

SIDEKICK™ FAQs



Here are some Frequently Asked Questions about SideKick™

How does SideKick™ work?

The Cleaning Pad surface is covered with a special carbon compound that removes the fingerprint oils. This is not “high tech” – this is “old tech”! Many years ago our grandmothers often used newspapers to clean the windows and mirrors in the house. Why did that work so well? Newspapers are covered with printer’s ink, which is about 25% carbon ... and the carbon molecule has a unique ability to absorb oils. The carbon compound in SideKick™ is unique and it has been specially formulated to handle the very large amount of fingerprint oils on the iPad™ surface.

What happens if I touch the Cleaning Pad?

If we touch the Cleaning Pad we see a dark smudge on our fingertip – this is the carbon compound. This is normal and is easily removed with a damp tissue or cloth. Why does the carbon compound remain on our fingertip and not on the tablet surface? Because the surface of our skin is not smooth (it’s covered with fingerprint ridges) and it is not dry (our skin is naturally covered with oil). On the other hand, the iPad™ surface is completely smooth and dry. SideKick™ is designed so we do not have to touch the Cleaning Pad, unlike cloths or tissues that get covered with fingerprint oil every time we touch them. The spring-activated Cleaning Pad opens instantly into the cleaning position and the Cap protects the Cleaning Pad in the closed position.

How long does SideKick last?

You’ll be able to clean a really dirty iPad™ about 150 times. Why? Look at the inside edge of the Cap and you will see a foam pad filled with carbon. Sliding the Cleaning Pad in and out causes the two surfaces to rub together, carbon-to-carbon, and this recharges the carbon on the Cleaning Pad so it can be used many times. And how about this? SideKick™ has no expiration date! If you lose your SideKick™ and find it 3 years later – it’s good to go! There are no liquids in a SideKick™ – nothing to dry out!

Do I need to buy a new SideKick after 150 cleanings?

No – you simply replace the Cleaning Pad which comes in its own little storage box and is sold separately – just like a razor and razor blades! It’s easy to change out the Cleaning Pad – just push the little tab and twist off the old Cleaning Pad. Open up the Replacement Pad box and simply twist the tab onto the new Cleaning Pad.

Can SideKick clean a plastic screen protector?

SideKick™ easily and safely cleans fingerprints off the scratch-resistant glass surface of an iPad™ or tablet. SideKick™ can also clean fingerprints from the surface of good quality screen protectors (especially those with a scratch-resistant surface). This can greatly extend the life of your screen protector.

I have an iPad Smart Cover – do I still need a SideKick?

Yes – more than ever! Look at the inside surface of the Smart Cover™ and you can see a thin layer of microfiber that after only a few uses is filled with fingerprint oil from the screen surface. It then actually applies a layer of fingerprint oil back into the iPad™ screen every time you close it! If you have a new Smart Cover™ then use SideKick™ to clean your iPad™ each time before you close the Smart Cover™. Sorry – if you already have a Smart Cover™ filled with fingerprint oil we have not yet found a cleaning solution to this problem.

Additional questions?

Email us at info@lenspen.com
