

## Hardware Disinfecting Instructions

The laptops should be disinfected prior to issuance. Dell has the following recommendations:

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:

- 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.