Cleaning and Disinfecting Electronic Equipment

Here are the recommended cleaning methods for sanitizing electronic equipment:

It is safe to use 70% alcohol pads or dampened towels on most electronic equipment.
Do not use bleach type products or liquids on any electronic equipment.
Specific manufacturer recommendations are listed below.

Printers and Multi-function copiers:

The best way to clean your RICOH multifunction printer:

According to the CDC, antibacterial wipes and cleaners need to sit on the surface, damp, for 3-5 minutes to kill germs. As a result and to maximize disinfection, you may want to clean your device during a low use time.

Of course, more frequently cleaning is fine and can be done after each use, if needed.

If the surface dries faster than the 3 to 5-minute time frame, you may need to wipe the surface multiple times to ensure maximum cleaning. While the surface should be damp, it’s important not to have it wet. If you can see liquid droplets, it’s probably a little too much. Wipe it clean to collect the excess. Give it a minute or two and then wipe it again.

The same cleaners can be used on all exterior surfaces. Do not clean the inside of the device with cleaners. If your device needs service, please schedule a service call and one of our representatives can clean the interior.

Dell computers and peripherals:

We understand customers may have questions about cleaning and disinfecting options for their Dell products. The guidance below applies to all Dell-branded PCs, monitors or display screen, docking stations, keyboards, and mice.

1. We recommended you wear disposable gloves when cleaning and disinfecting surfaces.
2. Turn off the device you plan to clean and disconnect AC power. Also remove batteries from items like wireless keyboards. Never clean a product while it is powered on or plugged in.
3. Disconnect any external devices.
4. Never spray any liquids directly onto the product.
5. Moisten a microfiber cloth with a mixture of 70% isopropyl alcohol / 30% water. The cloth should be damp, but not dripping wet. Excess moisture should be removed if the cloth is wet before wiping the product. Using any material other than a microfiber cloth could cause damage to your product.
6. Gently wipe the moistened cloth on the surfaces to be cleaned. Do not allow any moisture to drip into areas like keyboards, display panels, etc. Moisture entering the inside of an electronic product can cause damage to the product. Excessive wiping potentially could lead to damaging some surfaces.
7. When cleaning a display screen, carefully wipe in one direction, moving from the top of the display to the bottom.
8. Surfaces must be completely air-dried before turning the device on after cleaning. No moisture should be visible on the surfaces of the product before it is powered on or plugged in.
9. After cleaning or disinfecting a glass surface, it may be cleaned again using a glass cleaner designed for display surfaces following directions for that specific cleaner. We recommend you avoid glass cleaning products containing Ammonia.
10. Discard the disposable gloves used after each cleaning. Clean your hands immediately after gloves are removed and disposed.

Customers may experience some visible cosmetic changes to finishes over time as a result of the cleaning process outlined above on some surfaces. Other cleaning chemicals are very harsh and will damage surfaces. Avoid using any of the following chemicals or products containing these chemicals:

Apple Computers and peripherals

How to clean your Apple products including your Mac, iPad, iPhone, iPod, display, or peripheral device.
Apple products are made with a variety of materials, and each material might have specific cleaning requirements. To get started, here are some tips that apply to all products:

- Use only a soft, lint-free cloth. Avoid abrasive cloths, towels, paper towels, or similar items.
- Avoid excessive wiping, which might cause damage.
- Unplug all external power sources, devices, and cables.
- Keep liquids away from the product, unless otherwise noted for specific products.
- Don't get moisture into any openings.
- Don't use aerosol sprays, bleaches, or abrasives.
- Don't spray cleaners directly onto the item.

Is it OK to use a disinfectant on my Apple product?
Using a 70 percent isopropyl alcohol wipe or Clorox Disinfecting Wipes, you may gently wipe the hard, nonporous surfaces of your Apple product, such as the display, keyboard, or other exterior surfaces. **Don't use bleach.** Avoid getting moisture in any opening, and don't submerge your Apple product in any cleaning agents. Don't use on fabric or leather surfaces.

### Samsung Mobile Devices

**Caution:** These cleaning instructions are recommended for the glass, ceramic, and metal surfaces of your phone only. Accessories that are made of plastic, rubber, or leather may be damaged.

**How to properly clean your Galaxy devices:**

**Important:** These instructions can be used with Galaxy phones, Galaxy tablets, and the Galaxy watches (excluding the watch straps). These guidelines are not recommended for use on Galaxy Buds, keyboards (external keyboard and Galaxy laptop keyboards), or any other Samsung product not explicitly listed. If you need to clean your Galaxy earbuds, follow our cleaning guide.

Before starting, make sure your device is powered down and unplugged from any power sources. Remove any covers, cases, or accessories as well.

- A lint-free, soft **microfiber cleaning cloth** is ideal for cleaning your device. You may also use a camera lens cleaning cloth. These are gentle and will not damage your device.
- Gently wipe the front and back of your device with the microfiber cloth. Do not apply too much pressure.
- You should avoid getting excess moisture onto your device; however, you may dampen the corner of the microfiber cloth with a small amount of distilled water.
- You can also use a disinfectant, such as a hypochlorous acid-based solution (containing 50-80ppm) or an alcohol-based solution (containing more than 70% ethanol or isopropyl alcohol). Do not apply these liquid solutions directly to your device; they should be carefully applied to a microfiber cloth instead.
- Avoid using cans of compressed air, as they may damage the surface of your device.
- Do not use spray bleach on your device.

Cisco Telephones:

(under construction)
Any chlorine-based cleaner, such as bleach Peroxides (including hydrogen peroxide)
Solvents such as; acetone, paint thinner, benzene, methylene chloride or toluene
Ammonia (i.e. Windex)
Ethyl alcohol

Using any of the chemicals listed above will cause permanent damage to some product surfaces. By following the steps outlined in this document, you can minimize the risk of damage.