

# Keeping Your Terminal Clean

with government guidelines to pay by card (contactless / chip and pin), it's Vitally important to keep your payment equipment safe for you and your customers to use when accepting card payments. Here are some handy cleaning tips to help you stay safe when using your card terminal:



- Turn **off** terminal and remove power source (ac adapter or battery).
- Use a clean microfibre cloth for cleaning / drying.
- Use either a pH-neutral, non-scrubbing soap or an alcohol-based wipe or appropriate alcohol-based cleaner (approx. 70-90% strength isopropyl alcohol).
- Only apply one or **two** drops of liquid based cleaner to the microfibre cloth and then use the cloth on the device.
- Make sure the device is fully dry before reintroducing power to the terminal.

## **NEVER SPRAY, COAT OR POUR ANY LIQUID, SANITIZER, OR DISINFECTANT DIRECTLY ONTO THE DEVICE.**

- **Never** use bleach, hydrogen peroxide, thinner, trichloroethylene, or ketone-based solvents – they can deteriorate plastic and rubber.
- **Do not** use solvents, harsh detergents, or abrasive cleaners.
- Refrain from vigorously scrubbing / shaking the terminal(s) to prevent triggering a tamper alert or any physical damage to the terminal.
- Electrostatic Discharge (ESD): Refrain from vigorously rubbing with a dry towel, or similar actions, which can cause ESD and trigger a tamper alert.