

How to Clean Your HP Device with Approved Disinfecting Wipes.



Using disinfecting wipes to clean highly touched surfaces on electronic devices is more imperative now than ever before.

To help maintain a healthy office environment, while still protecting your electronic devices, HP has developed a portfolio of select HP platforms that are designed to be cleaned using commonly available household disinfecting wipes² up to 1,000 times. The select HP platforms, approved germicidal wipes and best practices for cleaning are outlined in this document.

For environments where multiple users may be using a single device (i.e., clinical settings, retail), HP has developed a portfolio of select devices that are designed to be cleaned using commercial grade germicidal wipes up to 10,000 times over a three- year period. These select devices, approved wipes, and best practices for cleaning each device are outlined in this document.

Table of Contents

| | |
|--|----|
| 1. Using a Disinfectant is More Important than Ever | 3 |
| 2. HP Commercial Products: Disinfectant Ready | 3 |
| 3. Designed Tough | 3 |
| 4. HP Commercial Portfolio (1,000 wipes) | 4 |
| 5. HP Education Edition & Fortis Portfolio (1,000 wipes) | 5 |
| 6. HP Commercial Portfolio (10,000 wipes) | 5 |
| 7. HP Engage Portfolio (10,000 wipes) | 6 |
| 8. HP Presence (1,000 wipes) | 6 |
| 9. Cleaning vs. Using a Disinfectant | 7 |
| 10. Using Disinfecting Wipes | 8 |
| 11. Disinfecting Wipes/Chemical Formulations: Safe for Use | 9 |
| 12. Before Starting | 9 |
| 13. Using Disinfecting Wipes on HP EliteBooks & HP ZBook Mobile Workstations | 10 |
| 14. Using Disinfecting Wipes on HP EliteDesks, ProDesks & Z Workstations | 11 |
| 15. Using Disinfecting Wipes on HP Commercial Displays & HP Z Displays | 12 |
| 16. Using Disinfecting Wipes on Select HP Premium & Mainstream Accessories | 13 |
| 17. Using Disinfecting Wipes on HP VR PC Backpacks, HP Z VR PC Backpacks and Omen X VR PC Backpacks | 13 |
| 18. Using Disinfecting Wipes on HP Engage Systems | 14 |
| 19. Using Disinfecting Wipes on HP Presence Systems | 15 |
| 20. Disinfecting HP HMGs (Head Mounted Displays including HP WMR Headset, HP Reverb G1 VR Headset, HP Reverb G2 VR Headset, HP Reverb G2 Omnicept Edition) | 15 |
| Appendix I | 17 |
| Appendix II | 20 |
| Appendix III | 21 |
| Appendix IV | 22 |
| Appendix V | 23 |

1. Using a Disinfectant is More Important Than Ever

- 1.1 Proper cleaning and use disinfectants on electronic devices have become more important now than ever due to the recent emergence of the SARS-CoV-2. To aid in the prevention of COVID-19 and other contagious illnesses in everyday office environments, the Centers for Disease Control and Prevention (CDC) recommends frequent cleaning of high-contact surfaces followed by the use of a disinfectant. This recommendation includes cleaning the high-contact, external surfaces of electronic devices such as notebooks, desktops, workstations, displays, keyboards and mice.

2. HP Commercial Products: Disinfectant Ready

- 2.1 To help maintain a healthy office environment, while still protecting your electronics, HP has developed a portfolio of PC devices that are designed to be easily wiped down with commonly available household disinfecting wipes². The portfolio of HP devices includes a wide range of commercial notebooks, desktops, workstations, displays and accessories. Most outer surfaces of these products, including the display, keyboard, and trackpad, are vigorously tested for up to 1,000 wipe cycles to ensure that there is no damage or wear when cleaned with specific disinfectant wipes².
 - 2.1.1 For environments where multiple users may be using a single device (i.e., clinical settings, retail), HP has developed a portfolio of select devices that are designed to be cleaned using commercial grade germicidal wipes up to 10,000 wipes over a three-year period. The portfolio of HP devices includes a wide range of commercial notebooks, workstations and Engage products. Most outer surfaces of these products, including the display, keyboard, and trackpad, are vigorously tested for up to 10,000 wipe cycles to ensure that there is no damage or wear when cleaned with specific disinfectant wipes².

3. Designed Tough

- 3.1 HP has worked with industry leaders in material science and engineering to identify and select robust materials and components that help make our products ready for use with commonly available household disinfectant wipes. Some of these material and design choices include:
 - 3.1.1 Anodized Surfaces & UV Hardened Paints: All HP Elite and Z Workstation products are designed and built using anodized aluminum or magnesium with UV hardened paint, creating a tough and reliable outer surface.
 - 3.1.2 Duracoat Finish / Laser Etched Keyboards: HP Elite Notebooks and Mobile Workstations use keyboards coated with a Duracoat finish that helps them resist wear. Characters and lettering on HP stand-alone keyboards are imprinted using a laser-etching process that also helps them resist wear.

