

Motorola Solutions Technical Notification (MTN)

TITLE: Recommended general Motorola Solutions radio, body-worn camera and accessory cleaning and disinfecting guidelines in response to the coronavirus (COVID-19) pandemic

TECHNOLOGY: Motorola Solutions Radio, Body-Worn Camera and Accessory

SUMMARY:

In response to the coronavirus (COVID-19) pandemic, Motorola Solutions is providing recommended cleaning and disinfecting guidelines for our radios, body-worn cameras and accessories based on our current and best understanding of radio hygiene. Per global health authorities, removing germs, dirt and impurities from surfaces lowers the risk of spreading infection. Using chemical disinfectants may kill germs that remain on surfaces after cleaning, which further lowers the risk of spreading infection.

Information from the WHO website: [Getting your workplace ready for COVID-19](#)

Information from the US CDC website: [Coronavirus Disease 2019 \(COVID-19\)](#)

General Cleaning:

- Apply **0.5%** detergent-water solution with a cloth, then use a stiff, non-metallic, short-bristled brush to work all loose dirt away from the device. Use a soft, absorbent, lintless cloth or tissue to remove the solution and dry the device.
- Make sure that no solution remains entrapped near any connectors, cracks or crevices.

Disinfecting:

- Devices may be disinfected by wiping them down with over-the-counter isopropyl alcohol (rubbing alcohol) with **70%** alcohol concentration.
- When cleaning with isopropyl alcohol, **the alcohol should never be applied directly to the device.** It should be applied to a cloth, which is then used to gently wipe down the device.
- It is **recommended to gently wipe down the radio with the battery attached.**
 - If there is a need to wipe the radio without the battery attached, extra precaution **MUST** be taken to **AVOID wetting/wiping the ventilation area** of the radio located on the radio chassis as this may damage the radio.
 - In addition, it is **highly recommended to AVOID wiping the labels** on the radio chassis / batteries as the isopropyl alcohol may dissolve the ink and the printed information/ink on these labels may be wiped off over time.

IMPORTANT: Motorola Solutions, Inc. is unable to, and did not, determine whether any particular cleaning product is effective in removing specific foreign substances (including viruses) from the device, nor whether any disinfectant will remove all germs or viruses. However, the above cleaners, disinfectants and processes have been approved for use by Motorola Solutions, Inc. related to their less degrading effect on the physical device. Please consult the chemical manufacturers' documentation for specifics on cleaning product efficacy with regards to foreign substances (such as viruses).

DO NOT use cleaning sprays, bleach, or any other solvents besides 70% isopropyl alcohol to cleanse or disinfect your device, as this may cause physical damage and void the Standard Factory Warranty.

For assistance with this bulletin please contact your MSI Technical Support Center:

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In EMEA https://www.motorolasolutions.com/en_xu/support.html

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