



Learn how to clean your HP consumer products

HP's vision is to create technology that makes life better for everyone, everywhere. We are on a mission to build amazing experiences for how you work, live and play including to support your well-being. The world is changing rapidly with the spread of COVID-19 disease, also known as Coronavirus. We want you to have the information you need to effectively clean HP consumer products.

The Centers for Disease Control and Prevention (CDC) [recommends](#) cleaning surfaces, followed by disinfection, as a best practice for the prevention of Coronavirus and other viral respiratory illnesses in households and community settings.

Cleaning guidance:

When a single device is being used by multiple people either in a home, school, or another setting we recommend you to clean the parts of the computer/printer that people come into contact with, such as the keyboard, mouse, trackpad or touchscreen or other exterior surfaces.

In order to properly clean these areas, use an alcohol solution consisting of 70% isopropyl alcohol and 30% water. This is a CDC recommended disinfectant. Isopropyl Alcohol is sold in most stores, usually in a 70% Isopropyl Alcohol / 30% Water solution. It may also be marketed as rubbing alcohol. Please follow the steps below when cleaning your HP consumer products:

1. Wear disposable gloves made of latex (or nitrile gloves if you are latex-sensitive) when cleaning the surfaces.
2. Turn off your device and unplug the power cord along with other connected external devices. Remove any installed batteries from items such as wireless keyboards.



CAUTION: Never clean a product while it's powered on or plugged in.

3. Moisten a microfiber cloth with a mixture of 70% isopropyl alcohol / 30% water.



NOTE: To avoid damaging the surface, avoid abrasive cloths, towels, paper towels.



CAUTION: The cloth should be moist, but not dripping wet.



CAUTION: Do not spray cleaners directly on the product. Do not use aerosol sprays, solvents, abrasives, or cleaners containing hydrogen peroxide (bleaches) that might damage the finish.

4. Wipe gently on the exterior of the product with the moistened cloth.



CAUTION: Keep liquids away from the product. Avoid getting moisture in any openings. If liquid makes its way inside your HP product, it can cause damage to the product.

5. Start with the display or printer control panel (if applicable). Wipe carefully in one direction, move from the top of the display to the bottom. End with any flexible cables, like power cord, keyboard and USB cables.
6. Ensure surfaces have completely air-dried before turning the device on after cleaning.
7. Clean the copier/scanner glass again using an office glass cleaner sprayed onto a clean rag to remove streaking.
8. Discard the gloves after each cleaning. Clean your hands immediately after gloves are removed.

Instructions for safe handling:

It is important to handle isopropyl alcohol in a safe manner at all times.



- Avoid contact with skin, eyes, and clothing.
- Keep away from heat and sources of ignition.
- Use with adequate ventilation.



- Store in a cool, well-ventilated place. Keep container tightly closed.
- In the event of contact with isopropyl alcohol, wash skin thoroughly with soap and water.

Additional cleaning guidance can be found in the User Guide for each product. [Click here](#) for more information.

Do's

- ✓ Wear disposable gloves made of latex when cleaning the surfaces.
- ✓ Be sure to turn off your device, unplug the power cord from the wall or power strip, disconnect from external devices and remove the battery from portables or wireless keyboards and mice, before you start the cleaning process.
- ✓ Use microfiber cloth or use only a soft, lint-free cloth.
- ✓ Use a CDC recommended disinfectant- an alcohol solution consisting of consisting of 70% isopropyl alcohol and 30% water.
- ✓ Keep liquids away from the product.

Don'ts

- ✗ Do not use abrasive cloths, towels, paper towels or similar items.
- ✗ Do not wipe excessively, do not use excess force when cleaning the surface area, it might cause damage.
- ✗ Do not get moisture into any openings.
- ✗ Do not use an extremely damp or dipping cloth to clean the area. If you encounter a very damp cloth it may need to be squeezed to remove some of the excess liquid before use.
- ✗ Do not use any of the following chemicals or any solutions that contain them, including spray-based surface cleaners: bleach, peroxides (including hydrogen peroxide), acetone, ammonia, ethyl alcohol, methylene chloride or any petroleum-based materials, such as gasoline, paint thinner, benzene or toluene.
- ✗ Do not spray cleaners directly onto the product.
- ✗ Do not allow the liquid from the cloth to sit or pool on the area being cleaned for a long amount of time.
- ✗ Do not use rough towels to dry the area.

FAQ for cleaning your HP consumer products

Q: What CDC-recommended disinfectant can I use to clean my HP consumer products?

A: You can clean your HP consumer devices by using a CDC-recommended disinfectant that is comprised of 70% isopropyl alcohol and 30% water. Please follow the guidelines found in this document to clean the frequently-touched exterior surfaces of the HP products.

Q: Can I use bleach or peroxides to clean my HP consumer PC or Printer?

A: Wipes containing bleach and hydrogen peroxide should not be used as it might cause damage to the product.

Q: Will the letters and symbols on my keyboard disappear from cleaning?

A: Some chemicals are very harsh and can damage keyboards and other surfaces. By following the steps outlined in this document to clean your device, you can reduce the risk of damaging your keyboard or other surfaces.

Q: What portions of my devices are safe to clean?

A: All external components of your PC or printer can be cleaned using the recommended solution, including ports, cables, keyboard keys, rubber, plastic, metal surfaces, displays and printer control panels. Please reference the cleaning guidelines for more information.

Q: How often can I clean my PC, keyboard, mouse, display or printer?

A: HP recommends cleaning your devices a maximum of 3-5 times per day. Excessive cleaning of your device with any cleaning solution can lead to potential wear on components.

Note: There may be some visible changes to cosmetic finishes of your product over time as a result of the cleaning techniques mentioned in this document.