3.1.3 Durable Displays: HP display panels used in our Elite Notebooks, Mobile Workstations, All-in- Ones and Stand-Alone Displays have been extensively tested to ensure that they are not damaged by chemicals used in many common household disinfecting wipes³

4. HP Commercial Portfolio (1,000 Wipes)

- 4.1 HP markets a wide range of commercial PC devices and accessories that have been designed and tested to withstand up to 1,000 cycles of wiping with commonly available household disinfecting wipes.
- 4.2 As part of our standard testing practices, every HP notebook starting from 2021 or from the G8 series has undergone the tests to ensure they can withstand 1,000 cycles of disinfectant wiping.
- 4.3 The table below represents all HP notebooks and desktops that have passed our standard 1,000 wipes test using select household disinfectant wipes:

| Product | Series | Platform |
|----------------------------|--|--|
| All Notebooks 2021-present | 400s*, 600s, 800s, 1000s, mobile workstations (G5 and above) | EliteBook, Elite, ProBook*, ZBook, Elite, Chromebook, Education Fortis |
| | | |
| All Desktops 2021-present | TWR/MT/SFF/DM/SLICE/TC/400s, 600s, Docking stations | All-in-One, HP Engage, Presence Conferencing solutions |

- 4.4 The product list below represents the PCs that were tested separately before the implementation of the disinfectant testing into our standard testing practices that may not be represented in the table above:

- 4.4.1 HP EliteBooks (Excludes Elite Chromebooks)
- 4.4.2 HP EliteDesks
- 4.4.3 HP EliteOne (Display Panel Only) 3
- 4.4.4 ZBook Mobile Workstations
- 4.4.5 Z Series Desktop Workstations
- 4.4.6 HP Education Edition Notebooks (Keyboards Only)
- 4.4.7 HP Elite and Z Displays (Z, S, E and P series, Display Panel Only)³
- 4.4.8 HP Commercial Accessories (HP Elite Presenter Mouse, HP Premium Keyboard (wireless and USB) and HP desktop wired 320 KB/Mouse only.)
- 4.4.9 HP VR PC Backpacks, HP Z VR PC Backpacks and Omen X VR PC Backpacks
- 4.4.10 HP Engage Desktop Systems
- 4.4.11 HP Engage All-in-One Systems

- 4.4.12 HP Engage Mobile Station
- 4.4.13 HP Elite mt645 G7 Mobile Thin Client
- 4.4.14 HP Engage Express

To view the full table of commonly available disinfecting wipes for use on specific HP products up to 1000 wipe cycles, please [see Appendix I.](#)

To view the full table of disinfecting chemical formulations for use on specific HP Products up to 1000 wipe cycles, please [see Appendix II.](#)

5. HP Education Edition & Fortis Portfolio (1,000 Wipes)

- 5.1 HP markets a wide range of Education Edition & Fortis devices that have been designed and tested to withstand up to 1,000 cycles of wiping on select, high-touch surfaces. Depending on the product, high-touch surfaces may include the keyboard, chassis and display. The products listed below have all been tested to meet the 1,000-wipe requirement:

- 5.1.1 HP Chromebook x360 11 G4 EE
- 5.1.2 HP Chromebook x360 11MK G3 EE
- 5.1.3 HP Chromebook 11 G9 EE
- 5.1.4 HP Chromebook 11MK G9 EE
- 5.1.5 HP Chromebook 14 G7 EE
- 5.1.6 HP Fortis 14 G10 Chromebook
- 5.1.7 HP Fortis 11 G9 Q Chromebook
- 5.1.8 HP Pro x360 Fortis 11 G9
- 5.1.9 HP Pro x360 Fortis 11 G10
- 5.1.10 HP ProBook Fortis 14 G9
- 5.1.11 HP ProBook Fortis 14 G10
- 5.1.12 HP Pro x360 Fortis 11 G11

To view the full table of what areas can be cleaned on specific Education Edition & Fortis platforms, please [see Appendix III.](#)

6. HP Commercial Portfolio (10,000 Wipes)

- 6.1 HP has tested select EliteBooks and Mobile Workstations products to withstand 10,000 cycles of wiping using germicidal wipes commonly found in clinical settings. These select products were tested for use in settings where extensive wiping is needed including clinical and retail environments. The products listed below have all been tested to meet the 10,000-wipe requirement:

- 6.1.1 HP EliteBook 830/840/850 G7 and G8
- 6.1.2 HP EliteBook 835/845/855 G7 and G8
- 6.1.3 HP ZBook Firefly 14/15 G7 and G8

- 6.1.4 HP ZBook Create G7 and G8
- 6.1.5 HP ZBook Studio G7 and G8
- 6.1.6 HP mt46 Mobile Thin Client
- 6.1.7 HP t640 Desktop Thin Client

To view the full table of commercial grade germicidal wipes that can be used on select EliteBooks and Mobile Workstations up to 10,000 cycles, please [see Appendix IV.](#)

7. HP Engage Portfolio (10,000 Wipes)

- 7.1 HP has tested select HP Engage Systems to withstand 10,000 cycles of wiping using germicidal wipes commonly found in clinical settings. These select products were tested for use in settings where extensive wiping is needed, including clinical and retail environments. The products listed below have all been tested to meet the 10,000-wipe requirement with select wipes.
 - 7.1.1 HP Engage One
 - 7.1.2 HP Engage One Pro
 - 7.1.3 HP Engage Flex Pro
 - 7.1.4 HP Engage Flex Pro-C
 - 7.1.5 HP Engage MP9
 - 7.1.6 HP Engage Go 10
 - 7.1.7 HP Engage Flex Mini
 - 7.1.8 HP Engage One Essential
 - 7.1.9 HP Engage Go 13.5 Convertible System
 - 7.1.10 HP Engage Express

To view the full table of commercial grade germicidal wipes that can be used on select Engage Systems up to 10,000 wipe cycles, please [see Appendix V.](#)

8. HP Presence Portfolio (1,000 wipes)

- 8.1 HP Presence offers conference room solutions for the modern workforce created to improve the experience between in-person and virtual meetings with AI enhanced software. HP has tested select HP Presence products with up to 1,000 cycles of wiping with commonly used disinfecting wipes found in the average household. The products listed below have all been tested to meet the 1,000-wipe requirement:
 - 8.1.1 HP Presence Small Space Solution with MTR
 - 8.1.2 HP Presence Small Space Solution Plus Camera with MTR
 - 8.1.3 HP Presence Small Space Solution Plus A Bar with MTR
 - 8.1.4 HP Presence Medium Space Solution with MTR
 - 8.1.5 HP Presence Medium Space Solution Plus Camera with

