

Spectralink S33, S35 & S37 DECT Handset Device Cleaning Guide

Document Version: 1.0

Last Updated: March 2026

Applicable Models: Spectralink S33, S35, S37 DECT Handsets

This guide provides comprehensive cleaning and disinfection procedures for Spectralink S33, S35, and S37 DECT handsets used in aged care and personal care environments. These wireless communication devices require regular cleaning to maintain hygiene standards and prevent cross-contamination between staff and residents.

DECT (Digital Enhanced Cordless Telecommunications) handsets are frequently handled throughout the day and come into contact with hands, faces, and potentially contaminated surfaces. Proper cleaning and disinfection protocols are essential to reduce the risk of infection transmission in healthcare settings. ^[1]

Table of Contents

01	Device Classification
	Safety Precautions
	Approved Cleaning Materials
02	Lysol® Disinfecting Wipes (or similar)
03	Device Information
	Standard Cleaning Procedure
04	Enhanced Disinfection Procedure
05	Lysol® Disinfecting Wipes (or similar)
	Charging Cradle Cleaning
06	Special Considerations for Aged Care
07	Troubleshooting and Common Issues
	Documentation and Compliance
08	Quick Reference Guide
09	Contact Information



Device Classification

According to infection control guidelines, DECT handsets are classified as non-critical items as they contact intact skin only. These devices require low-level disinfection between uses and routine cleaning to maintain hygiene standards. ^{[2][3]}

Safety Precautions



CRITICAL: Always follow these safety measures before cleaning:

- Remove the handset from the charger before cleaning.
- Power off the device completely.
- Wash your hands thoroughly with soap and water for at least 20 seconds.
- Do NOT use bleach directly on the device.
- Do NOT use liquid cleaners directly on the device.
- Do NOT use aerosol spray cleaners.
- Do NOT immerse the device in any liquid.
- Do NOT apply solvents such as acetone, mineral spirits, or alcohol-based cleaners exceeding 70% concentration.
- Ensure electrical contacts are completely dry before returning to charger.

Approved Cleaning Materials

Recommended Cleaning Solutions:

Cleaning Method	Description
Water-dampened cloth	Plain water on a soft, lint-free cloth or lightly moist paper towel – suitable for routine cleaning ^[4]
Mild detergent solution	Diluted liquid detergent mixed with water for stubborn soiling – must be followed by wiping with plain water-dampened cloth ^[4]
Commercial disinfecting wipes	Lysol Disinfecting Wipes or similar products that are clearly labeled as "bleach-free" ^{[4][5]}
Alcohol-based wipes	Wipes containing up to 70% isopropyl alcohol for disinfection purposes ^[6]
TGA-listed disinfectants	Disinfectants listed on the Australian Register of Therapeutic Goods (ARTG) appropriate for non-critical medical devices ^[7]

Table 1: Approved cleaning solutions for Spectralink DECT handsets.

Materials to Avoid:

- Bleach-containing products.
- Harsh chemical solvents (acetone, mineral spirits, thinners).
- Abrasive cleaning pads or scouring materials.
- Products with skin moisturizing components.
- Corrosive cleaning agents.
- High-concentration alcohol solutions (above 70%).

Lysol® Disinfecting Wipes (or similar)

Lysol Disinfecting Wipes primarily use alkyl dimethyl benzyl ammonium chloride (a quaternary ammonium compound, or quat, CAS 68424-85-1) as the active antimicrobial ingredient. Australian supermarket equivalents contain similar quat disinfectants like benzalkonium chloride, which provides comparable germ-killing efficacy for healthcare device cleaning.

Lysol Active Ingredient Details

Standard Lysol wipes feature alkyl (50% C14, 40% C12, 10% C16) dimethyl benzyl ammonium chloride at effective concentrations for killing 99.9% of viruses and bacteria on surfaces. Some variants use hydrogen peroxide, but quat-based are the most common for multipurpose disinfection.

