

TECHNICAL SERVICES MEMO

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Product Code(s): Various	System: N/A
Part/Model #: L3Harris Dispatch Consoles, Touchscreen Monitors, and Network Infrastructure Equipment	
Maintenance Document: N/A	
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Category: Dispatch Consoles, Touchscreen Monitors and Network Infrastructure Equipment

Subject: Cleaning Guidelines for L3Harris Dispatch Consoles, Touchscreen Monitors, and Network Infrastructure Equipment.

Summary: The Center for Disease Control has issued guidelines on cleaning and disinfecting electronic equipment, and this document confirms the process for L3Harris dispatch consoles, monitors, and network infrastructure equipment.

The Center for Disease Control has issued guidelines for cleaning and disinfecting electronic equipment. This information can found at the following link for “Disinfecting Your Facility if Someone is Sick”:

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/disinfecting-building-facility.html>

There are a number of sources of information in addition to the CDC information for cleaning and disinfecting equipment in the event someone is deemed or suspected to be sick. In addition to using the different sources of information, please note the CDC recommendation for the use of disposable gloves and gowns as well as other personal protective equipment (PPE).

These instructions are provided for the cleaning of L3Harris dispatch consoles, touchscreen monitors, and network infrastructure equipment in those situations when someone has not been deemed or suspected sick and in an effort to clean and disinfect surfaces based on information generally available on the date of this TSM. The use of disposable or, if unavailable, other gloves is recommended when cleaning equipment.

The CDC link above provides the following specific guidelines for cleaning and disinfecting electronic equipment as follows: For electronics, such as **tablets, touch screens, keyboards, remote controls, and ATM machines.**

- Consider putting a wipeable cover on electronics.
- Follow manufacturer’s instruction for cleaning and disinfecting.
- If no guidance, use alcohol-based wipes containing at least 70% alcohol. Dry surface thoroughly.

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With the exception of touchscreen monitors (see specific instructions below), L3Harris endorses the use of alcohol-based wipes containing at least 70% alcohol for cleaning and disinfecting the external covered surfaces of dispatch consoles, console accessories as well as the external covered surfaces of other network infrastructure equipment. Wipes should be moist but users should be careful to avoid allowing any excess or standing fluids or liquids to remain on any electronic equipment. Users should also exercise care during cleaning and disinfecting to avoid changing any switch positions or alter control settings on the equipment which may adversely affect the performance of the network infrastructure equipment.

Cleaning and disinfecting of touchscreen monitors should be done in accordance with the instructions provided by the monitor vendor. In the absence of instructions from the monitor vendor, users can proceed with the following guidance:

The following is a list of approved chemicals for use on monitors for both the housing and the touch glass. L3Harris does not recommend using any chemical that is not on the approved list. Approved chemicals should not be sprayed directly on the unit or the touch glass but instead should be sprayed onto a cleaning cloth and then cleaning the unit and the touch glass with the cleaning cloth.

DO NOT use abrasive cloths, paper towels or tissue paper, which can scratch the touchscreen.

Approved Cleaning Chemicals:

- Isopropanol
- Sani-Cloth
- CaviWipes (or similar)
- Clorox Disinfecting Wipes
- Windex (or similar)

The following chemicals will cause damage and should be avoided at all times :

- Nitric Acid
- Turpentine
- Toluene
- Bleach (Sodium Hypochlorite, NaOCl)
- Hydrogen peroxide

- Wet Location Warning: Apparatus shall not be exposed to dripping or splashing and no objects filled with liquids shall be placed on the apparatus.
- To reduce risk of electric shock, unplug unit from outlet before attempting any maintenance or cleaning.



The electrical hazard symbol is a WARNING indicating there may be an electrical shock hazard present.

The use of alcohol-based sprays or any other liquids for cleaning directly on equipment, other than the careful cleaning of the external covered areas of the equipment as set forth above, should be avoided - especially into open electronic racks, cabinets, or other areas with exposed electronic circuitry.

The use of liquids for cleaning is an electrical shock hazard and may cause significant personal injury, or death, and may adversely affect the performance of the electrical equipment.

L3Harris is unable to and did not determine whether the cleaning and disinfecting instructions set forth above will be effective in removing all germs and viruses from equipment and equipment surfaces.

If you have additional questions regarding this Technical Services Memo, please contact the L3Harris Technical Assistance Center toll free at 1 (800) 528-7711 (Option 3) or email us at PSPC_TAC@L3Harris.com.