



CLEANING GUIDANCE

CONTENTS & NAVIGATION

1

Cleaning Guidance: HP Business Personal Systems & Office Imaging & Printing Systems

2

Instructions for Safe Handling
Cleaning Guidance: HP Healthcare Edition Products

3

Cleaning Guidance: HP Retail Solution Products
Cleaning Guidance: HP Education Edition Products
FAQ for Cleaning Your HP Product

HP Business PC & Print Devices Cleaning Guidance

Helping Businesses Address Coronavirus

HP is dedicated to providing customers with market-leading business solutions that help them be innovative, productive and support their well-being. With public health concerns over the SARS-CoV-2 virus and COVID-19 disease, also known as Coronavirus, spreading worldwide, HP wants customers to have the information they need to effectively clean HP devices and to assist customers in maintaining a healthy work environment.

The Centers for Disease Control and Prevention (CDC) [recommends](#) cleaning surfaces, followed by disinfection, as a best practice for the prevention of Coronavirus and other viral respiratory illnesses in households and community settings.

Cleaning Guidance: HP Business Personal Systems & Office Imaging & Printing Systems

A CDC-recommended disinfectant that is also within HP's cleaning guidelines is an alcohol solution consisting of 70% isopropyl alcohol and 30% water. Please follow the steps below to use the CDC-recommended alcohol solution to clean high-touch, external surfaces on HP products:

1. Wear disposable gloves made of latex (or nitrile gloves if you are latex-sensitive) when cleaning and disinfecting surfaces.
2. Turn off the device and disconnect AC power (for printers, devices should be unplugged from the outlet). 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. Moisten a microfiber cloth with a mixture of 70% isopropyl alcohol / 30% water. Do not use fibrous materials, such as paper towels or toilet paper. The cloth should be moist, but not dripping wet.
 - a. Isopropyl Alcohol is sold in most stores, usually in a 70% Isopropyl Alcohol / 30% Water solution. It may also be marketed as rubbing alcohol.
5. Do not spray any liquids directly onto the 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 or USB ports located on the printer control panels, as moisture entering the inside of an electronic product can cause extensive damage to the product.
7. Start with the display or printer control panel (if applicable) and end with any flexible cables, like power, keyboard and USB cables.
8. When cleaning a display screen or printer control panel, carefully wipe in one direction, moving from the top of the display to the bottom.
9. Ensure surfaces have 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.
10. After disinfecting, copier/scanner glass should be cleaned again using an office glass cleaner sprayed onto a clean rag to remove streaking. Streaking on the copier/scanner glass from the CDC-recommended cleaning solution could cause copy quality defects.
11. Gloves should be discarded after each cleaning. Clean hands immediately after gloves are removed.



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1

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2

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Cleaning Guidance: HP Healthcare Edition Products

3

Cleaning Guidance: HP Retail Solution Products
Cleaning Guidance: HP Education Edition Products
FAQ for Cleaning Your HP Product

Instructions for Safe Handling

It is important to handle isopropyl alcohol in a safe manner at all times.



- Avoid contact with skin, eyes, and clothing.
- Keep away from heat and sources of ignition.
- Use with adequate ventilation.
- Store in a cool, well-ventilated place. Keep container tightly closed.
- In the event of contact with isopropyl alcohol, wash skin thoroughly with soap and water.

Additional cleaning guidance can be found in the User Guide for each product. [Click here](#) for more information.



Many common household cleaners and disinfectants can damage electronic products. Do not use any of the following chemicals or any solutions that contain them, including spray-based surface cleaners: bleach, peroxides (including hydrogen peroxide), acetone, ammonia, ethyl alcohol, methylene chloride or any petroleum-based materials, such as gasoline, paint thinner, benzene or toluene. Some disinfecting wipes containing bleach and hydrogen peroxide can be used on **select Healthcare Edition products only**. Wipes containing bleach and hydrogen peroxide should not be used on any other products. Please see the Healthcare Edition product links below for more information. If you are not sure whether a cleaning product is suitable, or if it is not specifically listed in this document or in one of the referenced documents, do not use it. Using any of the chemicals previously listed in this paragraph may cause permanent damage to the product.

