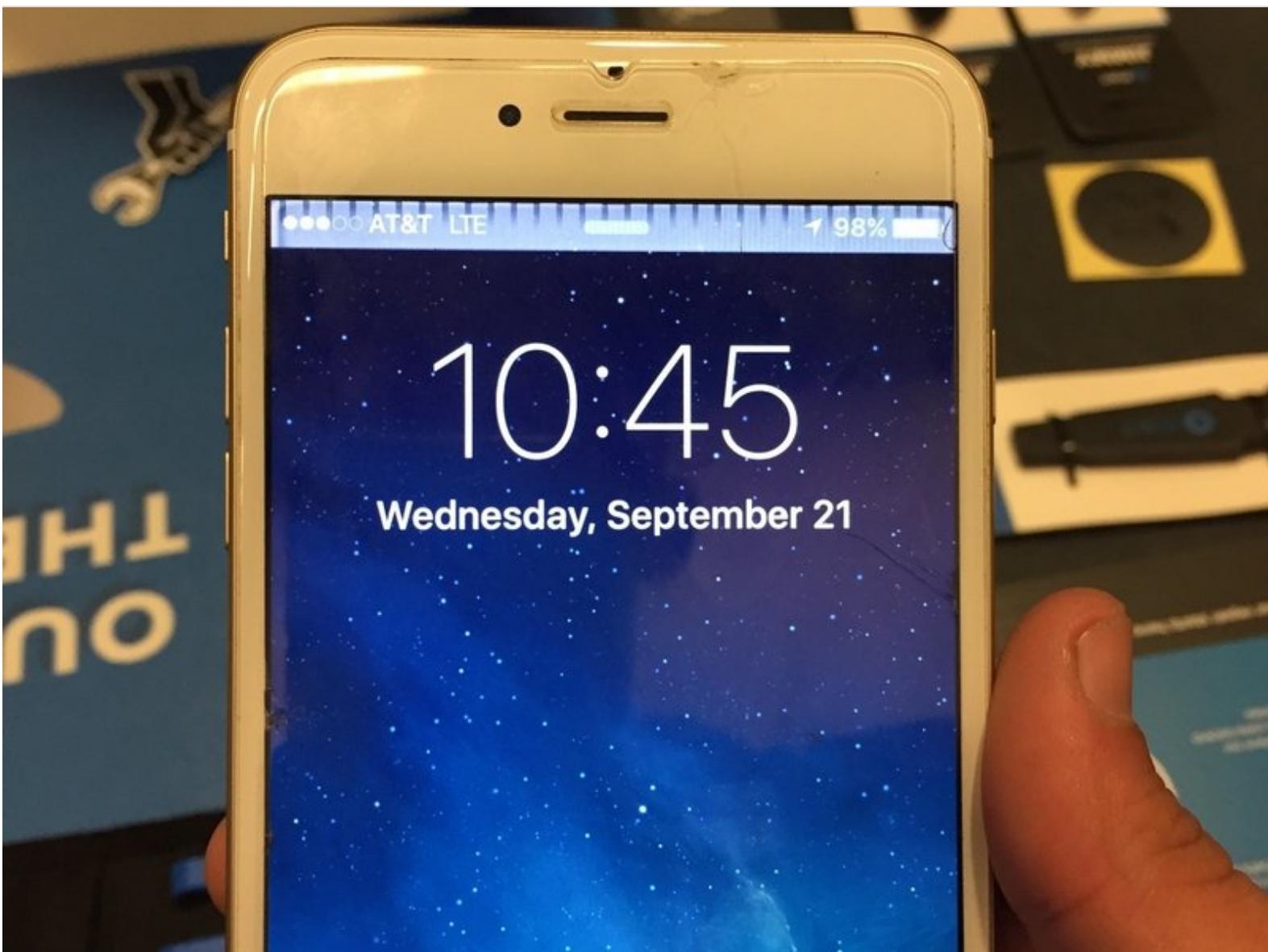




What to do if your iPhone 6 or 6 Plus won't respond to touch

If your iPhone 6 or 6 Plus is not responding to touch suddenly the culprit could be "Touch Disease", a manufacturing defect plaguing Apple devices. Or it could be something else. Find out here!

