

**SUBJECT: CORONAVIRUS SARS-COV-2 PANDEMIC:
PILATUS RECOMMENDATION FOR THE CLEANING AND DISINFECTION OF AIRCRAFT
INTERIORS**

To all Customers, Operators and Service Centers:

Date: Apr 27/20

Effectivity: All PC-12 Series Aircraft.

This Service Letter is issued to provide Pilatus recommendations for the cleaning and disinfection of aircraft interiors during the Coronavirus SARS-CoV-2 Pandemic.

1. References

Links to the official guidance and recommendations of the relevant public health authorities can be found in the documents referenced below:

European Union Aviation Safety Agency (EASA):

- (1) [2020-02R3 : Coronavirus 'SARS-CoV-2' Infections – Operational Recommendations](#)
- (2) [EASA issues safety directive to combat spread of COVID-19 via airline travel](#)
- (3) [Interim guidance on Aircraft Cleaning and Disinfection in relation to the SARS-CoV-2 pandemics](#)

European Centre for Disease Prevention and Control (ECDC):

- (4) [Interim guidance for environmental cleaning in non-healthcare facilities exposed to SARS-CoV-2](#)

US Environmental Protection Agency (EPA):

- (5) [List N: Disinfectants for Use Against SARS-CoV-2](#)

US Centers for Disease Control and Prevention (CDC):

- (6) [Updated Interim Guidance for Airlines and Airline Crew: Coronavirus Disease 2019 \(COVID-19\)](#)

World Health Organization (WHO):

- (7) [Operational considerations for managing COVID-19 cases or outbreak in aviation: interim guidance, 18 March 2020. World Health Organization](#)

Pilatus would like to remind Operators and Service Centers that they should comply with the official guidance and recommendations provided by the relevant public health authorities.

Operators that require additional information should contact their authorized Pilatus Service Center, or Pilatus Customer Support on www.pilatus-aircraft.com → contact us

2. Cleaning and Disinfection of Aircraft Interior

This information is applicable to all Pilatus PC-12 Series aircraft and is intended for maintenance and cleaning personnel.

A. Cleaning recommendations

For cleaning purposes, Pilatus recommends to follow the procedures in the applicable Pilatus PC-12 Aircraft Maintenance Manual (AMM), and to use the approved products described within:

- 12-20-02-00A-902A-A - Aircraft windows cleaning
(All aircraft)
- 12-20-03-00A-902A-A - Aircraft interior cleaning
(All aircraft)
- 34-26-00-00A-901A-A - Electronic flight instrument system - Maintenance practices
(Legacy aircraft only)
- 46-30-00-00A-901A-A - Display and control - Maintenance practices
(NG/NGX aircraft only)

B. Disinfection recommendations

For information about disinfectants that are effective against the Coronavirus SARS-CoV-2, Pilatus recommends that Operators and Service Centers refer to the official guidance and recommendations provided by the relevant public health authorities.

For this purpose, the ECDC and the EPA have published lists with products that are effective/ approved for use against Coronavirus SARS-CoV-2 to be used for disinfection. Refer to:

ECDC:

- [Interim guidance for environmental cleaning in non-healthcare facilities exposed to SARS-CoV-2](#)

EPA:

- [List N: Disinfectants for Use Against SARS-CoV-2](#)

NOTE: The two products below can be found in the Consumable Material List (CML) of the Pilatus AMM, and are compliant with the ECDC list. Refer to the ECDC list referenced above for the recommended dilution ratio:

- Isopropyl Alcohol (Material No. P01-011)
- Ethanol (Material No. P01-015).

Alternative disinfectants can be used, providing that the product is:

- Effective against Coronaviruses, for example:
 - By containing agents listed in the ECDC list
 - By being referred to in the EPA list.
- Compatible with the material to be treated
- Licensed for use in the country.

NOTE: Pilatus cannot guarantee that the above-mentioned products will not have unintended effect on interior materials. It is therefore recommended to test on a non-visible area prior to wider application. If any damage is noticed (e.g. fading, discoloration or staining), immediately stop the use of the product.

