

Guidelines for Disinfecting Entrust Datacard Products

In light of the rapid spread of COVID-19 (novel coronavirus), users of Entrust Datacard printers and systems have asked for guidelines on cleaning and disinfecting our products to best protect the machine users and operators.

The purpose of this document is to provide guidelines on how to disinfect Entrust Datacard products. Entrust Datacard is not a qualified health or hygiene specialist or an expert on communicable diseases. Information and guidance on COVID-19 and ways to prevent the spread of the virus are available on the US Centers for Disease Control and Prevention (CDC) [website](#). Please follow CDC guidelines or guidelines from your local authorities as applicable.

Cleaning Entrust Datacard Products:

1. Power down all equipment and unplug all power cables.
2. Allow the printer or system to come to an ambient temperature before cleaning.
3. Clean the exterior of the machine, and any place a user touches the equipment, with isopropyl alcohol (isopropanol) wipes. Pre-soaked disposable wipes with 70% isopropyl alcohol are recommended.
 - Alternatively, a 70% isopropyl alcohol solution can be used to dampen a soft paper or microfiber cloth to wipe the surfaces. If your isopropyl alcohol is over 70%, dilute it with distilled water.
 - Do not spray isopropyl alcohol directly onto any surface.
 - Do not allow the solution to run between keyboard keys or into mouse buttons or form liquid puddles on the surface.
4. Dry with a clean, dry, lint-free microfiber cloth.
5. When the equipment is dry, power on the printer or system.

Cautions:

- Isopropyl alcohol is a flammable liquid. Read the Safety Data Sheet (SDS) provided with the alcohol wipes or liquid and follow the safety and handling instructions.
- Proper ventilation should be provided at the workplace when a high volume of equipment cleaning is being performed to prevent the build-up of alcohol vapors.