

How to clean and disinfect Ascom mobile devices

User guide





Unlike consumer-grade mobile handsets, Ascom mobile devices are purpose-built for healthcare, manufacturing, enterprise, retail and other high-performance work environments.

Our handsets are tested with different cleaning and disinfection products and, below, is a list of approved solutions that will not harm the devices, while adhering to stringent cleaning protocols.

Chemical Resistance

Cleaning and disinfection for Ascom handsets 914T/914D, a71, a72, i63, d43, d63, d83, Myco 3, Myco 4.

The different Ascom handsets have various protection grades against water, IP classes, and the handset must not be exposed to more fluid than the IP-class allows.

Before disinfection the handset should be cleaned from dirt and biomass with a cloth moistened with a mild soap solution.

The Chemical test was split into two different testing methods, one using liquid solutions and the other using wipes.

Cleaning instructions

- Before cleaning the device, your hands should be cleaned.
- You may use liquid disinfection solutions or cleaning wipes. Avoid cleaning and disinfection solutions containing skin moisturizing or corrosive components
- Before disinfection, pre-clean the device to remove dirt with a cloth moistened with a mild soap solution.

Liquid disinfection solution

The liquid disinfection solution should be applied carefully with a non-abrasive cloth, extensive rubbing during cleaning/disinfection might cause surface damages to the handset. Even though the handset is resistant against the used solvent, the handset might have absorbed substances from e.g., skin moisture, cosmetics, or food during its life. These substances

can have a surface softening effect on the handset that will make them more sensitive for abrasion.

Cleaning and disinfection solutions containing skin moisturizing and/or corrosive components should be avoided.

For disinfection of Ascom handsets the following liquid solutions may be used.

Liquid disinfection solution	914T 914D	A71/A51 AMIE/CHAT	A72/ CHAT2	d43 DH6	d63/i63 DH7/WH2	Myco 3 SH2	d83 DH8	Myco 4 SH4
Ethanol 85% Sporadic disinfections	X	X	X	X	X	X	X	X
Ethanol 85% Daily disinfections	X	X	X		X	X**	X	X
Methanol 85% Daily disinfections							X	
Sodium Hypochlorite 5% Daily disinfection		X						
Hydrochloric Acid, 3% Sporadic disinfections		X	X				X	X
Virkon S 1% Daily disinfections	X	X		X	X	X		
Perasafe Lanxess						X		
Actichlor Plus 0,1% Chlorine Daily disinfections					X	X		
Aseptix (H ₂ O ₂) Daily disinfections				X	X	X		
Chlorhexidin 0,5mg/MI Sporadic contact		X	X	X	X	X	X	X
Chlorhexidin 0,5mg/MI Daily disinfections					X	X		X
Isopropyl / Isopropanol 85% Daily disinfections	X	X			X**	X**	X	
Dax ytdesinfektion Plus (isopropanol 30–45%) Daily disinfections	X	X			X	X**		
Lifeclean surface disinfection						X		

x*, Modes of d61/i62 produced before 2013-02-06 might be damaged by prolonged and frequent contact with 85% ethanol, due to old revision of display protection window.

x**, The sticker Logotype on the handset clip come loose. No other cosmetic or physical damage occurs.

Actichlor Plus, Chlorhexidin and Virkon S have a slightly corrosive effect and should be used with carefulness especially on phones with low IP sealing level.

Different cleaning frequencies:

- **Daily disinfections:** Up to five disinfection processes per day during the product's lifetime.
- **Sporadic disinfection:** One disinfection process per week during the product's lifetime.

The level of cleaning actions performed on the phone is depending on the user's preferences; there are concealed spaces on handsets that might require disassembly of lids etc. The final result is strongly relying on the user's own procedures, for which Ascom cannot take responsibility for.

Cleaning wipes

The disinfection solution should be applied carefully using the presoaked wipes inside the cleaning canister, extensive rubbing during cleaning/disinfection might cause surface damage to the handset. Even though the handset is resistant against the used solvent, the handset might have absorbed substances from e.g., skin moisture, cosmetics, or food during its life. These substances

can have a surface softening effect on the handset that will make them more sensitive for abrasion.

