Technical Support

Cleaning Methods for Touchscreens & All in One Touchscreen Computers (COVID-19)

This technical bulletin describes the recommended cleaning and disinfecting procedure for Touchscreen products relative to Coronavirus Disease 2019 (COVID-19). Included are recommended disinfectant products that are safe for use with Touchscreen products and approved by the US Center for Disease Control and Prevention (CDC).

Cleaning/disinfecting procedure

1. Shutdown system and disconnect power.
2. Dampen a clean, non-abrasive cloth with a mild soap-and-water solution. Ensure excess moisture is squeezed from the cloth.
3. Clean the surfaces and allow them to dry.
4. Dampen a new clean, non-abrasive cloth with your chosen disinfectant. Ensure excess moisture is squeezed from the cloth. Or use recommended pre-dampened disinfectant wipes.
5. Disinfect the surfaces and allow them to dry.
6. For disinfectant solutions that are safe for use with Touchscreen products please see below.

US CDC-recommended disinfectant solutions safe for Touchscreen products:

- Household bleach solution (1/3 cup bleach per gal. of water)
- Isopropyl alcohol (60%-70% solution)

Avoid highly concentrated (70%+) alcohol, bleach or ammonia solutions.

US EPA-recommended disinfectants safe for Touchscreen products:

- Clorox Disinfecting Wipes
- Clorox Healthcare Bleach Germicidal Wipes
- Clorox Commercial Solutions Hydrogen Peroxide Cleaner Disinfectant Wipes
- Lonza Disinfectant Wipes
- Lysol Brand Clean & Fresh Multi Surface Cleaner (20% cleaner solution to water ratio)
- Purell Professional Surface Disinfectant Wipes
- Sani-Cloth Prime Germicidal Disposable Wipes

Do NOT use the following materials when cleaning/disinfecting your Touchscreen product:

- Alcohol at concentration > 70%
- Methyl or Ethyl > 35%
- Thinner or Benzine
- Strong solvents
- Acids
- Detergents with fluoride
- Detergents with ammonia at concentration > 1.6%
- Abrasive cleaners
- Detergents with abrasives
- Steel wool or cloth with steel threads
- Sponges with abrasives
- 409 Cleaner