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INTRODUCTION

Apple's iPhone 6 and 6 Plus devices have recently revealed a fatal flaw: over time, the solder that secures the TouchIC chips on the logic boards flexes and cracks with the phone. As your phone sits in your pocket it naturally curves with the contours of your body, but it was never meant to do that. This issue centers around improper frame support that allows these TouchIC chips to be subjected to undue stress over time.

If the issue is actually related to TouchIC damage, commonly known as "Touch Disease", you'll need professional help to fix the issue. This guide shows you how to rule out other causes before deciding to take it into a repair shop or replacing/upgrading your phone.

Be sure to also read this article for more information on the issue: <http://ifixit.org/blog/8309/iphone-6-plus-touch-disease>

TOOLS:

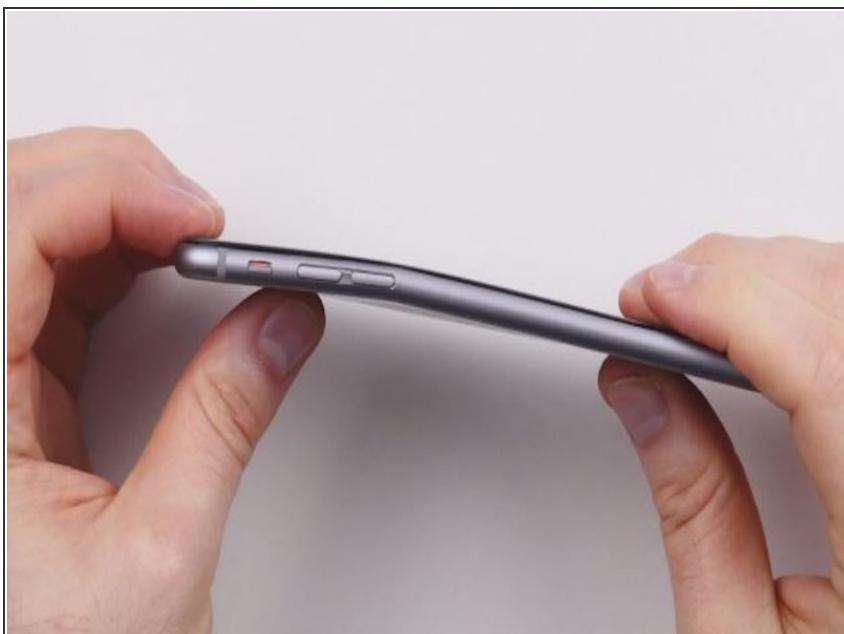
- Pro Tech Toolkit (1)

Step 1 — Check for bars



- In gambling, three bars are considered to be a sign you've won. Not in this case. If your phone shows a white bar across the top of the screen it's a sure sign you've got Touch Disease. Take it to a repair shop where they can fix the broken solder.
- It is possible to bend the phone back into place to restore touch functionality, however this solution is only temporary and the real issue will resurface, perhaps at a more inopportune time. Think of it like running on a spare tire, you shouldn't use a bandaid for long.

Step 2 — Check for bending



- If you're prone to putting your phone in your pocket when you sit down it may have gradually changed its shape to develop a slight curve. This curve can be causing the touch issues.
- A bend in your phone, slight or more pronounced like in this picture, along with intermittent touch issues can be indicative of "Touch Disease" even if you don't have the telltale bar as mentioned in Step 1.

Step 3 — Try a replacement screen



- If you've got a cracked screen and faulty touch issues, or recently dropped the phone, your first step should be to check with a replacement screen installation. Use an iFixit Guide to learn how to install the screen, and see if a replacement fixes the problem.
- Even if your screen isn't cracked, the issue could still be related to a damaged screen that just needs to be replaced.
- Similarly, if a replacement screen solves the problem it may resurface down the line after a few hours or days. This is less likely a defective screen and more likely an issue with "Touch Disease" affecting your phone.

If you see bars, or a bend, check out a repair shop to ensure your solder on your device isn't weakening.