



Yamaha Unified Communications Product Cleaning & Disinfecting Guidelines

Yamaha Unified Communications recommends following the Centers for Disease Control and Prevention's guidelines for cleaning and disinfecting your workplace and our products:

<https://www.cdc.gov/coronavirus/2019-ncov/community/cleaning-disinfecting-decision-tool.html>

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

What are the preferred methods to disinfect Yamaha Unified Communication products?

We recommend using Alcohol-based wipes or sprays containing at least 70% alcohol. After cleaning the product dry the surface thoroughly using a clean cloth.

If Alcohol-based wipes or sprays are not available you can also use other EPA registered household disinfectants, bleach solution or other CDC recommended cleaners- if these are used we recommend testing the solution on an area of the product first to check for possible cosmetic damage and/or discoloration.

What methods are NOT recommended?

- Do not use any disinfecting method that involves heating the product.
- Do not use an excessive amount of liquid or submerge the product. Avoid getting water inside the product, water can damage the electronics and create a risk of shock.

Cleaning with a Neutral detergent with surfactant*

1. Wipe with a soft cloth that has been moistened with the solution and thoroughly wrung out.
2. Leave it for 5 minutes.
3. Wipe with a soft cloth that has been moistened with water and thoroughly wrung out.
4. Wipe off any moisture with a dry cloth.

**Use a soft cloth and be careful not to cause scratches by excessive rubbing. Be careful not to allow water to drip into the product interior. Wipe thoroughly so that no solution or water remains.*

If you have a question not covered by this FAQ please contact our support team and they will be happy to assist. We are open 9 AM – 5 PM EST:

<https://uc.yamaha.com/contact-us/>