

Service News

To: General Managers
Service Managers
Service Technicians

Region: ☒ U.S.
☒ CAN

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Valid to: N/A

Action Required? ☐ Yes ☒ No

From: Elizabeth Jolin – Director, Reliability
Subject: Sanitizing Customer Trucks - Surface Finish Care

SANTIZING GUIDELINES:

In order to sanitize and also avoid damaging surface finishes in customer trucks, below are the recommended sanitizing methods. Please note, solution must be prepared according to manufacturer's instructions. Products must not be applied undiluted, or at concentrations outside of the manufacturer's instructions.

CONTACT TIME -

Contact time is the amount of time the surface should be treated for. The surface should be visibly wet for the duration of the contact time. Contact time varies widely by brand, product, and application method (wipe vs. spray).

- **Ethanol wipes: 5 minutes**
- **Lysol® disinfecting wipes: 10 minutes**
- **Lysol® disinfectant spray: 10 minutes**
- **DS1 Signet® Neutral Disinfectant: 10 minutes**

SOFT SURFACES -

- Soft surfaces (cloth, vinyl, leather, and nonwovens) must be cleaned with **ethanol ONLY**:
- **Ammonia based cleaning solutions** (for example Lysol® brand non-bleach disinfectant wipes or ready to use spray) and **hydrogen peroxide** must **NOT** be used to sanitize soft trims.
- **Isopropyl alcohol** must never be used on leather seats or leather steering wheels, use **ethanol ONLY**.
- **Bleach** in any form (wipes, ready to use spray, solution from concentrate) must **NEVER** be used on any surface.

HARD SURFACES -

- **Ethanol** only must be used on:
 - Painted/surface treated plastics: e.g. deco trims, chromed accents, controls like knobs and buttons
 - Mold-in-color plastic surfaces: e.g. A/B pillars, non-leather steering wheels, plastic grab handles
- **Ammonia based cleaning solutions** (for example Lysol® brand non-bleach disinfectant wipes or ready to use cleaning spray) and/or **ethanol** may be used only on the following:
 - Painted or enameled metal surfaces: e.g. exterior door handles
 - Unpainted metal surfaces: e.g. exterior metal grab handles
 - Exterior decals: e.g. window blackout film

- **DS1 Signet® Neutral Disinfectant** may only be used as directed on the manufacturer's label on washable hard, non-porous surfaces.
 - glass surfaces
 - laminated surfaces
 - metal
 - stainless steel
 - plastic such as: polycarbonate (PC), polyvinylchloride (PVC), polystyrene (PS), polypropylene (PP)
 - chrome
 - vinyl (hard plastic ONLY – DS1 is **NOT** to be used on vinyl-covered upholstery: seats, walls, IP or DP parts, or mattresses/cushions)
 - enameled surfaces
 - Formica®
- **Bleach** in any form (wipes, ready to use spray, solution from concentrate) must **NEVER** be used on **any surface**.
- **White spirit/paint thinner** should NOT be used as a sanitizer. It will also cause damage to most surfaces.

Sanitizing methods for surface treatments: Summary		
ETHANOL	DS1 Signet® NEUTRAL DISINFECTANT	AMMONIA-BASED (Lysol® or similar)
<p>OK for all hard and soft finishes, including:</p> <ul style="list-style-type: none"> • Fabric • Vinyl • Leather* • Nonwoven • Hard deco trims • Painted plastic • Molded in color plastic <p><i>*Isopropyl alcohol (rubbing alcohol) must never be used on real leather. Use ethanol ONLY!</i></p>	<p>OK for washable hard, non-porous surfaces including:</p> <ul style="list-style-type: none"> • glass surfaces • laminated surfaces • metal • stainless steel • plastic such as: polycarbonate (PC), polyvinylchloride (PVC), polystyrene (PS), polypropylene (PP) • chrome • vinyl (hard plastic ONLY – DS1 is NOT to be used on vinyl-covered upholstery: seats, walls, IP or DP parts, or mattresses/cushions) • enameled surfaces • Formica® 	<p>OK for limited surfaces ONLY. <i>If in doubt, use ethanol!</i></p> <ul style="list-style-type: none"> • Painted or enameled metal • Unpainted metal • Exterior decals
NEVER OK		
BLEACH, WHITE SPIRIT/PAINT THINNER	DS1 Signet® NEUTRAL DISINFECTANT	
<p>The following should NEVER be used to, in any form (wipe, ready to use, diluted solution, etc.):</p> <ul style="list-style-type: none"> • Bleach – will discolor and damage surfaces, even in dilute solution! • White Spirit/Paint Thinner 	<p>DS1 may NOT be used on the following:</p> <ul style="list-style-type: none"> • Fabric • vinyl upholstery including seats, walls, IP or DP parts, or mattresses/cushions • seat leather • steering wheel leather • nonwoven or carpet • on or around electronic controls like knobs and buttons • on or around touch or display 	