Australian Equivalents Comparison

These products match Lysol's quat chemistry and are suitable for non-porous surfaces like Spectralink handsets in aged care settings.

Supermarket	Product Name	Active Ingredient
Coles	Pine O Clean Disinfectant Wipes	Benzalkonium Chloride (0.47% w/w)
Woolworths	Dettol Disinfectant Wipes	Benzalkonium Chloride (0.11-0.15% w/w)
Aldi Australia	Power Force Pro / Anti Bac Plus Disinfectant Wipes	Quaternary ammonium compounds (quat blend similar to Lysol, e.g., alkyl dimethyl benzyl ammonium chloride)

Table 2: Australian Equivalents Lysol® Disinfecting Wipes for Spectralink DECT handsets.

Device Information



1. Programmable Side Key
2. Display
3. Volume Control
4. LED
5. Alarm Key
6. Headset Connector
7. Left Softkey
8. Middle Softkey
9. Right Softkey
10. Loudspeaker Key
11. Mute/Menu Key
12. Four Way Navigation Key
13. Off Hook Key
14. On Hook Key
15. Microphone

Standard Cleaning Procedure

Routine Daily Cleaning

Follow this procedure for regular maintenance cleaning of handsets:

1. Prepare for cleaning.
 - Wash hands thoroughly with soap and water.
 - Remove handset from charging cradle.
 - Power off the device by pressing and holding the power button.
 - Gather approved cleaning materials.
2. Remove visible contamination.
 - Inspect the device for visible dirt, soil, or residue.
 - Use a dry, soft cloth to remove loose debris.
 - Pay attention to crevices around buttons and screen edges.
3. Clean the device surface.
 - Dampen a soft, lint-free cloth or paper towel with water or approved cleaning solution.
 - The cloth should be damp, not dripping wet.
 - Wipe all external surfaces of the handset using gentle pressure.
 - Clean the screen, keypad, battery compartment, and all sides.
 - Do not spray liquid directly onto the device.

4. Clean specific areas.

- Earpiece speaker area: wipe gently with dampened cloth.
- Microphone opening: clean carefully to avoid pushing debris into openings.
- Keypad buttons: wipe around and between buttons.
- Screen: use gentle circular motions without excessive pressure.
- Battery contacts: wipe with dry cloth only when battery is removed.

5. Remove cleaning residue.

- If using detergent solution, wipe device again with plain water-dampened cloth.
- Ensure all cleaning product residue is removed.

6. Dry the device.

- Allow the handset to air dry completely.
- May be wiped with a soft, dry cloth to hasten drying.
- Ensure all electrical contacts and charging pins are completely dry.
- Typical drying time: 5-10 minutes.

7. Return to service.

- Once fully dry, power on the device.
- Return to charging cradle if needed.
- Document cleaning in facility log if required.

Enhanced Disinfection Procedure

Use this procedure when higher-level disinfection is required, such as after use with infectious patients or during outbreak situations:

1. Complete the standard cleaning procedure first (Steps 1-5 above).

2. Apply disinfectant.

- Use a disinfecting wipe (bleach-free Lysol or similar) or cloth dampened with approved disinfectant.
- Apply disinfectant to cloth first, never spray directly on handset.
- Wipe all surfaces of the handset thoroughly.
- Ensure contact with all high-touch areas: screen, keypad, sides, back.

3. Observe contact time.

- Allow disinfectant to remain on surface for the time specified by manufacturer (typically 30 seconds to 4 minutes).
- Keep surface visibly wet during contact time.
- Do not wipe off immediately.

4. Final clean (if required).

- Some disinfectants require wipe with water-dampened cloth.
- Commercial off-the-shelf solutions like Lysol Disinfecting Wipes (or similar), which clearly shows in the ingredients list that it is “bleach-free” may also be used.
- If a wipe down is required, wipe with clean water-dampened cloth.

