

iPhone, iPad & Android | Easy | 2 min read

iPhone and Android: what to do if your phone got wet

Many modern phones are water resistant, but that is not the same as waterproof. Resistance can weaken with age, drops and repairs, and it is not designed for soapy water, salt water or hot water. Act quickly but calmly.

Do this straight away

1. Take the phone out of the liquid.
2. Switch it off. If it is already off, leave it off.
3. Do not plug in a charger or cable. Charging a wet phone can cause permanent damage.
4. Wipe the outside gently with a soft, dry cloth or kitchen paper.
5. Remove the case, and the SIM tray if it can be opened safely, to let air in. Dab away any water.

Dry it safely

- Be patient and leave it for at least a day before charging. Keep the phone somewhere dry and well ventilated, such as on a table in a room at a normal temperature.
- Gently tap it against your hand with the charging port facing down to help water run out.

What not to do

- **Do not put it in a bag of rice.** This is a popular myth. Rice does little to draw moisture out of a phone, and grains or dust can get into the port.
- Do not use a hairdryer, oven, radiator or heater. Heat can damage the battery and seals.
- Do not use compressed air or push cotton buds, paper or tissue into ports.

If it was salt water, sugary drink, soapy water or anything other than clean water

These liquids can cause damage over time even after drying. Very lightly wipe the outside with a cloth dampened with clean tap water, then dry it and switch it off. Get it looked at professionally as soon as you can.

When to get more help

Get help if the phone does not turn on after drying, if the screen has marks or lines, if the speaker or microphone sounds muffled, or if it was in salt water. A repairer can open the phone, clean the corrosion and recover your data. Tell them honestly what happened, as that helps the repair. Check whether insurance covers liquid damage, because many warranties do not.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.