

Advantech AE Technical Share Document

Date	2020 / 04 / 09	Release Note	<input type="checkbox"/> Internal <input checked="" type="checkbox"/> External
Category	<input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP	Related OS	NULL
Abstract	FAQ_How to clean the touch screen		
Keyword	PPC, TPC, FPM, Panel		
Related Product	PPC, TPC, FPM Series		

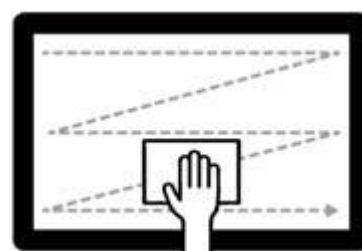
■ Problem Description:

As the COVID-19 pandemic rages across the globe, cleaning touch panel surfaces for users' peace of mind has become necessary because the virus can remain viable on surfaces for hours to days. Depending on type and model, we recommend carefully using only certain chemicals to clean both projected capacitive (PCAP) and resistive touch panels

■ Brief Analysis and Solution :

When you clean the surface of your touch panel, please follow these steps:

1. To prepare for disinfecting the touchscreen, power down the device.
2. Dampen a new clean, non-abrasive cloth with a disinfectant chosen from the list below. Ensure excess liquid is squeezed from the cloth. You may also use recommended pre-dampened wipes.
3. Apply cleaning agent (alcohol, bleach, or glass cleaner) to a clean cloth. Make sure the cloth is well saturated.
4. Wipe touch panel in a "Z" motion, ensuring the cloth comes into contact with the entirety of the touch panel surface.
5. Dry the panel thoroughly with a dry cloth, removing as much of the cleaning solution as possible. Cleaning solutions containing bleach, alcohol, and ammonia are corrosive to touch panel surface coatings and ITO film. So, you should not leave the solution on the touch panel surface for more than 2 minutes. Make sure to remove all residues when finished cleaning. If used correctly, this method of cleaning will not damage PCAP or resistive touch panels.



■ **Recommended disinfectant solutions safe :**

1. Household bleach solution (1:100 bleach:water solution)
2. Isopropyl alcohol ($\leq 75\%$ alcohol)

■ **Do NOT use the following materials when cleaning/disinfecting:**

1. Isopropyl Alcohol at concentration $> 75\%$
2. Methyl Alcohol or Ethyl Alcohol at concentration $> 35\%$
3. Thinner or benzene
4. Strong lye
5. Strong solvents
6. Acids
7. Detergents with fluoride
8. Detergents with ammonia at concentration $> 1.6\%$
9. Abrasive cleaners
10. Detergents with abrasives
11. Formula 409
12. Steel wool
13. Sponges with abrasives
14. Steel blades
15. Cloth with steel threads
16. Do not mix bleach and ammonia because this will produce a dangerous chemical reaction.
17. Please do not spray cleaning solution directly onto the touch panel surface.

Advantech cares for the health of everyone affected by the COVID-19 pandemic. Cleaning our surroundings is an important way we can win against this virus. We hope you will help in any way you can. Stay healthy and stay strong.