Cleaning and disinfection solutions containing skin moisturizing and/or corrosive components should be avoided.

For disinfection of Ascom handsets the following cleaning wipes may be used:

Cleaning wipes	914T 914D	A71/A51 AMIE/CHAT	A72/ CHAT2	d43 DH6	d63/i63 DH7/WH2	Myco 3 SH2	d83 DH8	Myco 4 SH4
PDI Super Sani-Cloth (Purple)					X	X		X
PDI Sani-Cloth Plus (Red)					X			
PDI Sani-Cloth Bleach (Orange)					X	X		
PDI Sani-Cloth HB (Green/blueish)					X			
PDI Sani-Cloth AF3 (Gray)					X	X		
PDI Sani-Cloth AF (White)					X			
Certol Prospray					X			
Clorox Hydrogen Peroxide (Green)					X			
Clorox Disinfecting Wipes					X	X		
CaviWipes and CaviWipes XL					X	X		
Cal Tech Dispatch (with bleach)					X			
Tuffie 5 Universal Sanitising Wipes						X		X
Clinell Universal wipes						X		X
ECOLAB Incidin OxyWipe-S (replaces Aseptix H ₂ O ₂)						X		
Hartmann, Bacillol AF						X**		
Hartmann, Bacillol 30						X**		
Hartmann, Bacillol 30 Sensitive Tissues						X**		
Hartmann, Bacillol 30 Sensitive Foam						X**		
Dimond wipes International, Handy Clean Steridol Wipes					X	X		
Wipeclean, Chlorine disinfection					X			
Wetwipe, Triamin disinfection					X	X		X

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Cleaning wipes	914T 914D	A71/A51 AMIE/CHAT	A72/ CHAT2	d43 DH6	d63/i63 DH7/WH2	Myco 3 SH2	d83 DH8	Myco 4 SH4
Sanimed, Sanisafe 70% IPA						X		
Wipeclean, Alco Free Disinfection						X		
Diversey, Oxivir Excel Wipe						X		
Wetwipe, Ethanol Disinfection 70%						X		X
Apowipe, Ethanol, Surface Cleaning & Disinfection						X		
Mikrozid Sensitive Wipes by Schuelke						X		
Saniswiss H ₂ O ₂ Boosted Biosanitizer S1						X		X
Oxivir TB Wipes					X	X		X
Wetwipe Universal								X
Wetwipe, Chlorine Disinfection + Detergent								X
Kiilto Pro Overfladedesinfektion 75% – Wipes	X	X			X**	X**	X	

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The level of cleaning actions performed on the phone depends on the user's preferences; there are concealed spaces on handsets that might require disassembly of lids etc. The result is strongly relying on the user's own procedures, for which Ascom cannot take responsibility for.

UV Disinfection

Disinfection for Ascom handsets SH2 and SH4.

The different handsets have been tested with UV-C light using equipment from UV Smart, specifically the product model D25 V2. The number of test cycles is calculated from disinfecting the handset after every shift, i.e., three times a day, every day for five years. That sums up to approximately 5500 test cycles.

Results

Both SH2 and SH4 are approved for cleaning with UV-C light after every shift. The UV-C disinfection does not affect the durability or functionality of the handsets. Some cosmetic changes may occur, like yellow-tinted plastic details.

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About Ascom

Our vision is a world where the right information moves people forward. Our mission is to put the right information in the right hands at the right time so that people can make the best possible decisions.

We are a global provider of communication and collaboration solutions for the acute care, long-term care and enterprise sectors. Our solutions are based on intelligent integrations with software and hardware that are open source and compatible with third party solutions. Every single second, our systems generate large amounts of data, which we then turn into useful and actionable information. This helps us to bring data to life for people in the toughest operational environments, ensuring smooth, complete, and efficient workflows.

Ascom is headquartered in Baar (Switzerland), has operating businesses in 19 countries and employs around 1,400 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.