

The background of the entire page is a high-magnification scanning electron micrograph (SEM). It features a complex, textured surface in shades of blue and teal, with numerous small, spherical, orange-colored particles scattered throughout. These particles appear to be of uniform size and are distributed across the entire frame, including the white text box. The overall effect is one of scientific precision and microscopic detail.

KEEPING EVERYONE SAFE

CLEANING & DISINFECTING RECOMMENDATIONS
FOR VTECH HOTEL PHONES



A photograph of a hotel room. On the left, a bed with white linens and several pillows is visible. Next to the bed is a dark wood nightstand with a VTech hotel phone on it. The wall behind the bed is covered in vertical wood paneling. In the background, a hallway with a glass door and a bathroom with a sink and mirror are visible.

VTech Hotel Phones are manufactured from Antibacterial plastic and Silicon Rubber

Guests expect hotel rooms to be clean upon check-in, but high-touch surfaces like remote controls, alarm clocks, and room phones may require additional cleaning measures to keep staff and guests safe during a pandemic.

We've added an antibacterial ingredient to the plastic used in our hotel phones. This ingredient uses silver and other ions to prevent the growth and migration of bacteria, mould and fungus. Standard cleaning and disinfection practices can effectively kill viruses (i.e. SARS-CoV-2, the virus that causes COVID-19) and prevent their spread.

With VTech phones, everyone has an added layer of protection—and peace of mind.

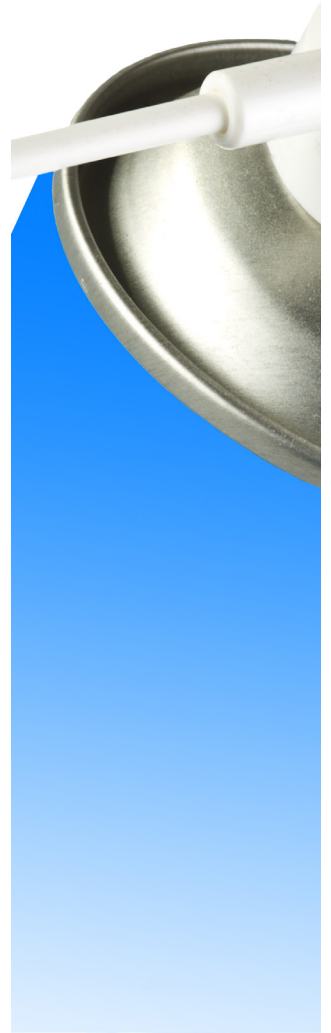
A MESSAGE TO OUR CUSTOMERS

The effects of COVID-19 are being felt across the globe. The health and well-being of hotel guests, hotel staff, and daily visitors is our top priority and these instructions have been prepared to clarify how to properly clean and disinfect our hotel phones.



EFFECTIVE CLEANING & DISINFECTION MEASURES

Sanitising and disinfecting alone does not necessarily clean the surface. Proper surface cleaning must precede sanitising and disinfecting in order to be effective. To reduce the risk of virus infection, we recommend implementing cleaning and disinfection standards as added protective measures.



BEFORE CLEANING AND DISINFECTING, YOU WILL REQUIRE...

Appropriate personal protective equipment (PPE)	5 soft lint-free/ microfibre cloths	Alcohol wipes (70% isopropyl alcohol)	Air duster and brush (optional)
Including surgical mask, gloves, disposable gown, eye protection (goggles/face shield) and cap.	CLEANING		
	(1) moistened with soapy solution,		
	(1) moistened with water, and		
	(1) dry cloth to clean off any residues.		
	DISINFECTING		
	(1) moistened with disinfectant, and		
	(1) dry cloth to clean off any residues.		



CLEANING

1. Wear the appropriate PPE, including a mask, disposable gloves, a disposable gown, eye protection (goggles/face shield) and cap;
2. Direct the air duster nozzle across rows of keys on the keypad to remove dirt/dust accumulated between keys. A hand brush may be used to assist in removing settled dirt or dust;
3. Lift the handset and remove dust from the cradle areas and handset. Keep your fingers pressed on the hook while dusting;
4. Use the moistened microfibre cloth with [soapy water](#) to physically remove any dirt and debris from the phone surfaces;
5. Use another piece of cloth moistened with water to clean off residues;
6. Then, use the dry cloth to clean off any remaining moisture.

