



PRIMERGY CUSTOMER INFORMATION BULLETIN

Number/Revision:

PY-CIB067-00

Issue Date:

April 19, 2021

Title:

Prevention of malfunction caused by disinfectant

Applies to:

- All Products

Effective Duration:

Permanent

Actions:

Following points should be remembered when conducting maintenance operations.

- Make sure that your hands are completely dry prior to touching terminal parts / base circuit.
- Chlorine based products may increase risks of equipment malfunction.

Details:

Symptom occurred

- Corrosion of terminals in unit presumably caused by disinfectant to prevent COVID-19 infection occurred product malfunction at factory and field.

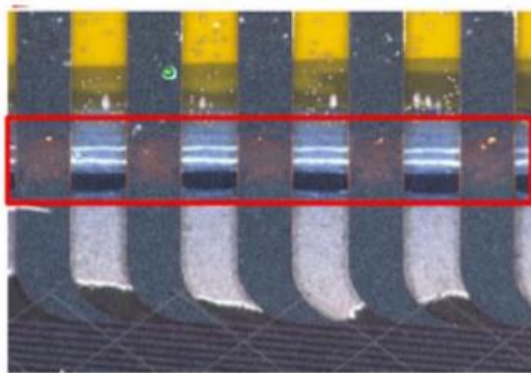
Cause

- It is possible for chlorine in the disinfectants to adhere to the equipment and may cause contact failure due to corrosion.
 - Operator used hand sanitizer that contained Benzalkonium Chloride (cationic soap) which remained on the operator's hands.
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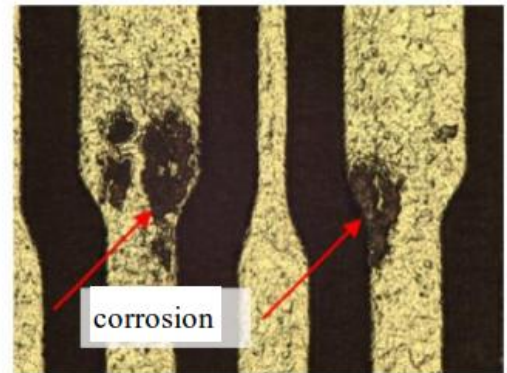
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- Customer uses vaporized cleaning and sterilizing procedure with products that contain Sodium Hypochlorite or Chlorine Dioxide which can be vacuumed by the equipment's fans.

<Sample cases>



Touch panel FPC



LCD FPC

Countermeasure and special remark for maintenance operation

- Make sure that the disinfectant doesn't remain on your hands prior to touching terminal and base circuit.
- Don't use the disinfectant containing Benzalkonium Chloride. Also, thoroughly dry hands after sanitizing hands.
- When conducting trouble shooting, be reminded of the possibility of issues caused by chloride.

Notice the possible trouble due to disinfectant to the customers

- Check whether or not an air sterilizer is installed or sprayed around the equipment.
 - Do not use disinfectants containing Sodium Hypochlorite or Chlorine Dioxide to disinfect work areas, as there is a possibility of corrosion.
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Revision History:

REVISION	DATE	CHANGE SUMMARY
000	April 19, 2021	Initial Release