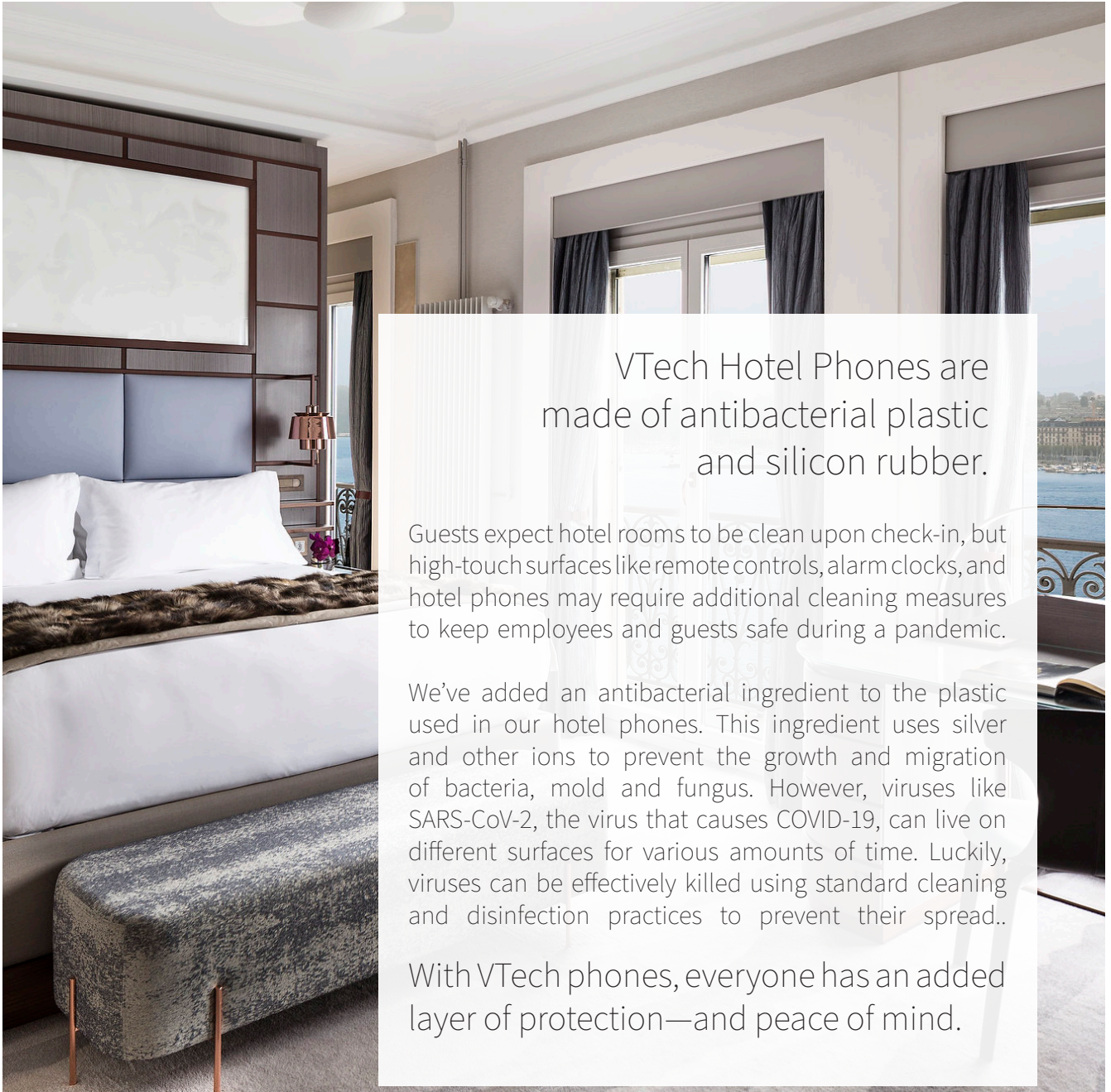


A microscopic image of a surface, likely a phone keypad, showing a dense network of blue, fibrous structures. Scattered throughout are numerous small, bright orange, spherical particles, which appear to be bacteria or viruses. The overall texture is rough and porous.

KEEPING EVERYONE SAFE

CLEANING & DISINFECTING RECOMMENDATIONS
FOR VTECH HOTEL PHONES





VTech Hotel Phones are made of antibacterial plastic and silicon rubber.

Guests expect hotel rooms to be clean upon check-in, but high-touch surfaces like remote controls, alarm clocks, and hotel phones may require additional cleaning measures to keep employees and guests safe during a pandemic.

We've added an antibacterial ingredient to the plastic used in our hotel phones. This ingredient uses silver and other ions to prevent the growth and migration of bacteria, mold and fungus. However, viruses like SARS-CoV-2, the virus that causes COVID-19, can live on different surfaces for various amounts of time. Luckily, viruses can be effectively killed using standard cleaning and disinfection practices to prevent their spread..

With VTech phones, everyone has an added layer of protection—and peace of mind.

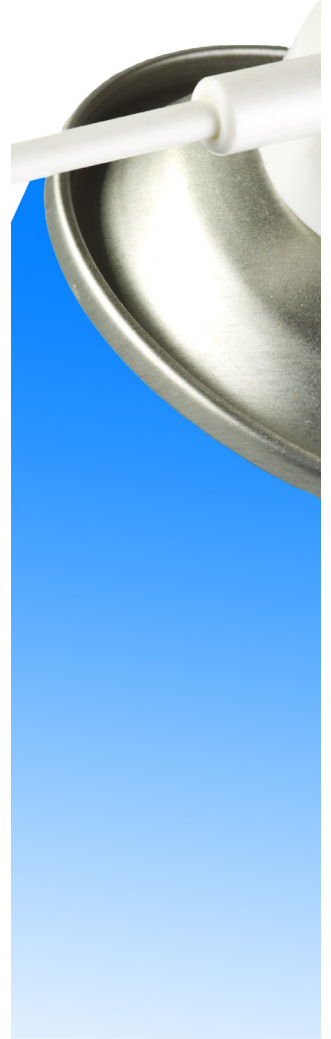
A MESSAGE TO OUR CUSTOMERS

The effects of COVID-19 are being felt across the globe. The health and well-being of hotel guests, employees, and daily visitors is our top priority. And because of this, we have proactively taken the steps to provide instructions on cleaning and disinfecting our hotel phones.



