

Cleaning the exterior of Crystal Group products

Crystal Group products are designed and built to withstand the elements; however, we occasionally receive requests for best practices for cleaning Crystal products. The following cleaning method is safe for all Crystal Group servers, computers, networking devices, keyboards and LCD screens.

- Disconnect all external power sources, devices, and cables.
- Use an ESD*-safe, lint-free cloth; avoid abrasive cloths, towels, paper towels or similar items.
- Apply a light to moderate amount of 70 percent (or higher) isopropyl alcohol solution to the cloth. **Never** spray cleaners directly on to the equipment.
 - If solution is dripping from the cloth, wring the excess from the cloth before proceeding.
- Wipe down the exterior surfaces with the alcohol-dampened cloth thoroughly.
 - If wiping connectors, ensure the operator is grounded in compliance with [ANSI/ESD 20.20](#), the global standard for the development of an ESD Control Program, as published by the [ESD Association](#).
- Watch to ensure some alcohol is present as you sanitize the surface.
 - This can be verified by witnessing the alcohol evaporate after wiping the equipment with the soft, alcohol-dampened cloth.
- If desired, the cleaned equipment may be stored in an ESD-safe bag when not in use to prevent contamination.

**Guidelines for electrostatic discharge (ESD)-safe materials and handling procedures are included in the [ANSI/ESD 20.20](#) control document.*

Important considerations

- Clorox® wipes are not a preferred cleaning method. They discolor aluminum and negatively impact the product's labeling.
- Never use bleach solutions to clean the exterior of Crystal Group products.