

## Service Bulletin

### Recommended cleaning and disinfecting guidelines for all Kenwood radios and accessories in response to COVID-19

Service Bulletin: LSB-0364

Issued Mar 20, 2020

In response to the COVID-19 pandemic, JVCKENWOOD is providing recommended cleaning and disinfecting instructions for Kenwood radios and accessories to assist with general hygiene guidelines set forth by the World Health Organization (WHO) [www.who.int](http://www.who.int) and the Centers for Disease Control and Prevention (CDC) [www.cdc.gov](http://www.cdc.gov).

#### General Cleaning

1. Remove dust and dirt from surfaces using a clean, soft cloth. If additional effort is required to remove dust and dirt, a non-metallic brush may be used to loosen dirt and debris.
2. Apply a 0.5% detergent-water solution (ex: natural detergent or mild dishwashing soap) or a 70-80% disinfecting ethanol\* solution to a clean, soft damp cloth and wipe down all surfaces. If using a detergent-water solution, distilled water is recommended.
3. Dry all surfaces using a clean **soft** cloth paying close attention to terminals and connectors.
4. Inspect the radio to make sure no cleaning solution remains trapped near connectors or inside terminal cracks or crevices.

\* The majority of commercially available disinfecting ethanol is diluted to a 70-80% solution. Please check the dilution ratio before using to clean/disinfect radio or accessory surfaces.

#### Important Note

JVCKENWOOD is unable to, and did not, determine whether any particular cleaning product is effective in removing specific foreign substances from a device, nor whether any disinfectant will remove all germs or viruses. Please consult the chemical manufacturer's documentation for specifics on cleaning product efficacy with regards to foreign substances (such as viruses).