3. Guidelines

A. Preparation

- Pilatus recommends to let the aircraft cabin ventilate long enough to ensure complete air exchange prior to performing the cleaning/disinfection procedure
- Before entering the aircraft, personnel should wear Personal Protective Equipment (PPE) such as gloves, face masks and protective clothing. For additional information about the appropriate PPE to wear. Refer to the official guidance and recommendations provided by the relevant public health authorities (EASA, ECDC, EPA, CDC, WHO).

WARNING: OBEY THE HEALTH AND SAFETY WARNINGS THAT FOLLOW. THIS WILL PREVENT INJURY TO PERSONNEL:

- Always follow the product manufacturers' health and safety instructions
- Make sure that there is good airflow in the work area
- Make sure that you wear protective clothing and eye protection
- Do not get disinfectant on your skin, or in your eyes or mouth
- Get immediate medical aid if irritation occurs.

CAUTION: OBEY THE SAFETY PRECAUTIONS THAT FOLLOW. THIS WILL PREVENT DAMAGE TO MATERIALS AND EQUIPMENT:

- Always follow the product manufacturers' instructions for application, dilution and use of disinfectants
- Apply products with care to surfaces that are easily damaged
- Do not use products that are incompatible with the surfaces
- Do not let a product contact electric or electronic connections
- Do not apply products excessively. Do not let puddles form and/or the product to penetrate gaps and crevices.

B. Avionic display screens

CAUTION: ONLY USE ISOPROPANOL WHEN YOU DISINFECT SCREENS. OTHER PRODUCTS CAN PERMANENTLY DAMAGE THE ANTI-GLARE COATING. USE OF A WATER-DILUTED SOLUTION, WITH A FINAL CONCENTRATION OF AT LEAST 70% OF ISOPROPANOL, IS POSSIBLE.

- Cleaning solutions must not be poured, sprayed, or allowed to drip on the display as they can damage the internal electronics
- Follow the procedure in the AMM 34-26-00-00A-901A-A or 46-30-00-00A-901A-A with the use of Isopropanol.

C. Windows/Windshields

CAUTION: DISINFECTANT MUST NOT BE USED ON THE INTERIOR WINDOWS AND WINDSHIELD. DAMAGE CAN OCCUR TO THE ACRYLIC GLASS MATERIAL. ONLY APPROVED PRODUCTS MUST BE USED.

- Follow the procedure in the AMM 12-20-02-00A-902A-A with the use of approved transparency cleaners.

D. Aircraft interior/Cockpit internal

For the purpose of cleaning the aircraft interior follow the procedure in the AMM 12-20-03-00A-902A-A with the use of mild soap.

For the purpose of disinfecting the aircraft interior, in accordance with Para. **2.B.** of this Service Letter, follow the below recommendations:

For hard/non-porous surfaces:

- Clean the surfaces with a sponge or a lint-free cloth made moist with disinfectant. Alternatively, use a pre-impregnated wipe
- Let the disinfectant stay on the surface for the time indicated in the product recommendation, as applicable
- Remove the disinfectant and dry the surface with a clean lint-free cloth.

For soft/porous surfaces (e.g. leather, carpets, upholstery, textile):

CAUTION: DO NOT USE PRODUCTS THAT ARE ALCOHOL-BASED WHEN YOU DISINFECT NATURAL LEATHER. ALCOHOL-BASED PRODUCTS CAN CAUSE PERMANENT DAMAGE TO NATURAL LEATHER.

NOTE: For soft/porous materials other than natural leather, Pilatus recommends the use of alcohol-based disinfectant only.

- Apply a spray of disinfectant with a spray applicator
- Let the disinfectant dry.

E. After Cleaning and Disinfection

- Dispose of all used PPE and cleaning material according with local regulations
- Clean hands with soap and water or alcohol-based hand sanitizer.