MTR

- 8.1.6 HP Presence Medium to Large Space Solution Plus AI Camera/Mics with MTR
- 8.1.7 HP Presence Large Space Solution with MTR
- 8.1.8 HP Presence Small Space Solution with ZR
- 8.1.9 HP Presence Small Space Solution Plus Camera with ZR
- 8.1.10 HP Presence Small Space Solution Plus A Bar with ZR
- 8.1.11 HP Presence Medium Space Solution with ZR
- 8.1.12 HP Presence Medium Space Solution Plus Camera with ZR
- 8.1.13 HP Presence Medium to Large Space Solution Plus AI Camera/Mics with ZR
- 8.1.14 HP Presence Large Space Solution with ZR
- 8.2 In collaboration with leveraged DT Systems:
 - 8.2.1 Presence Conference Room Solution
 - 8.2.2 HP Mini Conferencing PC with Zoom Rooms (leveraging 800 G9 mini platform)
 - 8.2.3 HP Presence 23.8-inch All-In-One Conferencing PC with Zoom Rooms (leveraging HP EliteOne 840 G9 AIO platform)
 - 8.2.4 HP Presence 27-inch All-In-One Conferencing PC with Zoom Rooms (leveraging HP EliteOne 870 G9 AIO platform)
 - 8.2.5 HP Mini Conferencing PC with Zoom Rooms
 - 8.2.6 HP Mini Conferencing PC with MS Teams Rooms

To view the full table of commonly available disinfecting wipes for use on specific HP products up to 1000 wipe cycles, please [see Appendix I](#).

To view the full table of disinfecting chemical formulations for use on specific HP Products up to 1000 wipe cycles, please [see Appendix II](#).

9. Cleaning vs. Using a Disinfectant

- 9.1 It is important to note that cleaning devices is not the same as using a disinfectant. Cleaning a device removes dirt, dust or other material from its surface and should be done on a regular basis as described in the HP user manual or maintenance service guide. Cleaning a device will often involve removing larger particles or debris by using compressed air and then wiping the device down with a microfiber cloth slightly dampened with water. Using a disinfectant, however, is focused on reducing or eliminating the number of bacterial and viral pathogens that can be found on the surface of the device. To help ensure the proper use and effectiveness of a disinfectant, HP devices should be cleaned as outlined in the user manual and then wiped down by following the directions from the manufacturer of the disinfectant wipe. Excessive cleaning of an HP device beyond the recommended 1,000 or 10,000 cycles with any cleaning solution can

potentially lead to visible wear on the component or its surfaces.

10. Using Disinfecting Wipes

10.1 Using a disinfecting wipe is a simple and easy way to apply a disinfectant to HP commercial PC devices or accessories after they have been cleaned. However, there are a few things to keep in mind when using a disinfectant wipe on an HP device:

10.1.1 Not All Wipes are the Same: Manufacturers often make different types of wipes under the same brand. While these wipes may all look the same, some of them may contain certain chemicals that can harm the device. It is important to only use those wipes that have the specific formulations identified in the Specification Document found in Appendix I in this document. Always check the formulation of a wipe before using it on an HP product.

IMPORTANT

Many common household cleaners and disinfectants can damage electronic products. Do not use any of the following chemicals or any solutions that contain them: bleach, peroxides (including hydrogen peroxide), acetone, ammonia, methylene chloride, citrus or citric acid-based cleaners or any petroleum-based solvents, such as gasoline, paint thinner, benzene or toluene.

10.1.2 Wipe Saturation: Saturation, which is the amount of liquid on the wipe, is extremely important and can vary between manufacturers, between different products from the same manufacturer, or even from wipe to wipe within the same container. When using a wipe to apply disinfectant to a device, the wipe should only be slightly saturated so that it will apply a thin layer of the solution without causing excessive pooling or dripping. Excessive moisture entering the device can permanently damage the electronics inside the device. Always follow the wipe manufacturer's directions for applying the wipe on surfaces to maximize effectiveness.

10.1.3 Wiping Aggressively: When using a disinfecting wipe, avoid aggressively wiping the surface with the wipe. Disinfecting is done chemically via the active ingredients in the cleaning solution. Applying excessive pressure or scrubbing the surface only increases wear on the surface.

10.1.4 Spray Based Disinfectants: Sprays of any kind (aerosol, pump, etc.) should never be used directly on HP products, as they will result in liquid entering the system and can result in permanent damage of the electronics inside.

11. Disinfecting Wipes / Chemical Formulations: Safe for Use

11.1 Appendix I: Commonly Available Disinfecting Wipes for Use on Specific HP Products

11.1.1 The list of disinfecting wipes found in Appendix I contains examples of commonly available household wipes for use on the HP devices in section 4.1 of this document. These disinfecting wipes use chemical formulations that have been tested up to 1,000 wipe cycles on a range of product materials and do not contain additional active ingredients known to damage electronic devices (see 7.1.1.1)¹. This list is not exclusive and is subject to change over time. For a list of tested formulations, see Appendix II in this document, "Disinfecting Chemical Formulations for Use on Specific HP Products".

11.2 Appendix II: Disinfecting Chemical Formulations for Use on Specific HP Products

11.2.1 HP has tested a wide range of formulations and chemicals used in commonly available disinfecting wipes. Of the formulations tested, HP has identified specific formulations and chemical ingredients that can be used on the HP Products in section 4.1 of this document up to 1,000 wipe cycles. These tested formulations and chemicals can be found in the table in Appendix III.

IMPORTANT

Many common household disinfecting wipes contain additional ingredients. When selecting a disinfecting wipe, the formulation should only contain the active ingredients identified in this list and no other ingredients other than pure water. If other active ingredients such as bleach or peroxide are listed, the disinfectant wipe should not be used on HP devices.

