



In light of recent concerns over Coronavirus (COVID-19), there have been growing inquiries regarding keyboard hygiene practices and procedures.

Yamaha Canada Music Ltd. encourages proper hand washing and other healthy practices in reducing the risk of transmitting common illnesses such as the flu, common cold and other maladies.

Yamaha has sent out guidelines for best practices to keep your keyboard clean and sanitary, to be used in addition to the recommendations currently set in place by the Government of Canada / Health Canada (linked below).

<https://www.canada.ca/en/health-canada/services/healthy-living/your-health/diseases/benefits-hand-washing.html>

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Safe practices need to be followed to prevent damage to Yamaha keyboard covering materials. These materials are generally composed of acrylic, phenolic resins, wood composites and Yamaha's Ivorite® materials, which can react adversely to some cleaning and disinfecting agents.

Best and safe practices for Yamaha keyboard hygiene are as follows:

1. Avoid using cleaners that contain ingredients such as isopropyl, chlorine, ethanol, benzene, peroxide, and salts. These can cause the black composite keys to discolour (generally turning white-yellow) due to buildup of the cleaning agent's chemical makeup. These can also cause erosion and cracking of both the white and black key tops as the material negatively reacts to the solvents in these cleaning agents.

2. If a disinfectant is used on the player's hands (i.e. hand sanitizer) that contains any of the agents noted above, the hands should be completely dry before contacting the keyboard.

3. To clean the keytops, use a damp lukewarm soft cloth (such as a microfiber cloth) containing a small amount of dish detergent, wrung out so there is no chance of dripping water cascading down the sides of the keys. Wipe the keys in a 'toward the player' motion, starting at the fallboard end (rear of the key), and wiping toward the end of the keys nearest you.

4. Follow with a second damp microfiber cloth (still using lukewarm water, wringing out so there is no concern of dripping water cascading down the sides of the keys). Wipe the keys in a 'toward the player' motion as done with the cloth treated with dish detergent.

5. Wipe the keys dry with a third microfibre cloth, again wiping the keys in a 'toward the player' motion until there is no moisture remaining.

6. We encourage a new set of three cloths for every cleaning of the keyboard.

Following the prevention steps set out by Health Canada in proper hand washing, coughing and sneezing practices will reduce the transmission of airborne and surface germs.

**In addition, following the guidelines set by Yamaha
Canada Music Ltd. on correctly and safely cleaning
the keyboard will ensure there will be no damage
caused to the key tops.**

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