

FAQ - 1st Time cleaning with Sensor Swabs or ULTRA

Cleaning your sensor for the first time can be a bit un-nerving, especially with all of the talk about how delicate they are. But the truth is, the sensors are not as fragile as you might think. What you are actually cleaning is a thin sheet of glass mounted on top of the glass sensor. Using our Swabs and fluids is not only very easy, but our guarantee against sensor damage, manufacturer recommendations and our long standing reputation (we invented sensor cleaning products back in 1998), should give you the confidence to relax and try this out.

Here's the step by step process ... please do not attempt the cleaning until you have read this all the way through first - it will make your first attempt much more successful.

1) be sure your camera battery is fully charged - or better yet - have the battery charger plugged in and charging.

2) gently blow or brush any loose dust from the sensor. You can use our Brushoff, blower or another similar product. *Avoid canned air as it can expel the propellant and can make the cleaning extremely difficult!*

3) to get the sensor clean, the swab needs to make firm contact with the glass cover sheet. Think of a car squeegee cleaning your windshield. If you let only the weight of the squeegee (with no added pressure) go across the windshield, you will leave streaks and it will merely glide over the "bugs" (dust). The same holds true for sensor cleaning - if you do not use enough pressure, you will leave streaks and dust spots. While this is not going to ruin your sensor, it just won't leave it very clean.

4) Once you are ready to clean (not yet - read ALL the way through !) you will want to insert the swab onto the sensor at one end or the other (depending on whether you are left- or right-handed). You will then put enough pressure on the swab so the handle bends. Yes ! Bend the handle so that the outward curve faces toward the other end of the sensor. You will drag the swab across the surface smoothly in a single motion until you reach the other side. **DO NOT YET REMOVE THE SWAB FROM THE SURFACE !** Instead, release and replace the pressure on the handle so the bend now faces the opposite way (toward the end you started at). Again, in a single smooth motion move the swab toward the end of the sensor (which is back where you started). Now you can remove the swab and discard it.

IMPORTANT NOTE : When using the new ULTRA's you will need to use slightly more pressure and almost double the liquid used with the original Sensor Swabs (or at least 6-8 drops) to compensate for the thicker and more absorbent new material. Failure to do this will result in streaking at the edges (not enough pressure) or horizontal streaks across the sensor (not enough fluid).

That's all there is to it. This technique should work for you but a few things to keep in mind : If your sensor is very dirty, or you are a bit timid with the pressure or not smooth in your swiping, you may need to use additional swabs. If so, use the same technique.

As always, if you have any questions, we will endeavor to answer your questions or if possible, talk you through the cleaning. Just email or call us. Thanx for placing your trust in PSI and our products. We work very hard to earn it and keep it !