12. Before Starting

- 12.1 It is important to reference this document to ensure the right disinfecting wipes are being used for the device you are cleaning. Not all wipes listed in this document are compatible with all models of the platforms listed. Users should reference this guide and the appendices to ensure they are applying the correct disinfecting wipe to the exact HP model they are using and to what degree.
- 12.2 Clean the device of any dirt, food or debris per the product's user guide or maintenance service guide.
- 12.3 Wear disposable gloves made of latex (or nitrile gloves if latex-sensitive) when cleaning and disinfecting surfaces.
- 12.4 Turn off the device and disconnect AC power (never clean a product

while it is powered on or plugged in). Remove batteries from items like wireless keyboards or mouse (if applicable).

- 12.5 Disconnect any external devices.
- 12.6 Completely read all directions for the disinfecting wipe you are using and follow the manufacturer's instructions exactly.
- 12.7 Use with adequate ventilation.
- 12.8 Ensure that the wipe is lightly saturated. Do not allow any moisture to drip from the wipe into areas such as keyboards, display panels or I/O ports, as moisture entering the inside of an electronic product can cause damage to the product.

13. Using Disinfecting Wipes on HP EliteBooks, HP ZBook Mobile Workstations & Mobile Thin Clients

- 13.1 Follow the "Before Starting" guidelines outlined in section 12 of this document.
- 13.2 Clean the HP device as outlined in the user manual or service guide if required. Cleaning the device of dirt and other particles will help improve the overall effectiveness of the disinfectant
- 13.3 When using disinfecting wipes on HP devices, only use those wipes that contain the active ingredients / formulations outlined in this document. Make sure to read the wipe manufacturer's directions and follow them exactly.
- 13.4 Notebook Surfaces / Keyboards / Touchpad
 - 13.4.1 Gently wipe the surfaces of the notebook using the disinfecting wipe.
 - 13.4.1.1 When using a wipe to apply disinfectant to a device, the wipe should only be slightly saturated so that it will apply a thin layer of the solution without causing excessive pooling or dripping.
 - 13.4.1.1.1 Use caution around vents, grills, and I/O ports to ensure the solution does not collect and drip into the notebook. This could damage sensitive internal components.
 - 13.4.1.1.2 Do not allow the solution to collect and drip between the keys and into the notebook. This could damage sensitive internal components.
 - 13.4.1.1.3 Be careful around the perimeter of the touchpad as depressing the touchpad may create a gap that could allow the solution to enter the system. This could damage sensitive internal components.
 - 13.4.2 Allow surface to air dry to maximize effectiveness of the disinfectant. Follow all directions provided by the wipe manufacturer to ensure adequate exposure time.

13.5 Displays

13.5.1 Gently wipe down the display surface using the wipe.

- 13.5.1.1 When using a wipe to apply disinfectant to a device, the wipe should only be slightly saturated so that it will apply a thin layer of the solution without causing excessive pooling or dripping.
- 13.5.1.2 Be careful around the perimeter of the display and the display bezel as the solution may collect and enter the display. This could damage sensitive internal components.

13.5.2 Allow the display to air-dry to maximize the effectiveness of the disinfectant. Follow all directions provided by the wipe manufacturer to ensure adequate exposure time.

14. Using Disinfecting Wipes on HP EliteDesks, ProDesks, Z Workstations & Desktop Thin Clients

- 14.1 Follow the “Before Starting” guidelines outlined in section 12 of this document.
- 14.2 Clean the HP device as outlined in the user manual or service guide if required. Cleaning the device of dirt and other particles will help improve the overall effectiveness of the disinfectant.
- 14.3 When using disinfecting wipes on the HP device, only use those wipes that have the active ingredients / formulation outlined in this document. Read and follow all directions provided by the wipe manufacturer.

14.4 Desktop Surfaces / Keyboard / Mouse

14.4.1 Gently wipe the surfaces of the desktop using the wipe.

- 14.4.1.1 When using a wipe to apply disinfectant to a device, the wipe should only be slightly saturated so that it will apply a thin layer of the solution without causing excessive pooling or dripping.
 - 14.4.1.1.1 Use caution around vents, grills or I/O ports to ensure the solution does not collect and drip into the unit. This could damage sensitive internal components.
 - 14.4.1.1.2 Do not allow the solution to collect and drip between the keys and into the keyboard. This could damage sensitive internal components.
 - 14.4.1.1.3 As mouse configurations may vary, be careful around the mouse buttons or other areas that could allow the solution to enter the mouse. This could damage sensitive internal components.

- 14.4.2 Allow surface to air-dry to maximize effectiveness of the disinfectant. Follow all directions provided by the wipe manufacturer to ensure adequate exposure time.
- 14.5 Display (HP EliteOne Desktop Only)
 - 14.5.1 Important: Disinfecting wipes can *only be used on the display panel* on HP EliteOne All-in-One Desktop devices. Disinfecting wipes should not be used on the surrounding plastic on these devices as they are not chemical resistant and can be damaged by disinfecting wipes.
 - 14.5.2 Gently wipe down the display surface using the wipe.
 - 14.5.2.1 When using a wipe to apply disinfectant to a device, the wipe should only be slightly saturated so that it will apply a thin layer of the solution without causing excessive pooling or dripping.
 - 14.5.2.2 Be careful around the perimeter of the display as well as the display bezel as the cleaning solution can collect and enter the display. This could damage sensitive internal components.
 - 14.5.3 Allow the display to air dry to maximize the effectiveness of the disinfectant. Follow all directions provided by the wipe manufacturer to ensure adequate exposure time.

