

# Sanitizing Zetron Equipment

## 1. Overview

This document provides guidelines and recommendations for cleaning Zetron equipment that frequently comes into human contact during normal operation. This includes recommendations for cleaning frequency, a list of cleaning products known to be compatible with the equipment, a list of cleaning products that should not be used, and procedures for equipment that may need to be disconnected, disabled, or reset as a result of cleaning.

### ⚠ Caution! ⚠

*Equipment damage can occur if attention is not taken to carefully clean the equipment as directed.*

*Always wear protective gloves when using cleaning chemicals.*

## 2. Disconnecting Equipment

**Tip:** *Prior to disconnecting any console equipment, assume that a computer reboot might be required in the event that the peripheral, after reconnection, fails to function normally.*

In some cases it is preferable to disconnect console equipment to make cleaning easier and also to ensure that accidental activation of controls does not trigger unintended functions on the console. This section describes which equipment is safe to disconnect, which equipment should not be disconnected, and possible ramifications of disconnecting equipment from a live console.

Some equipment, such as a USB keyboard, USB mouse, the Zetron desktop microphone, headsets, and handsets, are designed for “hot-plugging” (i.e., disconnecting from and reconnecting to a live system). These peripherals can be disconnected prior to cleaning for convenience and in order to prevent inadvertently activating system functions.

For USB devices, it is best to reconnect the device back into the exact USB port each individual device was removed from. Reconnecting USB devices to a different USB port may trigger a driver installation, create Windows USB “ghost entries”, or cause other undesired behavior.

The Zetron Media Dock, despite being a USB device, has some functionality that is not compatible with “hot-plugging.” If the Media Dock is accidentally disconnected from USB or power during cleaning on a live console, you may need to restart the console application or even reboot the console PC in order for full Media Dock functionality to be restored.

PS/2 ports are not designed for “hot-plugging.” If the console uses PS/2 keyboards or mice, then you should either (A) turn off the console PC prior to disconnecting this equipment, or (B) clean the items in question without disconnecting them. If you accidentally disconnect them while the console is powered on, you may need to reboot the console PC in order for functionality to be restored.

## 3. Recommended Cleaning Products

### ⚠ Caution! ⚠

*Do not spray any liquid, even recommended cleaners, directly on equipment. Instead spray on a clean, soft cloth and wipe the equipment using the cloth.*

### 3.1 Most Console Equipment

The following products are recommended for cleaning most console equipment, such as keyboards, mice, Media Dock, Headset Jackbox, Desktop Microphone, and handsets (not headsets).

- Clorox Disinfecting Wipes Reg. No. 5813-79
- Clorox Healthcare Bleach Germicidal Wipes Reg. No. 67619-12
- Clorox Commercial Solutions Hydrogen Peroxide Cleaner Disinfectant Wipes Reg. No. 67619-25
- Lonza Disinfectant Wipes Reg. No. 6836-313
- Lysol Brand Clean & Fresh Multi Surface Cleaner Reg. No. 777-89 (20% cleaning solution to water ratio)
- Purell Professional Surface Disinfectant Wipes Reg. No. 84150-1
- Sani-Cloth Prime Germicidal Disposable Wipes Reg. No. 9480-12

### 3.2 Headsets

Zetron recommends headsets not be shared between different individuals. Each user should have their own headset.

### 3.3 Touchscreens

The information in this section applies to touchscreens typically supplied by Zetron.

#### 3.3.1 ViewSonic Touchscreens

Power off prior to cleaning. Apply a small amount of non-ammonia, non-alcohol based glass cleaner onto a clean, soft, lint-free cloth, and wipe the screen. Once dry, turn power back on.

### 3.3.2 ELO, TechGlobal, and CommandIQ™ Touchscreens

Turn off power prior to cleaning. Apply one of the following solutions to a dry, clean, lint-free cloth until thoroughly damp. Clean the screen, allow to dry, and then turn power back on.

- Household bleach solution (1/3 cup of bleach per gallon of water)
- Isopropyl alcohol (70% alcohol)

### 3.3.3 Other LCD Displays and Display Overlays

Zetron does not make recommendations on disinfectants or effective cleaning measures for third party LCD displays. If you have other displays, review the respective manuals or contact the manufacturer.

Many communication centers have added third party plastic overlays on monitors, such as scratch protectors, content privacy screens, or anti-glare screens. These overlays may react to chemical cleaning agents. Zetron cannot provide specifications or recommendations on which disinfectants are appropriate and effective for third party overlays. If you are using display overlays, review the manuals or contact the manufacturer for cleaning instructions.

## 4. Recommendations for Cleaning Frequency

When possible, a thorough cleaning of equipment that comes into human contact should occur between shifts in order to minimize exposure from one equipment operator to another.

If the location has continuous heavy outside foot traffic during a shift, you may need to perform cleaning more frequently.

## 5. DO NOT USE

### ⚠ Caution! ⚠

*Do NOT use the following cleaning products. Doing so may cause damage to equipment.*

- Isopropyl Alcohol at a concentration greater than 70%
- Methyl Alcohol or Ethyl Alcohol at a concentration greater than 35%
- Thinner or benzene
- Strong alkali lye
- Strong solvents
- Acid
- Detergents with fluoride
- Detergents with ammonia at concentration greater than 1.6%
- Detergents with abrasive
- Abrasive cleaner
- Abrasive paper fiber material
- Formula 409
- Steel wool
- Sponge with abrasive
- Steel blade
- Cloth with steel thread



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