5. Complete drying and return to service.

- Allow complete air drying (minimum 10 minutes).
- Verify all electrical contacts are dry.
- Power on and test functionality.
- Return to service or storage.

Lysol® Disinfecting Wipes (or similar)

Recommended Cleaning Schedule

Frequency	Method	When to Perform
After each use	Standard cleaning	When handset transferred between staff members or used with different residents
Twice daily	Standard cleaning	Morning and evening shifts for shared devices
As needed	Enhanced disinfection	After contact with visibly soiled surfaces, bodily fluids, or infectious patients
Weekly	Deep clean	Comprehensive cleaning including battery compartment and charging contacts
During outbreaks	Enhanced disinfection	Follow facility outbreak protocols, may require cleaning after every use

Table 3: Recommended cleaning frequency for aged care settings.

High-Touch Device Considerations

DECT handsets in aged care facilities are considered high-touch devices and should be cleaned more frequently than in standard office environments. Healthcare-grade DECT handsets are designed to withstand cleaning more than 30 times per day. ^[8]

Charging Cradle Cleaning

Charging cradles also require regular cleaning as they contact potentially contaminated handsets:

1. Unplug charging cradle from power source.
2. Remove any handset from cradle.
3. Wipe exterior surfaces with dampened cloth and approved cleaning solution.
4. Clean charging contacts with dry cloth only (do not use wet cloth on contacts).
5. Pay attention to crevices where dust accumulates.
6. Allow to air dry completely.
7. Ensure contacts are completely dry before plugging in and returning to service.

Cleaning frequency for chargers: Daily or when visibly soiled.

Special Considerations for Aged Care

Infection Prevention Priorities

- DECT handsets can serve as fomites (objects that harbor pathogens) in healthcare environments.
- Residents in aged care facilities often have compromised immune systems, increasing infection risk.
- Regular cleaning and disinfection of shared communication devices is a key infection prevention measure.^[9]
- Hand hygiene should be performed before and after handling cleaned devices.

Outbreak Management

During infectious disease outbreaks (e.g., influenza, gastroenteritis, COVID-19):

- Increase cleaning frequency to after every use.
- Use enhanced disinfection procedures for all handsets.
- Consider designating specific handsets for use in isolation areas.
- Follow facility outbreak protocols and infection control team guidance.
- Consider using disposable gloves when handling potentially contaminated devices.
- Discard gloves immediately after cleaning and perform hand hygiene.

Staff Training Requirements

All staff who use DECT handsets should receive training on:

- Proper cleaning and disinfection procedures.
- Hand hygiene before and after device handling.
- Recognition of when enhanced disinfection is required.
- Correct use of cleaning products and personal protective equipment.
- Documentation requirements for cleaning logs.

Troubleshooting and Common Issues

Device Not Functioning After Cleaning

Problem	Solution
Device won't power on after cleaning	Ensure device is completely dry, especially charging contacts. Allow additional drying time (30-60 minutes). Remove and reseal battery.
Charging error or not charging	Check charging contacts on both handset and cradle for moisture or residue. Clean contacts with dry cloth. Verify cradle is plugged in.
Screen not responding properly	May indicate moisture ingress. Power off device and allow extended drying time (2-4 hours). Do not attempt to charge until completely dry.
Buttons sticking after cleaning	Residue buildup around buttons. Clean again with water-dampened cloth only, using gentle pressure around button edges.
Audio quality degraded	Check speaker and microphone openings for cleaning solution residue or debris. Gently wipe with dry cloth.

Table 4: Common post-cleaning issues and solutions.

When to Remove Device from Service

Remove the device from service and contact technical support if:

- Device fails to power on after complete drying (24 hours).
- Visible liquid inside screen or display anomalies persist.
- Charging contacts show corrosion or damage.
- Physical damage to device casing or seals.
- Persistent functionality issues after cleaning.

