

MFP and Printer Cleaning Guide

When in use, Printers, Multifunctional Printers (MFPs), Barcode and Labelling products are touched by multiple users every hour. Thankfully, all Toshiba products supplied by Active are designed to survive in the harshest environments and can withstand intensive use for many years. This includes regular cleaning and disinfecting of devices with the correct cleaning products. The Toshiba maintenance manuals recommend the use of 90% isopropyl alcohol to clean all surfaces. For best practices for cleaning Toshiba equipment refer to the Toshiba maintenance manual for your product.

For additional information on disinfecting and cleaning processes, refer to the [Advice from the UK Government](#).

Recommended Cleaning Solution:

90% Isopropyl Alcohol

Recommended Cleaning Frequency:



Clean your device as often as you feel necessary but especially if someone with flu-like symptoms has used the device.

Additional Advice:



Consider using a personal stylus to press touchscreens and/or buttons. This minimises contact with the device and could lower the risk of transmission.

What to do



Use a microfiber cleaning cloth or soft towels.



Spray the cleaner onto the cleaning cloth/towel and then wipe the surface to be cleaned.



Clean with a cloth/towel that is slightly damp but not wet.



Consult trained service personnel for cleaning of the interior of electronic equipment.

What not to do



Do not spray cleaners directly onto equipment.



Do not use abrasive cleaners or cleaning materials (scrub brush, scouring pad, etc.).



Do not soak the electronic equipment with cleaning liquid.

Cleaning Notes

When cleaning your device, we would advise that you take the following precautions:

- **Power down your device** | our print devices contain many moving parts as well as a number of cooling fans. To avoid cleaning solution being blown into the device, please power down your device before cleaning it.
- **Do not spray cleaning products directly onto the device** | spray the isopropyl alcohol onto a soft cleaning cloth and then rub this onto the device. This allows more control over where the cleaning product comes into contact with the device.
- **Focus on areas regularly touched by users** | focus on cleaning buttons and touch screens thoroughly as this is where contamination is most likely to occur.
- **Dry the touch screen** | if your device has a touch screen, please dry this completely before turning the device on. Wet touchscreens can cause phantom touches which make your device harder to use.