Product Bulletin 107

Product	All Quantum Products
Summary	Recommended Cleaning Instructions for Quantum Products
Date	April 2020

Problem

Customer may have questions on how best to clean or disinfect their Quantum products. Refer to Solution for Quantum's recommendations.

Solution

Quantum strongly recommends engaging a professional company that specializes in cleaning data center equipment.

Note: If that is not possible, Quantum disclaims any liability for damage caused by cleaning.

Please exercise appropriate caution anytime Quantum hardware is cleaned.

Quantum recommends the following for cleaning:

- Wear protective gloves when cleaning and disinfecting surfaces.
- If possible, turn off the device you plan to clean and disconnect AC power per Quantum documented procedures.
- If the equipment must remain operational while external surfaces are cleaned, use extreme caution in exposing powered equipment to any moisture and take all proper and necessary precautions when handling powered equipment that has been exposed to moisture.
- Disconnect any external devices if possible.

- Fiber optic or Ethernet connections should **not** be removed to avoid increased risk of debris contamination.

- Never spray any liquids directly onto the product or any surface that is being cleaned.

- Cleaning must be limited to external surfaces, such as handles and other common touch points.

- Do not allow any moisture to enter internal areas of the device either through spraying or aerosols.

- Do not open cabinet and chassis doors or attempt to clean any internal components.

- Do not clean tape data cartridges.

- Moisten a microfiber cloth with a mixture of 70% isopropyl alcohol / 30% distilled water (Di).

  - Only use non-aerosol IPA (Isopropanol) based cleaners that are diluted with distilled water (Di).

  - The cloth should be damp, but not dripping wet and any excess moisture must be removed if the cloth is wet before wiping the product or any surface.

  - Using any material other than a microfiber cloth could cause damage to your product.

  - Gently wipe the moistened cloth on the surfaces to be cleaned.

  Note: Excessive wiping potentially could lead to damaging some surfaces.

- When cleaning a display screen, carefully wipe in one direction, moving from the top of the display to the bottom.

- After cleaning or disinfecting a glass surface, it may be cleaned again using a glass cleaner designed for display surfaces following directions for that specific cleaner.

- Do not use glass cleaning products containing Ammonia.

- Surfaces must be completely air-dried before turning the device on after cleaning.

- No moisture should be visible on the surfaces of the product before it is powered on or plugged in.

- Discard the protective gloves used after each cleaning.

- Clean your hands immediately after gloves are removed and disposed.

  Note: Damage caused by improper cleaning may not be covered under your Quantum service contract or applicable product warranty.

Contacting Quantum

More information about Quantum Products is available on the Quantum Service and Support website at www.quantum.com/ServiceandSupport. The Quantum Service and Support website contains a collection of information, including answers to frequently asked questions (FAQs). You can also access software, firmware, and drivers through this site.

For further assistance, contact the Quantum Technical Assistance Center:

United States	800-284-5101 Option 5 (toll free)
EMEA	00800 7826 8888 (toll free) 49 6131 3241 1164
Online Service and Support	www.quantum.com/OSR
World Wide Web	www.quantum.com/ServiceandSupport

(Local numbers for specific countries are listed on the Quantum Service and Support Website.)