15. Using Disinfecting Wipes on HP Commercial Displays & HP Z Displays

- 15.1 Important: Disinfecting wipes can only be used on the display panel on the HP stand-alone displays devices. Disinfecting wipes should not be used on the surrounding plastic on these devices as they are not chemical resistant and can be damaged by disinfecting wipes.
- 15.2 Follow the “Before Starting” guidelines outlined in section 12 of this document.
- 15.3 Clean the HP device as outlined in the user manual or service guide if required. Cleaning the device of dirt and other particles will help improve the overall effectiveness of the disinfectant.
- 15.4 When using disinfecting wipes on HP devices, only use those wipes that have the active ingredients / formulation outlined in this document.
- 15.5 Gently wipe down the display surface using the wipe.
 - 15.5.1 When using a wipe to apply disinfectant to a device, the wipe should only be slightly saturated so that it will apply a thin layer of the solution without causing excessive pooling or dripping.
 - 15.5.2 Be careful around the perimeter of the display as well as the display bezel as the solution can collect and enter the display. This could damage sensitive internal components.
 - 15.5.3 Allow the display to air-dry to maximize the effectiveness of the

disinfectant. Follow all directions provided by the wipe manufacturer to ensure adequate exposure time.

16. Using Disinfecting Wipes on Select HP Premium & Mainstream Accessories (see Section 4)

- 16.1 Follow the “Before Starting” guidelines outlined in section 12 of this document.
- 16.2 Clean the HP device as outlined in the user manual or service guide if required. Cleaning the device of dirt and other particles will help improve the overall effectiveness of the disinfectant
- 16.3 When using disinfecting wipes on HP devices, only use those wipes that have the active ingredients / formulation outlined in this document.
- 16.4 Keyboard / Mouse / Docking Station
 - 16.4.1 Gently wipe the keyboard surface down using the wipe.
 - 16.4.2 When using a wipe to apply disinfectant to a device, the wipe should only be slightly saturated so that it will apply a thin layer of the solution without causing excessive pooling or dripping.
 - 16.4.2.1 Do not allow the solution to collect and drip between the keys and into the keyboard. This could damage sensitive internal components.
 - 16.4.2.2 As mouse configurations may vary, be careful around the mouse buttons or other areas that could allow the solution to enter the mouse. This could damage sensitive internal components.
 - 16.4.2.3 As docking station designs and layouts may vary, be careful around the ports, grates and other areas that could allow the cleaning solution to enter. This could damage sensitive internal components.
 - 16.4.3 Allow the surface to air-dry to maximize the effectiveness of the disinfectant. Follow all directions provided by the wipe manufacturer to ensure adequate exposure time.

17. Using Disinfecting Wipes on HP VR PC Backpacks, HP Z VR PC Backpacks and Omen X VR PC Backpacks.

- 17.1 Follow the “Before Starting” guidelines outlined in section 12 of this document.
- 17.2 Clean the HP device as outlined in the user manual or service guide, if required. Cleaning the device of dirt and other particles will help improve the overall effectiveness of the disinfectant.
- 17.3 When using disinfecting wipes on the HP device, only use those wipes that have the active ingredients / formulation outlined in this document. Read and follow all directions provided by the wipe

manufacturer.

17.4 Backpack Surfaces / Harness

17.4.1 Gently wipe the surfaces of the desktop and harness using the wipe.

17.4.1.1 When using a wipe to apply disinfectant to a device, the wipe should only be slightly saturated so that it will apply a thin layer of the solution without causing excessive pooling or dripping.

17.4.1.2 Use caution around vents, grills or I/O ports to ensure the solution does not collect and drip into the unit. This could damage sensitive internal components.

17.4.1.3 Do not allow the solution to collect and drip between the keys and into the keyboard. This could damage sensitive internal components.

17.4.1.4 Do not allow the solution to soak into the cloth straps of the harness as it may cause degradation of the harness material over time.

17.4.2 Be careful around the power buttons or other areas that could allow the solution to enter the backpack. This could damage sensitive internal components.

17.4.3 Allow surface to air-dry to maximize effectiveness of the disinfectant. Follow all directions provided by the wipe manufacturer to ensure adequate exposure time.

18. Using Disinfecting Wipes on HP Engage Systems

18.1 Follow the “Before Starting” guidelines outlined in section 12 of this document.

18.2 Clean the HP device as outlined in the user manual or service guide if required. Cleaning the device of dirt and other particles will help improve the overall effectiveness of the disinfectant.

18.3 When using a wipe to apply disinfectant to a device, the wipe should only be slightly saturated so that it will apply a thin layer of the solution without causing excessive pooling or dripping.

18.4 HP Engage Desktop Systems

18.4.1.1 Gently wipe all surfaces of the HP Engage Desktop System using the wipe.

18.4.1.2 Use caution around vents, grills, or I/O ports to ensure the solution does not collect and drip into the unit. This could damage sensitive internal components.

18.4.2 Allow surface to air-dry to maximize effectiveness of the disinfectant. Follow all directions provided by the wipe manufacturer to ensure adequate exposure time.

18.5 HP Engage All-in-One Systems

18.5.1 Gently wipe all surfaces of the HP Engage All-in-One System

including the display using the disinfecting wipe.

18.5.1.1 Be careful around the perimeter of the display as well as the display bezel as the cleaning solution can collect and enter the display. This could damage sensitive internal components.

18.5.1.2 Use caution around vents, grills or I/O ports to ensure the solution does not collect and drip into the unit. This could damage sensitive internal components.

18.5.2 Allow the display to air dry to maximize the effectiveness of the disinfectant. Follow all directions provided by the wipe manufacturer to ensure adequate exposure time.

18.6 HP Engage Mobile Systems

18.6.1 Gently wipe all surfaces of the HP Engage Go Mobile Systems display using the disinfecting wipe.

18.6.1.1 HP Engage Go Dock should **not** be included when disinfecting the mobile system.

18.6.1.1.1 Avoid using the disinfecting wipe on or near the docking station.

18.6.1.2 Use caution around vents, grills, and I/O ports to ensure the solution does not collect and drip into the tablet. This could damage sensitive internal components.

