

Note: Please read through this guide before you start cleaning your VIVE product. Malfunctions and damage from improper cleaning are not covered by warranty.

This cleaning guide applies to VIVE products, which include PC VR devices such as the VIVE Cosmos series and VIVE Pro series, as well as standalone devices such as the VIVE Focus series, VIVE Flow, and VIVE XR Elite.

What to use

Since sweat and heat may quickly build up when you're using your VR equipment, keep it clean and hygienic at all times. Clean the headset, controllers, and other accessories between uses, especially if you use them often or share them.

For cleaning, use a microfiber cloth—the same type used for wiping glasses or screens. Use the microfiber cloth that came with your VIVE product, or purchase one if you lost it.

For disinfecting leather or fabric face cushions, exterior (hard surfaces) of headsets, and other accessories, we recommend:



Dampen a microfiber cloth with one of the following disinfectants:

- Diluted alcohol solution containing 70%–75% ethanol (ethyl alcohol)
- Diversey Virex® II 256 Disinfectant Cleaner (1:256 dilution)

Alternatively, you can use one of the following disinfecting wipes:

- Clorox® Disinfecting Wipes (Bleach-free)
- PDI Super Sani-Cloth® Germicidal Disposable Wipe

! Important:

Do's...

- Prepare several microfiber cloths to use for cleaning. Make sure they are dust free.
- Make sure your microfiber cloth is damp—not dripping—when moistening. Liquid dripping into the headset or controllers could cause damage.
- Use a water-dampened microfiber cloth to wipe the headphone pads (on PC VR headsets).
- Use only a dry microfiber cloth to wipe lenses or eye trackers.
- Using a UVC cleaner is an effective and recommended way to decontaminate VR headsets and controllers. Before using a UVC cleaner on your VR devices, make sure to properly cover the headset lenses. **Discoloration due to UV exposure is not covered by warranty.**

... and don'ts

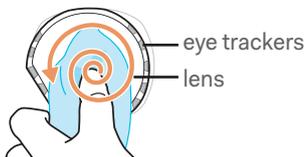
- Do not spray disinfectants or other liquids directly on VR equipment.
- Do not apply disinfectants or wipes to foam material (such as foam face cushions), straps, or sensitive components (such as lenses or eye trackers).
- Do not dip or soak the headset or controllers in liquid.
- Aside from the above recommendations, do not use other organic solvents for cleaning the exterior of headsets, controllers, or accessories. Do not use acidic liquids.
- Do not tumble dry, iron, or expose face cushions to direct sunlight.

Contact with skin and hair can occur in the following places: the face cushion on the inner front side, headset strap that goes around the back of your head, and the side cushions near the headphones (on PC VR headsets). To maintain cleanliness of the headset, you can use third-party disposable covers such as disposable face masks and head caps to avoid direct contact.

Maintaining VR equipment cleanliness

Before you begin, make sure to wash your hands thoroughly. For PC VR headsets, unplug the headset cable. Follow the steps below to clean your VR equipment and keep it hygienic.

1. Remove the face cushion.
2. Clean the lenses (and eye trackers for VIVE Pro Eye):
 - a. Use an air pump to blow away dust and particles from the lenses (and trackers).
 - b. Use a dry microfiber cloth to wipe the lenses (and trackers).



Wipe in a circular motion from the center to the outer edges. While cleaning the lenses, be careful not to scratch the lenses or disassemble other parts of the headset.

3. Clean the face cushion:
 - For a foam cushion, clean using a water-damp cloth. Completely dry at room temperature.
 - For a leather or fabric cushion, clean using one of the recommended disinfectants or wipes.

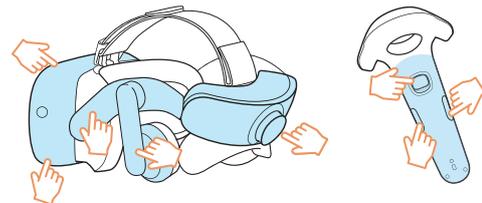
Dry it using paper towels to remove residue from disinfectants. This helps prevent possible skin irritation or allergies.

Reattach the cushion.

4. For PC VR headsets, clean the headphone pads:

Dampen a microfiber cloth with water and use it to gently wipe the surface of the headphone pads. To avoid damaging the headphones, make sure water is not dripping from the cloth into the headphones.

5. Using one of the recommended disinfectants or wipes, clean the hard surfaces you touch the most, such as the top and bottom parts of the visor, headset band, adjustment dial on the back side of the headset, and the controller handle.



6. Completely air dry the headset and controllers.
7. Before wearing the headset, putting on disposable covers such as disposable face masks and head caps is recommended. This helps keep the headset hygienic.

