



Advanced cleaning and disinfecting benefits of Sonim ultra-rugged mobile devices

IN SUMMARY

Mobile devices can transmit pathogens if not cleaned and disinfected properly.

Sonim devices can be more than wiped clean with a damp cloth; they can be fully submerged and can withstand a variety of different cleaning products from simple soap and water to heavy duty cleansers and disinfectants, such as bleach and isopropyl alcohol.

Sonim devices are backed by a 3-year comprehensive warranty.

Other device manufacturers recommend “gently” cleaning or caution you to avoid using aerosol sprays, antibacterial products, bleaches and other cleaners directly on the device or risk voiding their warranty. To be clear, this is not necessary with a Sonim device. With Sonim’s ultra-rugged devices, you can clean away without worry that you’ll ruin your device or lose your warranty.

OTHER DEVICES	SONIM
Have recently updated their product guidelines to say it is now OK to use Clorox Disinfecting Wipes and other disinfectants to clean your phone.	Sonim devices have always been able to be safely cleaned with disinfecting products.
Don’t submerge your phone in cleaning and disinfecting agents. Turn the device off first, and take care to not get moisture in openings.	Safely submerge for up to 30 minutes as necessary with aggressive wipe-down for cleaning and disinfecting.
Don’t use aerosol sprays, bleaches or abrasives. Do not spray cleaners directly on the device.	Use aerosol sprays, bleaches and other cleaners/disinfectants as needed, including, directly on the device.

Source: <https://www.cnbc.com/2020/03/09/apple-says-you-can-clean-iphones-with-disinfectant-wipes-like-clorox.html>

THE DETAILS

Recent global events, including the COVID-19 virus, have resulted in many questions regarding “mobile hygiene” best practices. And, given USA Today’s recent report that smartphones are seven times dirtier than a toilet, device cleanliness is top-of-mind for everyone. At Sonim, we are laser-focused on meeting and exceeding the Rugged Performance Standards (RPS) that we’ve set for our devices. An important aspect of Sonim’s RPS is our devices’ resistance to chemicals, regardless if exposure happens accidentally in the field or intentionally through use of cleaning or disinfecting solutions.

Over the last few years an increasing number of smartphones have evolved their Ingress Protection (IP rating) to IP-68, meaning they are resistant to dust (the “6”) and to water submersion for 30 minutes at a depth of one meter (the “8”). Thus, you might think when it comes to cleaning and disinfecting these devices, it is not a problem to wipe or spray a cleaner directly onto the device. However, the instructions for cleaning that same water-submersible device will say, “only use a damp cloth”, “avoid getting moisture into openings,” and “do not use household cleaners, aerosols, solvents... as they may damage the device.”

Numerous studies have highlighted that mobile devices can transmit pathogens if not cleaned and disinfected properly. In fact, one study found that nearly 99 percent of hospital staff smartphones were contaminated with potential pathogens. Manufacturers of hospital equipment, including handheld devices, commonly produce a list of approved cleaning and disinfecting agents that can be used with their devices. However, even these “hospital-grade” devices have instructions that state, “never spray or pour chemical agents directly onto the device” or “do not let liquid pool on the device.”



We were recently asked if a Sonim device could be soaked in a container of bleach/water to disinfect the device. Obviously, this would damage the aforementioned consumer device and the hospital-grade device. But for Sonim customers, they need and expect more out of their smartphones. Sonim devices were built to not only withstand the toughest and harshest environments, but also to be safely sanitized and cleaned properly.

CDC definition of cleaning and disinfecting:

CLEANING	DISINFECTING
<p>Removes germs, dirt, and impurities from surfaces or objects. Cleaning works by using soap (or detergent) and water to physically remove germs from surfaces. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.</p>	<p>Kills germs on surfaces or objects. Disinfecting works by using chemicals to kill germs on surfaces or objects. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.</p>

To meet this customer requirement, all Sonim devices under go a rigorous, four-step chemical-resistance test that includes:

1. Applying chemical agents, such as isopropyl alcohol, bleach/water mix, dishwasher detergent, Benzalkonium Chloride, glass cleaner, acetone, gasoline, etc., directly to the Sonim device.
2. The chemical is allowed to sit on the device for up to 24 hours.
3. The device is put in an oven set at 50 degrees C for two hours
4. The device is inspected for any improper operation (power on, make a call, etc.) as well as for any cracking, fading or damage to any parts.

Beyond our internal testing, many customers have successfully subjected their own Sonim devices to a number of other jaw-dropping experiments that further prove the durability of our devices. Examples include:

- A full immersion of the Sonim XP8 in hydrogen peroxide for one hour with no impact on operation.
- A full immersion of the Sonim XP8 and XP5s in jet fuel, with the goal of seeing how many hours the devices would last. The Sonim devices lasted several days, fully immersed and fully operational while competitive products only made it a few hours.
- Running a Sonim device through a regular dishwasher cycle.

The recent news may have you evaluating new approaches to cleaning and disinfecting your mobile devices or, perhaps, your application requires confidence you are getting the most rugged mobile device that is extremely chemical resistance. Regardless, you can feel confident that the Rugged Performance Standards designed into all Sonim devices ensures you have a mobile device that can be aggressively cleaned and disinfected far beyond what is possible with consumer or "hospital-grade" devices and backed by our three-year comprehensive warranty.

FOR MORE INFORMATION ON SONIM'S ULTRA-RUGGED, CHEMICAL RESISTANT DEVICES, VISIT SONIMTECH.COM, SONIM'S SOCIAL CHANNELS, OR CONTACT YOUR SALES REPRESENTATIVE.