18.6.2 Allow surface to air dry to maximize effectiveness of the disinfectant. Follow all directions provided by the wipe manufacturer to ensure adequate exposure time.

19. Using Disinfecting Wipes on HP Presence Systems

19.1 Follow the “Before Starting” guidelines outlined in section 12 of this document.

19.2 Clean the HP device as outlined in the user manual or service guide if required. Cleaning the device of dirt and other particles will help improve the overall effectiveness of the disinfectant.

19.3 When using a wipe to apply disinfectant to a device, the wipe should only be slightly saturated so that it will apply a thin layer of the solution without causing excessive pooling or dripping.

19.4 HP Presence Conference Room Solutions Systems

19.4.1 Gently wipe all surfaces of the HP Presence Systems using the wipe.

19.4.2 Use caution around vents, grills, or I/O ports to ensure the solution does not collect and drip into the unit. This could damage sensitive internal components.

19.4.3 Allow surface to air-dry to maximize effectiveness of the disinfectant before reusing. Follow all directions provided by the wipe manufacturer to ensure adequate exposure time.

19.4.4 Do not attempt to disassemble the product.

20. Disinfecting HP HMDs (Head Mounted Displays including HP WMR Headset, HP Reverb G1 VR Headset, HP Reverb G2 VR Headset, HP Reverb G2 Omnicept Edition)



The use of disinfecting wipes on the lens of the headset is not recommended by HP, as it can adversely impact the material of the lens and cause irreversible damage. All components of the headset should be pulled apart and completely detached and separated from one another prior to any cleaning. To clean the lens, use only a dry microfiber cloth gently.

- 20.1 Follow the “Before Starting” guidelines outlined in section 12 of this document.
- 20.2 To properly detach components of the headset, follow the guidelines instructed in the guide *here*.
- 20.3 HP Reverb VR Headset
 - 20.3.1 The face gasket of the VR headset is the only component of the device that can be cleaned using germicidal wipes. Avoid using the wipes on any other surfaces of the headset.
 - 20.3.2 The face gasket of the VR headset can be disinfected using the following two germicidal wipes:
 - 20.3.2.1 Super Sani-Cloth® Germicidal Disposable Wipes
 - 20.3.2.2 Clorox Healthcare® Bleach Germicidal Wipes
 - 20.3.3 Ensure that you’ve allowed face gasket to completely air-dry before reattaching the headset pieces.
- 20.4 If further disinfection is required, the following companies offer UV-C based disinfection systems. HP has tested our HMDs with these systems.
 - 20.4.1 UVISAN by Immotion Group plc. - <https://www.uvisan.com/>
 - 20.4.2 CX Series UV disinfecting systems by Cleanbox - www.cleanboxtech.com

Notes

1. See Appendix II for a list of chemical formulations for use up to 1000 wipe cycles on the products listed in Section 4.
2. See Appendix I for the list of commonly available disinfecting wipes that can be used up to 1000 wipe cycles on the products listed in Section 4.
3. Disinfecting wipes can only be used on the display panel on the listed HP Displays and All-in-One Desktop devices. Disinfecting wipes should not be used on the surrounding plastic on these devices.
4. The HP Products outlined in section 4.1 of this document have been lab-tested to pass up to 1,000 wipes using the approved disinfecting wipes listed below, however, it is possible that minor cosmetic wear may

occur after repeated and prolonged use of the disinfecting wipes.

Appendix I – Commonly Available Disinfecting Wipes for Use on Specific HP Products up to 1000 Wipe Cycles

Disinfecting wipes in the table below are listed in United States Environmental Protection Agency List N: Disinfectants for Use Against SARS-CoV-2¹ (as of 5/20/20) and use chemistries that have been tested for compatibility with materials in specific HP products.

In order for a List N wipe to be included in this table, a representative wipe chemistry (though not necessarily a specific wipe product) would have been tested on a range of materials found on the exterior surfaces of certain HP products. The wipes on this list are not expected to impact device functionality, however, it is possible that some minor cosmetic changes may occur on HP products after repeated and prolonged use of wipe-based disinfectants.

Note: Manufacturers often make different types of wipes under the same brand. While these wipes may look the same, some of them may contain certain chemicals that can harm the device. It is important to only use those wipes that have the specific formulations identified in the table below. Always check the formulation of a wipe before using it on an HP product. Never use wipes with any of the following chemicals or any solutions that contain them: bleach, peroxides (including hydrogen peroxide), acetone, ammonia, methylene chloride, citrus or citric acid-based cleaners or any petroleum-based solvents, such as gasoline, paint thinner, benzene or toluene.

This list is subject to change as additional EPA-registered disinfectants are added to List N and wipes are subsequently reviewed by HP. For a list of tested chemical formulations, see Appendix II in this document, “Disinfecting Chemical Formulations for Use on Specific HP Products”.

