

Disinfecting and Cleansing Guidance For Fujitsu PC

Helping Businesses Address COVID-19

In response to the spread of the new coronavirus, the guidance below shows how to disinfect and clean your Fujitsu PC and the equipment with ethanol alcohol.

- [Recommended cleanser: alcohol base disinfectants](#)
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Recommended Cleanser: Alcohol Base Disinfectants

1. Use Alcohol base disinfectants to clean your devices:

Use: Ethanol alcohol (Alcohol concentration 76.9 ~ 81.4 vol %)

Do Not Use: High-alcohol-concentrated ethanol alcohol including:

- Anhydrous Ethanol alcohol (Alcohol concentration ≥ 99.5 vol %),
- Ethanol / Ethyl alcohol (Alcohol concentration > 81.4 vol %) etc.

1. Moisten a microfiber cloth with ethanol alcohol and wipe the device surface gently.
2. Wear disposable gloves when cleaning.

IMPORTANT NOTES:

- i. We recommend you to wear disposable gloves when using alcohol base disinfectants.
- ii. Remove all cables, peripheral devices, cards, and media before cleaning or disinfecting your PC.
- iii. Switch off your PC and unplugged before cleaning. Cleansing or disinfecting when the PC is on may cause malfunction.

Cleaning Instructions for Different Parts of PC

PC Exterior and Mouse

1. Use alcohol base disinfectants.
2. Soak disinfectants in a microfiber cloth, squeeze the microfiber cloth to remove excess liquid before use, and then wipe your PC or mouse gently and slowly.

IMPORTANT NOTES:

- i. Avoid using dry cloths, towels or paper towels in order not to scratch the surface of the device.
- ii. Do not spray disinfectants directly on the device.
- iii. Do not spill disinfectants on the device.
- iv. Do not get moisture or disinfectants into any openings of the device through gaps such as corners of the buttons, covers, and sensors, etc.
- v. Do not use disinfectants to clean the connector ports, use a microfiber cloth instead.

Keyboard

1. Use alcohol base disinfectants.
2. Soak disinfectants in a microfiber cloth, squeeze the microfiber cloth to remove excess liquid before use, and then wipe the keys gently and slowly.
3. Use a soft brush to remove dust in between keys.

IMPORTANT NOTES:

- i. Wipe gently and slowly on the printed part of the keys. It can reduce the damage to the printed area caused by disinfectants.
- ii. Avoid using dry cloths, towels, or paper towels in order not to scratch the surface of the device.
- iii. Do not spray disinfectants directly on the device.
- iv. Do not spill disinfectants on the device.
- v. Do not get moisture or disinfectants into any openings of the device through gaps such as corners of the buttons, covers, and sensors, etc.
- vi. Avoid blowing dust in between keys, dust may enter keyboard inside and may cause malfunction.
- vii. Avoid cleaning with strong compressed air such as vacuum cleaner.
- viii. Do not use a brush that is easy to fall off. Brush bristles can get into the keyboard and cause malfunction.

PalmSecure™ Sensor* and Webcam*

1. **Do NOT** use alcohol base disinfectants
2. Remove dust or dirt on the palm vein sensor or camera in the following ways:
 - Gently dust off with a dry microfiber cloth
 - Wipe off dirt with microfiber cloth with caution

IMPORTANT NOTES:

- i. **CAUTION: Do not use alcohol base disinfectants to clean,** it may cause reading error to the PalmSecure™ sensor or results in a foggy Webcam.
- ii. Do not use water to clean, it may cause damage.
- iii. Do not use highly volatile chemicals such as thinner or benzene, or chemically treated cloths. It may cause damage.

*Computer models equipped with PalmSecure™ sensor or webcam is an optional configuration.

LCD Display & Touch Panel

1. Use alcohol base disinfectants.
2. Soak disinfectants in a microfiber cloth, squeeze the microfiber cloth to remove excess liquid before use, and then wipe the screen gently and slowly.
3. Be careful not to scratch the screen with your nails or rings.

IMPORTANT NOTES:

- i. Avoid rubbing or pressing LCD display surface or touch panel with hard material, it may cause damage.
- ii. Wipe gently and slowly the LCD display or touch panel in order to reduce damage to the oil-repelling screen coating caused by disinfectants.
- iii. Avoid using dry cloths, towels, or paper towels in order not to scratch the surface of the device.
- iv. Do not spray disinfectants directly on the device.
- v. Do not spill disinfectants on the device.
Do not get moisture or disinfectants into any openings through gaps such as corners of the LCD display or touch panel, buttons, covers, and sensors, etc.

After Disinfecting and Cleaning with Disinfectants

1. Wipe off the disinfectants with a dry microfiber cloth.
2. Take off your gloves and wash your hands immediately, discard the used disposable gloves.
3. Dry the device thoroughly before switching on the power.

How to clean smudges on your device

1. If there is a smudge on your device, soak water or dilute neutral detergent with water in a microfiber cloth, squeeze the microfiber cloth to remove excess liquid, and then wipe your device gently and slowly.
2. After cleaning, moisten a microfiber cloth with water, squeeze the microfiber cloth to remove excess liquid, and then wipe your device gently and slowly.

IMPORTANT NOTES:

- i. Avoid using dry cloths, towels, or paper towels in order not to scratch the surface of the device.
- ii. Do not spill disinfectants on the device.
- iii. Do not get moisture or disinfectants into any openings through gaps such as corners of the keyboard, LCD display or touch panel, buttons, covers, and sensors, etc.

Important Precautions

Where disinfectants cannot be used:

1. PalmSecure™ sensor (It may cause read errors.)
2. Webcam (It may cause fogginess.)
3. Connector ports (It may cause contact failure.)

Effect of disinfectants on devices

1. Repeated disinfection may cause cosmetic (plastic and metal parts) deterioration and unrecoverable damage such as cracks and paint peeling.
2. Clean with disinfectants up to 5 times a day.
3. Disinfectants may erase the printings or bar codes on labels, and it may take some additional time to check the device during repair service.

Repair costs may occur for device malfunction or external parts damage caused by disinfection, even within the warranty period.

1. The above procedure in this guidance minimizes, but does not completely prevent, the risk of damage.
2. Chemicals cannot be used for disinfecting and cleaning:
 - Bleaching agents, peroxide, acetone, thinner, benzene, methylene chloride, toluene, ammonia, ethyl alcohol
 - Using the chemicals listed above may leave irreparable damage to the surface of the device. (Wet wipes, glass cleaners, and OA cleaners may also damage the appearance of the device and coating on the screen surface.)