



# Technical Bulletin

TB-US-20200422-1

April 22, 2020

## Cleaning the Surface of the iPad & Stylus (Update 3)

Update 1: Added updated Apple recommendations for disinfecting the iPad

Update 2: Added recommendations on cleaning the Stylus

Update 3: Added footnote on powering off iPad to clean the screen and clarification on use name brand disinfecting wipes. Updated document format.

### 1. Cleaning the iPad

During an Election Day there is the potential for fingerprints, germs, and bacteria to be collected by the iPad while being used by the general voting public. KNOWiNK has reached out to Apple for recommendations for cleaning the iPad surface and those recommendations are below.

#### Recommendation

Cleaning the iPad Screen:

- Unplug all cables and turn off the iPad.<sup>1</sup>
- Use a soft, slightly damp, lint-free cloth—for example, a lens cloth.
- If material is still present, use a soft, lint-free cloth with warm soapy water.
- Avoid getting moisture in openings.
- Don't use cleaning products or compressed air.

The iPad has a fingerprint-resistant oleophobic—oil repellent—coating. Cleaning products and abrasive materials will diminish the coating and might scratch the iPad.

The use of isopropyl alcohol (IPA) is approved for use in cleaning systems in situations where the use of a damp, soft, lint-free cloth is insufficient. To do so, apply a small amount of isopropyl alcohol to a soft, lint-free cloth.

**Do not apply the isopropyl alcohol directly to the system!**

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<sup>1</sup> Apple recommends powering an iPad off before cleaning or sanitizing. This may not be practical during Election Day. Placing the device in sleep mode by tapping the Sleep/Wake button and the wiping the screen with an alcohol or disinfecting wipe will sanitize frequently touched surfaces and prevent unintended actions from being registered on the Poll Pad application. The wipe should NOT have excessive moisture as exposing the unit to excessive moisture will impact its useful life and void any manufacturer warranty.

**Warning from Apple:**

Don't use window cleaners, household cleaners, compressed air, aerosol sprays, solvents, ammonia, abrasives, or cleaners containing hydrogen peroxide to clean iPad. iPad has an oleophobic coating on the screen; simply wipe iPad's screen with a soft, lint-free cloth to remove oil left by your hands. The ability of this coating to repel oil will diminish over time with normal usage and rubbing the screen with an abrasive material will further diminish its effect and might scratch your screen.

After publishing these initial recommendations, Apple updated the recommendations to allow for certain disinfectants to be used:

**Is it OK to use a disinfectant on my Apple product?**

Using a 70 percent isopropyl alcohol wipe or Clorox Disinfecting Wipes<sup>2</sup>, you may gently wipe the hard, nonporous surfaces of your Apple product, such as the display, keyboard, or other exterior surfaces. Don't use bleach. Avoid getting moisture in any opening, and don't submerge your Apple product in any cleaning agents. Don't use on fabric or leather surfaces.

Source: [https://support.apple.com/en-us/HT204172?mod=article\\_inline](https://support.apple.com/en-us/HT204172?mod=article_inline)

## 2. Disinfecting the Stylus

During Election Day the other main component that will be handled by the public is the stylus. Using a 70 percent isopropyl alcohol wipe or Clorox Disinfecting Wipes, you may gently wipe the shaft of the stylus **but be careful not to wipe the rubber tip of the stylus**. Only the main body of the stylus should be wiped with a disinfectant. Prolonged exposure of the rubber tip to alcohol or other disinfectant will decrease the useful life of the rubber tip. Should the rubber tip deteriorate beyond effective use, replacement tips may be ordered from KNOWiNK.

This Technical Bulletin supersedes TB-US-20200413-1 Cleaning the Surface of the iPad & Stylus (Update 2) dated April 13, 2020

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<sup>2</sup> Or similar product. The wipe should NOT have excessive moisture as exposing the unit to excessive moisture will impact its useful life and void any manufacturer warranty.