

# Tech Note A-007: Cleaning an Ava Telepresence Robot

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This Tech Note lists recommendations for cleaning and disinfecting an Ava Telepresence Robot. Please email [support@avarobotics.com](mailto:support@avarobotics.com) if you have any questions.

## Cleaning and Disinfecting

We recommend wiping Ava's shells, screen, and sensors with cleaners and disinfectants that contain Dimethyl Benzyl Ammonium Chloride. Ava Robotics uses Lysol All Purpose Cleaner. We do not recommend acetone, alcohol, or bleach based cleaners as they can cause discoloration and chemical damage.

For general cleaning, apply the cleaning agent to a soft, lint-free cloth and wipe Ava's surfaces. We do not recommend spraying the cleaner directly onto Ava's screen and sensors.

As dust accumulates, a lens cloth is recommended to gently wipe the sensors, screen, and camera lens.

As Ava's outer shells are a coated plastic, proper care when cleaning is important for preserving the appearance.

## Cleaning Agents Safe for Use on Ava

- Clorox Disinfecting Wipes
- Lysol All Purpose Cleaner
- Lysol Multi-Surface Cleaner
- Lysol Disinfecting Wipes
- 409 Multi-Surface Cleaner
- Other cleaners with Dimethyl Benzyl Ammonium Chloride as the active ingredient

## Cleaning Agents Not Recommended for Use on Ava

The following agents are not safe for the coating of Ava's shells. Ava Robotics is not responsible for damage or discoloration of the Ava Telepresence Robot as a result of use of these agents:

- Alcohol based cleaners, such as Isopropyl alcohol and wipes or sprays that contain Isopropyl Alcohol
- Bleach based cleaners (sodium hypochlorite), such as Clorox Bleach
- Other cleaners that contain sodium hypochlorite