Cleaning Guidance: HP Healthcare Edition Products

Many commonly used germicidal wipes have been tested and approved for use with HP Healthcare Edition platforms listed below that are purpose-built for use in clinical settings.

- [EliteOne 800 G5 Healthcare Edition All-in-One](#)
- [EliteBook 840 G6 Healthcare Edition Notebook](#)
- [Healthcare Edition HC270cr Clinical Review Display](#)
- [Healthcare Edition HC271/HC271p Clinical Review Display](#)
- [Healthcare Edition HC241/HC241p Clinical Review Display](#)

In addition to an alcohol solution with 70% isopropyl alcohol and 30% water, **some** of these brands of germicidal wipes are approved by the U.S. Environmental Protection Agency (EPA) for use against the Coronavirus. This list can be found [here](#). This same list can also be accessed via the [CDC](#).

Contact your local HP sales representative or authorized HP reseller for commercial brands of ready-to-use wipes for cleaning specific Healthcare Edition products.



CLEANING GUIDANCE

CONTENTS & NAVIGATION

1

Cleaning Guidance: HP Business Personal Systems & Office Imaging & Printing Systems

2

Instructions for Safe Handling
Cleaning Guidance: HP Healthcare Edition Products

3

Cleaning Guidance: HP Retail Solution Products
Cleaning Guidance: HP Education Edition Products
FAQ for Cleaning Your HP Product

Cleaning Guidance: HP Retail Solution Products

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Many commonly used germicidal wipes have been tested and approved for use with HP Retail Solution products. Contact your local HP sales representative or see the safety & user guide for your product for approved cleaning solutions.

Cleaning Guidance: HP Education Edition Products

For sanitization of the HP Education notebooks, including the display and any HP Accessory (external mouse or keyboard), HP recommends the use of the CDC-recommended solution comprised of 70% isopropyl alcohol and 30% water. For cleaning Education Edition products using this solution, customers should follow the process outlined in this guide.

Select HP Education Edition products can be wiped down with additional cleaners. Please see the product user guide for a list of approved cleaners or contact your HP sales representative. This includes the following HP Education Edition notebooks:

- HP ProBook x360 11 G3/4/5/6 EE Notebook PC
- HP Chromebook 11 G7/8 EE
- HP Chromebook x360 11 G2/3 EE

Important: Wipes containing bleach and hydrogen peroxide **should not** be used on HP Education Edition products.

FAQ for Cleaning Your HP Product

Q: How can I disinfect my HP devices to help prevent Coronavirus?

A: You can clean your HP devices by using a CDC-recommended disinfectant that is comprised of 70% isopropyl alcohol and 30% water. To use the recommended alcohol solution to clean and disinfect high-touch, external surfaces on HP products, please follow the guidelines found in this document.

Q: Can I use bleach or peroxides to disinfect my PC or Printer?

A: Some disinfecting wipes containing bleach and hydrogen peroxide can be used on select Healthcare Edition products only. Wipes containing bleach and hydrogen peroxide should not be used on any other products.

Q: Will the letters and symbols on my keyboard disappear from cleaning?

A: Some chemicals are very harsh and can damage non-HP Healthcare Edition keyboards and other surfaces. By following the steps outlined in this document to clean your device, you can reduce the risk of damaging your keyboard or other surfaces.

Q: What portions of my devices are safe to clean?

A: All external components of your PC or printer can be cleaned using the recommended solution, including ports, cables, keyboard keys, rubber, plastic, metal surfaces, displays and printer control panels. Please reference the cleaning guidelines for more information.

Q: How often can I clean my PC, keyboard, mouse, display or printer?

A: HP recommends cleaning your non-Healthcare Edition devices a maximum of 3-5 times per day. Excessive cleaning of your non-Healthcare Edition device with any cleaning solution can lead to potential wear on components.

Note: Customers may experience some visible changes to cosmetic finishes over time as a result of the cleaning techniques mentioned in this document.