



**DATE: 04/28/2020**

**MODEL: All models**

**SUBJECT: Standard cleaning methods for Canon imageFORMULA products**

Please follow the instructions below when you clean up the areas frequently accessed by end users (i.e. control panels, covers and reading glasses).

- Make sure to power down and unplug before cleaning.

After cleaning, wait until surfaces become dry before plugging in and powering device back on.

- Ethanol is recommended for cleaning.

- Spray the cleaning agent onto a lint free cloth/rag and then wipe surfaces.

- Cloth/Rags should be disposed of each time after cleaning.

<Caution>

- Ethanol (Alcohol) is a flammable liquid and should never be used near fire or open flame.

- Don't spray any cleaning agent directly onto the machine.

- Don't rub with a cloth/rag vigorously.

\* This cleaning method does not guarantee any effect in killing any bacteria or virus.  
The effectiveness of these methods should be confirmed by subject matter experts in the area.

**3. Complementary information**

Using disinfectant other than ethanol may cause adverse effects as below

Disinfectant	PC+ABS	ABS	POM
Example of use in DR-G2	- Upper cover - Operation panel - Tray etc,	- Start key - Stop key - Top key - Document Eject Stopper	- Document Eject Guide - Cover - Document Feed Guide - Document Guide Lock lever
Neo ethanol P-7	Unknown (cannot be confirmed)	May be discolored to white, or/and cracked	
Sodium hypochlorite		May be discolored to white, or/and cracked (Unlikely to occur with a density is less than 1%)	May be discolored to white, or/and cracked (Likely to occur under conditions of - High density - Prolonged adherence - High temperature)
Isopropyl alcohol		May be discolored to white, or/and cracked	

- \* We have not examined the reaction of chemicals above. Considering difficulties to verify all the products on the market which contains chemicals above, we will not examine them one by one.
- \* Please note that wet tissues on the market may contain chemicals other than ethanol, which may cause adverse effects above.
- \* Even ethanol also may cause discoloration and crack by quantity and frequency.

If you have any questions, please do not hesitate to contact us.