We recommend cleaning the phone once per day in a hotel environment.

SANITISING

Not recommended

Steam cleaning

Sanitising uses heat (steam, hot water and hot air) and requires at least 78°C or 171°F temperatures to kill microorganisms on surfaces.

VTech Hotel phones are mainly manufactured from antibacterial plastic and silicon rubber. The low melting point of the plastic makes it inappropriate for high-temperature sanitising applications.

UV-Light

While the effectiveness of UV-light on viruses (i.e. SARS-CoV-2, the virus that causes COVID-19) is still unknown, long UV exposure may cause deterioration in the colour and mechanical properties of the plastic used in the phone.





DISINFECTING

See suitable disinfectants for more details

We recommend selecting European Centre for Disease Prevention and Control (ECDC) and/or UK Gov registered disinfectants known to kill harmful microorganisms, like bacteria and pathogens, on the phone surfaces.

1. Fold a clean microfibre cloth to cover your palm;
2. Spray disinfectant cleaner onto the microfibre cloth and rub it until it is absorbed evenly;
3. Wipe and clean the hotel phone surface across all visible touch points;
4. Use the dry cloth to clean off any residues; and
5. Lastly, use alcohol wipes (70% isopropyl alcohol) to clean the phone. Do not use excessive alcohol as it is flammable. Wait until the residual alcohol has evaporated before resuming normal usage.



Suitable disinfectants



Selecting the right disinfectants to clean and disinfect

Use an ECDC (for EU) and/or UK Gov recommended disinfectant to properly disinfect surfaces to protect your facility against viruses and other unwanted germs. This is an important reminder when considering how to effectively keep staff and guests safe throughout the property.

EUROPEAN UNION (EU)

[Disinfection of environments in healthcare and non-healthcare settings potentially contaminated with SARS-CoV-2](#)

UK GOV

- [COVID-19: Cleaning of non-healthcare settings](#)
- [Defra approved disinfectant use for cleaning and disinfecting](#)

WHEN CLEANING PHONES, DO NOT ...

- Use household cleaning products (e.g. bleach - undiluted) and abrasives;
- Use hydrogen peroxide (>3%) or acetone;
- Use any type of scrubbing pads;
- Sanitise with steam, hot water, hot air, or UV-Light;
- Hold the phone under running water;
- Spray or pour cleaner directly to the phone; or
- Rub excessively when cleaning the phone.



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REFERENCES

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https://cdn-web.vtp-media.com/hotelphones/downloads/additionalinfo/Hospitality_Antibacterial.pdf |

IMAGES COURTESY

Pseudo-colour scanning electron micrograph of the new coronavirus (SARS-CoV-2) grown in culture from a patient isolate. After 24 hours in culture there are large numbers of orange viral particles on the surface of the cell (blue). | LKS Faculty of Medicine, Department of Electrical and Electronic Engineering (K.Tsia, K.Lee and Q.Lai), and Electron Microscopy Unit, The University of Hong Kong | Gambaro Hotel_Brisbane-bedroom-two | Clean_with_steam_header.jpg - Kaercher | Room cleaning items in hallway - Ashwini Chaudhary | Soap bubbles_2 - Daniele Levis Pelusi | Harris Trademate Brush 2in - Harris | Hand with rubber glove cleaning surface with microfibre cloth - Shutterstock - Comaniciu Dan | Air duster on the white background - Shutterstock - O.Bellini | Hand in blue rubber glove holding blue microfibre cleaning cloth and spray bottle with sterilising solution make cleaning and disinfection for good hygiene - Shutterstock - asiandelight | Lack of PPE - Elite healthcare (Source: American Association of Critical-Care Nurses - AACN) | UV Light - First Hotel in Country to Deploy Virus Killing Robots - Xenex Disinfection Service | Sanitise surfaces prevention in hospitals and public spaces - Shutterstock - Maridav

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