| PRODUCT NAME | COMPANY | EPA REGISTRATI ON NUMBER | CHEMISTRY |
|--|---|-----------------------------|------------------------|
| PJW-622 | Clorox Professional Products Company | 67619-9 | Quaternary ammonium |
| Clorox Commercial Solutions® Clorox® Disinfecting Wipes | Clorox Professional Products Company | 67619-31 | Quaternary ammonium |

| | | | |
|--|--------------------------------------|----------|---------------------|
| Clorox Healthcare® VersaSure® Wipes | Clorox Professional Products Company | 67619-37 | Quaternary ammonium |
| Mitersaw | GOJO Industries Inc | 84150-2 | Ethanol |
| PURELL Professional Surface Disinfectant Wipes | GOJO Industries Inc | 84150-1 | Ethanol |

| | | | |
|-------------------------------------|----------------------|----------|---|
| Nugen NR Disinfectant Wipes | Lonza LLC | 6836-379 | Quaternary ammonium |
| Nugen 2m Disinfectant Wipes | Lonza LLC | 6836-372 | Quaternary ammonium |
| Lonza Disinfectant Wipes | Lonza LLC | 6836-313 | Quaternary ammonium |
| Lonza Disinfectant Wipes Plus 2 | Lonza LLC | 6836-340 | Quaternary ammonium |
| Lonza Disinfectant Wipes Plus | Lonza LLC | 6836-336 | Quaternary ammonium |
| Nugen Low Streak Disinfectant Wipes | Lonza LLC | 6836-382 | Quaternary ammonium |
| Panther Disinfectant Towelette | Maxill Inc | 88897-1 | Quaternary ammonium; Ethanol; Isopropanol |
| Caviwipes 1 | Metrex Research | 46781-13 | Quaternary ammonium; Ethanol; Isopropanol |
| Opti-cide Max Wipes | Micro-Scientific LLC | 70144-4 | Quaternary ammonium; Ethanol |
| Opti-Cide 3® Wipes | Micro-Scientific LLC | 70144-2 | Quaternary ammonium; Isopropanol |

| | | | |
|--|--|---------|----------------------------------|
| Peak Disinfectant Wipes | North American Infection Control Ltd | 88494-4 | Quaternary ammonium; Ethanol |
| Discide Ultra Disinfecting Towelettes | Palmero Healthcare LLC | 10492-4 | Quaternary ammonium; Isopropanol |
| AF3 Germicidal Disposable Wipe | Professional Disposables International Inc | 9480-9 | Quaternary ammonium |
| Sani-cloth Germicidal Disposable Cloth | Professional Disposables International Inc | 9480-5 | Quaternary ammonium |

| | | | |
|---|--|----------|---|
| Sani-Cloth Prime Germicidal Disposable Wipe | Professional Disposables International Inc | 9480-12 | Quaternary ammonium; Ethanol; Isopropanol |
| Super Sani-Cloth Germicidal Disposable Wipe | Professional Disposables International Inc | 9480-4 | Quaternary ammonium; Isopropanol |
| Lysol® Disinfecting Wipes (All Scents) | Reckitt Benckiser LLC | 777-114 | Quaternary ammonium |
| Caterpillar | Reckitt Benckiser LLC | 777-130 | Quaternary ammonium |
| Stepan Towelette | Stepan Company | 1839-174 | Quaternary ammonium |
| Stepan Disinfectant Wipe | Stepan Company | 1839-190 | Quaternary ammonium |
| Spruce-ups | The Clorox Company | 5813-58 | Quaternary ammonium |
| CDW | The Clorox Company | 5813-113 | Quaternary ammonium |
| Clorox Disinfecting Wipes | The Clorox Company | 5813-79 | Quaternary ammonium |

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Appendix II – Disinfecting Chemical Formulations for Use on Specific HP Products up to 1000 Wipe Cycles

The substances in the table below were tested on materials used in the exterior surfaces of certain HP products. Substances on this list are not expected to impact device functionality when used on the specific HP devices identified in section 4.1 of this document up to 1,000 wipe cycles, however, it is possible that some minor cosmetic changes may occur on HP products after repeated and prolonged use of wipe-based disinfectants.

Important: Always check the formulation of a wipe before using it on an HP product. Many common household disinfecting wipes contain additional ingredients that may damage electronics. When selecting a disinfecting wipe, the formulation should only contain the active ingredients identified in this list and no other ingredients aside from pure water. If other active ingredients such as bleach or peroxide are listed, the disinfectant wipe should not be used on HP devices. Never use wipes with any of the following chemicals or any solutions that contain them: bleach, peroxides (including hydrogen peroxide), acetone, ammonia, methylene chloride, citrus or citric acid-based cleaners or any petroleum-based solvents, such as gasoline, paint thinner, benzene or toluene.

This list is subject to change.

QUATERNARY AMMONIUM SALTS (ALONE OR IN COMBINATION)

| MAXIMUM CONCENTRATION | ACTIVE INGREDIENT |
|-----------------------|---|
| 0.07% in water | Benzyl-C12-18-alkyldimethyl ammonium chlorides |
| 0.07% in water | Quaternary ammonium compounds, C12-14-alkyl[(ethylphenyl)methyl] dimethyl, chlorides |
| 0.5% in water | Quaternary ammonium compounds, C12-18-alkyl [(ethylphenyl)methyl] dimethyl, chlorides |
| 0.5% in water | Benzyl-C12-18-alkyldimethyl ammonium chlorides |
| 0.25% in water | Alkyl dimethyl benzyl ammonium chlorides |
| 0.25% in water | Alkyl (68% C12, 32% C14) dimethyl ethylbenzyl ammonium chloride |
| 0.28% in water | Diisobutylphenoxyethoxyethyl dimethyl benzyl ammonium chloride |
| 0.5% in water | Benzalkonium chloride |
| 0.5% in water | Didecyl dimethyl ammonium chloride |
| | Alkyl(C12-C16) dimethyl benzyl ammonium chloride (ADBAC/BKC (C12-C16)) |
| | Didecyl dimethyl ammonium chloride (DDAC) |
| | Alkyl(C12-C14) ethylbenzyl ammonium chloride (ADEBAC (C12-C14)) |

ALCOHOLS

| MAXIMUM CONCENTRATION | ACTIVE INGREDIENT |
|--------------------------|-------------------|
| 70% in water | Isopropyl Alcohol |
| 75% in water | Ethyl Alcohol |

Appendix III – Windex® Original Glass & Surface & Clorox® Disinfecting Wipes Approved for Use on High-Touch Surfaces on Select Education Edition & Fortis Products up (1,000 Wipes)

Windex® Original Glass & Surface & Clorox® Disinfecting Wipes were tested on select, high-touch exterior surfaces of the HP Education Edition & Fortis outlined in the table below and are not expected to impact device functionality when used up to 1,000 wipe cycles. However, it is possible that some minor cosmetic changes may occur on after repeated and prolonged use of wipe-based disinfectants. Wipes should only be used on those surfaces that are highlighted in the table below.

