

Woodhull's Approach with Coronavirus (COVID-19)

Dear Valued Clients,

As part of the WOODHULL family, your offices, schools, and healthcare locations are an extension of our WOODHULL office. We take the safety of our employees and clients very seriously. In the midst of the [Coronavirus \(COVID-19\)](#) outbreak, we want to assure our clients that our Technicians are taking the proper precautionary measures to sanitize your WOODHULL equipment while they are at your location on a service call.

Our Service Process with your Equipment

WOODHULL Technicians drive fully stocked company cars containing thousands of dollars' worth of parts to ensure they have the right parts to fix your equipment the first time they come out. Along with this stock of parts, Technicians carry an entire kit of cleaning supplies to ensure they leave your equipment looking as clean as they possibly can. The Technicians use many different cleaning techniques, supplies and tools, which include rubbing alcohol, lint-free cloths, air sprayers, and vacuums. Rest assured that your device is much cleaner after a service call than before your WOODHULL TECHNICIAN arrived.

In addition to performing these cleaning procedures for the equipment, the Technicians practice frequent hand-washing and other good hygiene techniques to help prevent the spread of germs.

Our Suggestions to Keep Your Equipment Germ-Free

With so many people touching the control panel, document feeder, output trays, and drawer handles every day, your office copiers and printers can collect germs. To clean these areas, the WOODHULL Team recommends the following process.

1. First power down your device.
2. Lightly pour some rubbing alcohol onto a cloth and wipe down the highly touched areas.
3. Though it might seem easier to use a wet towel or Clorox wipes, these options are *not* as sanitary or safe for the copier or print device.
4. **Avoid using cleaners that contain bleach, ammonia, or cleaning solvents. These chemicals can cause the touch screen or control panel to become clouded and require replacement, so please check your cleaners prior to using them on your devices.**

Finally, to help avoid the spread of illness, we also suggest that everyone in your workplace follow CDC recommendations for [hand-washing](#) and [COVID-19 prevention](#). In times when it is not possible or practical for you to power down and sanitize your

equipment (for example, in the middle of a workday), basic precautionary measures like proper hand-washing and hygiene are essential.