



# Product Cleaning Instructions

**Dear Valued CAE Customer,**

At CAE, our mission is to make healthcare safer. As we navigate the COVID-19 pandemic with you, here are additional safety measures for cleaning and sanitizing your CAE products. The CAE Approved Agents for Disinfection grid provides an overview of the approved agents for each CAE product as well as a list of agents not recommended for use.

The Centers for Disease Control and Prevention (CDC) recommends cleaning surfaces, followed by disinfecting, as a best practice for the prevention of viral respiratory illnesses in households and community settings.

- Before cleaning all electronic devices, turn device off and disconnect from power supply
- Wear disposable gloves when cleaning and disinfecting surfaces
- Cleanse product with the mild antibacterial soap and water as per grid
- Do not use abrasive cloths, towels, paper towels or similar materials – use a microfiber cloth
- Do not immerse the product or peripherals in liquid
- Do not use an abundant amount of water when washing the products with the soap and water
- Follow cleaning with recommended disinfectant per grid
  - » If using isopropyl alcohol, remember it is flammable
- Do not spray cleaning solution directly on product, use a moistened microfiber cloth
- Allow product to dry completely
- Dispose of gloves after cleaning products and wash hands with soap and water for 20 seconds

If you have any other questions, please feel free to reach out to Customer Service in your geographical location.

*Kind regards,  
CAE Product Management Team*

## For customer service, please contact CAE.

### Customer Service Headquarters – United States

Monday - Friday from 7:00 a.m. to 6:00 p.m. ET  
Phone 1-866-462-7920  
Email: [srqcustomerservice@cae.com](mailto:srqcustomerservice@cae.com)

### Customer Service – Canada

Monday - Friday from 8:00 a.m. to 5:00 p.m. ET  
Phone 1-877-223-6273  
Email: [srqcansupport@cae.com](mailto:srqcansupport@cae.com)

### Customer Service – Europe, Middle East and Africa

Monday - Friday from 8:00 a.m. to 5:00 p.m. CET  
Phone +49 (0) 6131 4950354  
Email: [international.service@cae.com](mailto:international.service@cae.com)

### Customer Service – United Kingdom and Ireland

Monday - Friday from 9:00 a.m. to 5:00 p.m. GMT  
Phone +44 (0)800-917-1851  
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### Customer Service – Latin America

Monday - Friday from 9:00 a.m. to 5:00 p.m. BRT / BRST  
Phone +55 11 5069-1510  
Email: [la.service@cae.com](mailto:la.service@cae.com)

### Customer Service – Asia Pacific

Monday - Friday from 8:00 a.m. to 5:00 p.m. CET  
Phone +49 (0) 6131 4950354  
Email: [ap.service@cae.com](mailto:ap.service@cae.com)

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		RECOMMENDED AGENTS			
		Mild Antibacterial Soap and Water (non ammoniac)	Disinfectant wipes†	Isopropyl Alcohol 70%	Chlorine-based cleaner (50-80ppm)
CAE Products	Apollo	✓	●		
	Ares	✓	✓		
	Athena	✓	●		
	BabySim	✓	✓	✓	
	BluePhantom	✓			
	Caesar	✓	●		
	Portable CathLabVR*	✓	✓	✓	
	Edwards*	✓	✓	✓	
	EndoVR*	✓	✓	✓	
	ExternalDefib	✓	✓	✓	
	FX	✓			
	HPS	✓	✓		
	Juno	✓	✓		
	LapVR*	✓	✓	✓	
	Lucina	✓	✓	✓	
	Luna	✓	✓	●	
	METIman	✓	✓	✓	
	Micra*	✓	✓	✓	
	NeuroVR*	✓	✓	✓	
	PediaSim	✓	✓	✓	
	StethoSim	✓	✓	✓	
	Vimedix	✓			
	VR Probes				✓
CAE LearningSpace	Cameras	✓			
	Server Boxes		✓	✓	
	Tripods		✓	✓	
CAE Legacy	CathLabVR*	✓	✓	✓	
	ECS Adult	✓	✓		
	iStan	✓	✓		
STOPS	6-in-1 trainer	✓			
	Surgical Cut Suit	✓			
	Moulage Kits	✓			
Microsoft	SurfaceGo or Pro	✓	●	✓	
	HoloLens	✓	●	✓	
Samsung	Samsung S3	✓	✓	✓	✓
HP	PC	✓	●	✓	
	Screen	✓		✓	
	Keyboard	●		✓	
Dell	PC	✓	●	✓	
	Screen	✓		✓	
	Keyboard	●		✓	
Lenovo	PC	✓	●	✓	
	Screen	●		✓	
	Keyboard			✓	
Embedtek	PC	✓	●	✓	
BendQ	Screen	●		✓	
Philips Lumify	Transducer	✓		✓	
	Tablet	✓			

NOT RECOMMENDED/TESTED AGENTS		
✗ Ammonia (i.e. Windex)	✗ Hypochlorous acid-based	✗ Peroxides (incl. hydrogen peroxide)
✗ Ethyl Alcohol	✗ Ozone	✗ Solvents (acetone, paint thinner, benzene, methylene chloride or toluen)

- ✓ Recommended
- Alternate, not preferred
- † Not on display, mirror or visor
- \* Not on display, mirror or visor

Reference Sources

- Microsoft <https://docs.microsoft.com/en-us/hololens/hololens2-maintenance>
- HP <https://support.hp.com/ca-en/document/c00292159>
- Lenovo <https://support.lenovo.com/ca/en/solutions/ht035676>
- Dell <https://www.dell.com/support/article/en-ca/sln308919/guidance-for-keeping-your-dell-technologies-equipment-clean?lang=en>
- Samsung <https://www.samsung.com/us/support/answer/ANS00086342/>
- Philips <https://www.usa.philips.com/c-dam/b2bhc/master/whitepapers/ultrasound-care-and-cleaning/care-and-cleaning-manuals/cc-us.pdf>