HP Education Edition Portfolio

| | Keyboard | Chassis | Display |
|----------------------------------|----------|---------|---------|
| HP Chromebook x360 11 G4 EE | X | X | X |
| HP Chromebook x360 11MK G3 EE | X | X | X |
| HP Chromebook 11 G9 EE | X | X | X |
| HP Chromebook 11MK G9 EE | X | X | X |
| HP Chromebook 14 G7 | X | X | X |
| HP Chromebook x360 11 G4 EE | X | X | X |
| HP Pro x360 Fortis 11 G11 | X | X | X |
| HP Fortis 11" G9 Chromebook | X | X | X |
| HP Fortis x360 11" G4 Chromebook | X | X | X |
| HP Fortis 14" G10 Chromebook | X | X | X |
| HP Fortis 11" G9 Q Chromebook | X | X | X |
| HP Pro x360 Fortis 11 inch G9 | X | X | X |

| | | | |
|--------------------------------|---|---|---|
| HP Pro x360 Fortis 11 inch G10 | X | X | X |
| HP ProBook Fortis 14 inch G9 | X | X | X |
| HP ProBook Fortis 14 inch G10 | X | X | X |

Appendix IV – Disinfecting Wipes Approved for Use on Select HP EliteBooks and Mobile Workstations up to 10,000 Wipe Cycles

The germicidal wipes in the following table were tested on the exterior surfaces of the HP products outlined in the table and are not expected to impact device functionality when used up to 10,000 wipe cycles. However, it is possible that some minor cosmetic changes may occur on after repeated and prolonged use of wipe-based disinfectants.

| | HP EliteBook 830/840/850 G7 / G8 | HP EliteBook 835/845/855 G7 / G8 | HP ZBook Firefly 14/15 G7 / G8 | HP ZBook Create G7 / G8 | HP ZBook Studio G7 / G8 | HP mt46 Mobile Thin Client | HP t640 Desktop Thin Client |
|--|--|--|--------------------------------------|-------------------------------|-------------------------------|----------------------------------|-----------------------------------|
| Cleanisept® Wipes | X | X | X | X | X | X | X |
| Cleaniswept® Wipes Forte | X | X | X | X | X | X | X |
| Sani-Cloth® AF3 Germicidal Disposable Wipe | X | X | X | X | X | X | X |
| Sani-Cloth® HB Germicidal Wipe | X | X | X | X | X | X | X |
| Sani-Cloth® Plus Germicidal Disposable Cloth | X | X | X | X | X | X | X |
| Schulke Microzid® Sensitive Wipes | X | X | X | X | X | X | X |

Appendix V – Disinfecting Wipes Approved for Use on Select HP Engage Systems up to 10,000 Wipe Cycles

The germicidal wipes in the table below were tested on the exterior surfaces of the HP products outlined in the table and are not expected to impact device functionality when used up to 10,000 wipe cycles. However, it is possible that some minor cosmetic changes may occur on after repeated and prolonged use of wipe-based disinfectants.

| | HP Engage One/Pro | HP Engage Go | HP Engage Flex Pro | HP Engage Flex Pro-C | HP Engage MP9 | HP Engage Go 10 | HP Flex Mini | HP Engage One Essential | HP Engage Go 13.5 |
|---|-------------------|--------------|--------------------|----------------------|---------------|-----------------|--------------|-------------------------|-------------------|
| Accel® PREvention Wipes | X | X | | | | | X | X | X |
| CaviWipes® | X | X | X | X | | X | X | X | X |
| Cleanisept® Wipes | X | X | X | X | X | X | X | X | X |
| Cleanisept® Wipes Forte | X | X | X | X | X | X | X | X | X |
| Clinell Sporocidal Wipes | X | X | | | | X | X | X | X |
| Clinell Universal Wipes | X | X | | | | X | X | X | X |
| Clorox Healthcare® Bleach Germicidal Wipes | X | X | X | X | X | X | X | X | X |
| Clorox Healthcare® Hydrogen Peroxide Cleaner Disinfectant Wipes | X | X | | | X | | X | X | X |
| Descosept Sensitive Wipes | X | X | X | X | | X | X | X | X |
| Incidin™ OxyWipes | X | X | | | X | | | X | X |
| Oxivir® Tb Wipes | X | X | | | X | | X | X | X |
| PDI Easy Screen® Cleaning Wipes | X | X | X | X | | X | X | X | X |
| Sani-Cloth® AF3 Germicidal Disposable Wipes | X | X | X | X | X | X | X | X | X |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Sani-Cloth® Bleach Germicidal Disposable Wipe | X | X | X | X | X | X | X | X | X |
| Sani-Cloth® Plus Germicidal Disposal Wipes | X | X | X | X | | X | X | X | X |
| Sani-Cloth® HB Germicidal Wipes | X | X | X | X | X | X | X | X | X |
| Schulke Microzid® AF Wipes* | X | X | X | X | | X | X | X | X |
| Schulke Microzid® Sensitive Wipes | X | X | X | X | X | X | X | X | X |
| Schulke Microzid® Universal Wipes* | X | X | X | X | | X | X | X | X |
| Super Sani-Cloth® Germicidal Disposable Wipes | X | X | X | X | | X | X | X | X |
| Windex® Electronic Wipes | X | X | X | X | X | X | X | X | X |
| Nuvan Prostrips | | | | | | | | | X |

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4AA7-7610ENW, As Released May 2, 2023