Documentation and Compliance

Cleaning Log Requirements

Many aged care facilities require documentation of device cleaning for infection control audits and compliance:

- Record date and time of cleaning.
- Note handset identification number or location.
- Document cleaning method used (standard or enhanced disinfection).
- Record staff member who performed cleaning.
- Note any issues or observations.

Regulatory Compliance

This cleaning guide aligns with:

- Australian Aged Care Quality Standards (particularly Standard 3: Personal Care and Clinical Care).
- Infection Prevention and Control guidelines for aged care facilities. ^[9]
- Manufacturer's specifications for Spectralink S33, S35, and S37 handsets. ^{[4][5]}
- Australian Guidelines for the Prevention and Control of Infection in Healthcare.
- TGA requirements for medical device cleaning and disinfection. ^[7]

Quick Reference Guide

Daily Cleaning Checklist

- ☐ Wash hands before cleaning.
- ☐ Remove handset from charger.
- ☐ Power off device.
- ☐ Wipe with dampened cloth (water or approved cleaner).
- ☐ Clean screen, keypad, and all surfaces.
- ☐ Remove residue with water-dampened cloth.
- ☐ Allow to air dry completely.
- ☐ Verify contacts are dry.
- ☐ Power on and return to service.
- ☐ Document cleaning if required.

Emergency Disinfection (Contamination Event)

- ☐ Isolate contaminated device immediately.
- ☐ Perform standard cleaning first.
- ☐ Apply approved disinfectant.
- ☐ Maintain wet contact time per product instructions.
- ☐ Allow extended drying time.
- ☐ Test functionality before returning to service.
- ☐ Report incident per facility protocols.

Contact Information

Technical Support or Device Issues

- Spectralink Support: support@wavelink.com.au
- Local IT/Mobility Support: [Insert your facility contact details]

Infection Control Questions

- Facility Infection Control Officer: [Insert contact details]
- Clinical Manager: [Insert contact details]

References

[1] Spectralink. (n.d.). Spectralink S33 Handset User Guide. <https://fcc.report/FCC-ID/IYG-K030/7017592.pdf>

[2] Centers for Disease Control and Prevention. (2024, March 12). Disinfection of Healthcare Equipment. CDC Infection Control. <https://www.cdc.gov/infection-control/hcp/disinfection-sterilization/healthcare-equipment.html>

[3] National Institutes of Health. (2016). Disinfection and Sterilization in Health Care Facilities. PMC. <https://pmc.ncbi.nlm.nih.gov/articles/PMC7134755/>

[4] Spectralink. (2023, November). Spectralink S33 Handset User Guide. <https://fcc.report/FCC-ID/IYG-K030/7017592.pdf>

[5] Manuals.plus. (2024, October 31). Spectralink S35 DECT Handset User Guide. <https://manuals.plus/m/78f4fb14aab8c651190da32392bcb89c6ce75af16b609be9eae487790d2fa9b9>

[6] Epworth Healthcare. (n.d.). Cleaning DECT Phones and Screens. <https://www.epworth.org.au/-/media/project/epworth/epworthweb/for-specialists/ppe-resources/cleaning-screens-and-dect-phones.pdf>

[7] Australian Commission on Safety and Quality in Health Care. (2025, October). Advisory DI21/04: Disinfection requirements for reusable medical devices. <https://www.safetyandquality.gov.au/newsroom/national-standards-updates/advisory-di2104-disinfection-requirements-reusable-medic>

[8] Healthcare Outlook. (2025, November 24). Communication in Hospitals and Care Facilities. <https://www.healthcare-outlook.com/expert-eye/communication-in-hospitals-and-care-facilities-challenge-accepted>

[9] Australian Commission on Safety and Quality in Health Care. (2024, August). The Aged Care Infection Prevention and Control Guide - Chapter 6. https://www.safetyandquality.gov.au/sites/default/files/2024-08/the_aged_care_ipc_guide_-_chapter_6.pdf

Find Out More

Spectralink Guides

Contact Us

support@wavelink.com.au

