

Planar LED and LCD display solutions aid organizations around the world in their efforts to inform and collaborate. To ensure ongoing peak visual display performance and to protect the health of those who use them, Planar recommends that displays be cleaned regularly.

This document offers guidelines for the following:

- Basic display cleaning
- Display disinfection
- Additional options for Planar® ERO-LCD™ displays



BASIC DISPLAY CLEANING

Many people think of cleaning a display as merely wiping down a screen, but complete cleaning should also include bezels and any exposed metal or plastic surfaces. Complete cleaning will help remove dust and debris, and ensure your images remain pristine. To perform basic cleaning follow these steps:

1. Power down the display and disconnect it from power
2. Fill a spray bottle with a 50/50 solution of distilled water and isopropyl rubbing alcohol
3. Dampen a lint-free microfiber cloth with the solution—do not spray the display directly
4. Wipe down all the display surfaces with the damp microfiber cloth
5. Let the display dry completely at room temperature
6. Reconnect power

LCD & LED DISPLAY DISINFECTION

Any Planar video wall, large format display or desktop monitor can be disinfected, including the Planar® DirectLight® Ultra Series LED and Clarity® Matrix® LCD Video Wall System. Interactive touch displays or video walls as well as displays that typically have viewers in close proximity should be disinfected regularly.

To disinfect a Planar display:

- Follow the same steps as basic cleaning, but increase amount of isopropyl alcohol in the cleaning solution to at least 70% as recommended by the Center for Disease Control (CDC). While it is possible to disinfect using household cleaners and disinfectants, it is best not to use them on viewable surfaces as they can negatively affect the viewing experience. Bleach products can degrade the displays and are not recommended.
- When disinfecting, be particularly aware of areas such as the tiled bezels on LCD video walls and pixel spaces on LED video walls, and use caution to avoid damaging the displays
- Displays featuring Planar ERO™ (Extended Ruggedness and Optics™) including Planar® ERO-LCD™, Planar® ERO-LED™ and Planar® ERO-OLED™ have fully flush surfaces for added protection and easier cleaning



Display Cleaning Guidelines

CLEANING DISPLAYS TREATED WITH PLANAR ERO-LCD

Planar ERO-LCD technology uses protective glass that creates a highly durable display surface that can withstand rigors of high-traffic environments. In addition to the isopropyl alcohol method described previously, all displays featuring Planar ERO-LCD can be cleaned with the following third-party disinfecting wipes including:

- Sani-Cloth® Plus
- CaviWipes®
- Clorox Healthcare® Bleach Germicidal Wipes
- Super Sani-Cloth Germicidal Disposable Wipes
- Windex® Electronic Wipes (for Screens)
- PDI Easy Screen

Select Planar LCD touch screen displays can also be cleaned with the preceding list of third-party products, even when they aren't treated with Planar ERO-LCD.

- Planar® EPX Series Touch
- Planar® EP Series Touch
- Planar® PS Series 4K Touch

While these products may clean your display users should follow sanitizer wipes' manufacturer instructions and be aware that some actions can impact Planar's warranty coverage.

- Damage from dripping liquids to the touch frame, monitor bezel, and liquid crystal display is not covered under warranty
- Discoloration of display surfaces caused by cleaning chemicals is not covered under warranty
- Scratches or other screen damage from using cleaning or sanitizing products is not covered under warranty

Regularly cleaning and disinfecting Planar display solutions will help preserve the appearance of displays and the viewing experience, and can help with viewer health. However, Planar cannot guarantee these efforts will eliminate any virus or pathogen.