



CANON SOLUTIONS AMERICA

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MESSAGE TO CANON SOLUTIONS AMERICA CUSTOMERS  
REGARDING CORONAVIRUS AND SEASONAL FLU OUTBREAK

MARCH 12, 2020 UPDATE

RE: Device Cleaning

As you are aware, the situation with COVID-19 (known as the coronavirus) is gaining momentum. While the Centers for Disease Control and Prevention (CDC) maintains the U.S. population is at low risk for infection, it is critical that we do everything in our power to ensure the safety of both our customers and our dedicated service technicians and colleagues as this situation continues to develop.

In doing so, we have instituted stringent guidelines to maintain a clean and safe user experience for both our customers and our technicians. While nothing is guaranteed, this process allows us to be proactive in our pursuit of eliminating any potential risks. The steps below will be followed by our technicians during each visit.

- All technicians will wear protective disposable nitrile gloves, supplied by Canon Solutions America, during the servicing of any equipment for protection and contamination of the skin.
- At the beginning of a service call, all areas of the device(s) will be cleaned, including control panels, covers, jam locations, etc., with the use of Isopropyl alcohol. This should be done while:
  - Confirming the device is powered down before cleaning. Wait until surfaces are dry before powering the device back on.
  - Do not spray cleaning agent directly onto the machine. Instead, spray the cleaning agent onto a lint-free cloth/rag, and then wipe surfaces.
  - Utilize glass cleaner only on the platen glass surface. Wipe with a lint-free cloth.
- Following the completion of the service call, the same cleaning steps performed at the beginning of the service call will be repeated.

If you are not in need of a service call at this time, and would like to disinfect your Canon devices, we recommend that you follow the same protocol as outlined above. Isopropyl alcohol should be used for cleaning of the device control panels, covers, and jam locations. You may also use Clorox or Lysol for this purpose. Glass cleaner should be used on the platen glass.

We very much appreciate your patience and your loyalty during this highly sensitive period.