EFFECTIVE CLEANING & DISINFECTION MEASURES

Sanitizing and disinfecting alone does not necessarily clean the surface. Proper surface cleaning must precede sanitizing and disinfecting in order to be effective. To reduce the risk of virus infection, we recommend implementing cleaning and disinfection standards as added protective measures.



BEFORE CLEANING AND DISINFECTING, YOU WILL NEED...

Appropriate personal protective equipment (PPE)

Including surgical mask, gloves, disposable gown, eye protection (goggles/face shield) and cap.

5 soft lint-free/ microfiber cloths

CLEANING

(1) dampened with soapy solution,

(1) dampened with water, and

(1) dry to clean off any residual moisture.

DISINFECTING

(1) dampened with disinfectant, and

(1) dry to clean off any residual moisture.

Alcohol wipes (70% isopropyl alcohol)

Air duster and brush (optional)



CLEANING

1. Put on appropriate PPE, including surgical mask, disposable gloves, disposable gown, eye protection (goggles/face shield) and cap;
2. Direct the air duster's nozzle across rows of keys on the dialpad to remove dirt/dust accumulated in between keys. A hand brush may be used to assist in removing settled dirt or dust;

3. Lift the handset and dust out the cradles and handset. Keep your fingers on the switchhook while dusting;
4. Use the lightly damp microfiber cloth with [soapy water](#) to physically remove soil, dirt, and debris from the hotel phone surfaces;
5. Use another piece of cloth dampened with water to clean off residual soap;
6. Then, use the dry cloth to clean off any remaining moisture.

It is recommended to clean the phone once per day in a hotel environment.

SANITIZING

Not recommended

Steam cleaning

Sanitizing uses heat (i.e. steam, hot water and hot air) and requires at least 78°C or 171°F temperatures to kill microorganisms on surfaces.

VTech Hotel phones are mainly made of antibacterial plastic and silicon rubber. The low melting point of the plastic makes it inappropriate for high-temperature sanitizing applications.

UV-Light

While the effectiveness of UV-light on viruses (i.e. SARS-CoV-2, the virus that causes COVID-19) is still unknown, long duration of UV exposure may cause deterioration in color and mechanical properties of the hotel phone material.





DISINFECTING

See Suitable disinfectants for more details

We recommend selecting EPA registered disinfectants known to kill harmful microorganisms, like bacteria and pathogens, on the hotel phone surfaces.

1. Fold a clean microfiber cloth to cover your palm;
2. Spray disinfectant cleaner onto the microfiber cloth and rub it until it is absorbed evenly;
3. Wipe and clean the hotel phone surface across all visible touch points;
4. Use the dry cloth to clean off residual moisture; and
5. Lastly, use rubbing alcohol wipes (70% isopropyl alcohol) to clean the hotel phone. Do not use excessive alcohol as it is flammable. Wait until the residual alcohol has evaporated before resuming normal usage.



Suitable disinfectants



Selecting the right disinfectants to clean and disinfect

Use an EPA recommended disinfectant to properly disinfect surfaces to protect your facility against viruses and other unwanted germs. This is an important reminder when considering how to effectively keep employees and guests safe throughout the property.

[Disinfectants for Use Against SARS-CoV-2, the virus that causes COVID-19.](#)

WHEN CLEANING PHONES, DO NOT ...

- Use household cleaning products (e.g. bleach - undiluted) and abrasives;
- Use hydrogen peroxide (>3%) or acetone;
- Use any kinds of scrubber pads;
- Sanitize with steam, hot water, hot air, nor UV-Light;
- Hold the phone under running water;
- Spray or pour cleaner directly to the phone; or
- Rub too hard when cleaning the phone.



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IMAGES COURTESY

Pseudo-colour scanning electron micrograph of the new coronavirus (SARS-CoV-2) grown in culture from a patient isolate. After 24 hours in culture there are large numbers of orange viral particles on the surface of the cell (blue). | LKS Faculty of Medicine, Department of Electrical and Electronic Engineering (K.Tsia, K Lee and Q.Lai), and Electron Microscopy Unit, The University of Hong Kong | The Ritz-Carlton Hotel de la Paix, Geneva - The Ritz-Carlton Brings its Legendary Luxury to Switzerland - The Ritz-Carlton's News Room | Clean_with_steam_header.jpg - Kaercher | Room cleaning items in hallway - Ashwini Chaudhary | Soap bubbles_2 - Daniele Levis Pelusi | Harris Trademark Brush 2in - Harris | Hand with rubber glove cleaning surface with microfiber cloth - Shutterstock - Comaniciu Dan | Air duster on the white background - Shutterstock - O.Bellini | Hand in blue rubber glove holding blue microfiber cleaning cloth and spray bottle with sterilizing solution make cleaning and disinfection for good hygiene - Shutterstock - asandelight | Lack of PPE - Elite healthcare (Source: American Association of Critical-Care Nurses - AACN) | UV Light - First Hotel in Country to Deploy Virus Killing Robots - Xenex Disinfection Service | Sanitize surfaces prevention in hospitals and public spaces - Shutterstock - Maridav

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