

Motorola Solutions Technical Notification (MTN)

TITLE: Recommended general Motorola Solutions radio, body-worn camera and accessory cleaning and disinfecting guidelines in response to the coronavirus (COVID-19) pandemic

TECHNOLOGY: Motorola Solutions Radios, Body-Worn Cameras and Accessories

SUMMARY:

In response to the recent outbreak of the Coronavirus (COVID-19), based on Motorola's current and best understanding, here are the recommended cleaning and disinfecting guidelines for Motorola Solutions radios, body-worn cameras and accessories. Per the World Health Organization (WHO) and the Centers for Disease Control (CDC), cleaning refers to the removal of germs, dirt, and impurities from surfaces. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. Disinfecting refers to using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

Information from the WHO website: [Getting your workplace ready for COVID-19](#)

Information from the U.S. CDC website: [Coronavirus Disease 2019 \(COVID-19\)](#)

General Cleaning:

- Apply **0.5%** detergent-water solution with a cloth, then use a stiff, non-metallic, short-bristled brush to work all loose dirt away from the device. Use a soft, absorbent, lintless cloth or tissue to remove the solution and dry the device.
- Make sure that no solution remains entrapped near any connectors, cracks or crevices.

Disinfecting:

- Devices may be disinfected by wiping them down with over-the-counter isopropyl alcohol (rubbing alcohol) with at least a **70%** alcohol concentration.
- When cleaning with isopropyl alcohol, **the alcohol should never be applied directly to the device.** It should be applied to a cloth, which is then used to wipe down the device.
- The effects of certain chemicals and their vapors can have detrimental effects on plastics and the metal platings.

Do not use bleach, solvents or cleaning sprays to cleanse or disinfect your device.

IMPORTANT: Motorola Solutions, Inc. is unable to, and did not, determine whether any particular cleaning product is effective in removing specific foreign substances (including viruses) from the device, nor whether any disinfectant will remove all germs or viruses. However, the above cleaners, disinfectants and processes have been approved for use by Motorola Solutions, Inc. related to their less degrading effect on the physical device. Please consult the chemical manufacturers' documentation for specifics on cleaning product efficacy with regards to foreign substances (such as viruses).

For assistance with this bulletin, please contact your Motorola Solutions, Inc. Technical Support Center.

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In EMEA: https://www.motorolasolutions.com/en_xu/support.html

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