

# POS Device Disinfecting & Cleaning Guide



Copyright © 2023 by Agilysys NV, LLC. All rights reserved. Neither this documentation nor any portion of the contents of this documentation may be reproduced or transmitted in any form or by any means without the prior written permission of Agilysys NV, LLC. This documentation may be changed at any time without notice. This documentation contains confidential information of Agilysys NV, LLC, which may not be used or further disclosed without the prior written permission of Agilysys NV, LLC. All trademarks and registered trademarks are the property of their respective owners.

**Circulation Scope:** Customer

**Document Revision Date:** October 13, 2023

**Certified**

# Contents

---

Generic POS Cleaning Instructions .....	3
PAR POS Cleaning Instructions .....	4
Austin Buy and Check-in/Check-out Kiosks .....	5
EPSON POS Hardware Cleaning Guide .....	6
General Maintenance guide for Breeze185 .....	7
HP Business PC & Print Devices Cleaning Guidance .....	9
Aava Mobile Guideline for Disinfection of Devices .....	12
Supplementary Information for Cleaning Ingenico Payment Terminals .....	13

# Generic POS Cleaning Instructions

---

NOTE: Individual Manufacturers may have their own preferred methods POS terminals are one of the most frequently used pieces of restaurant equipment. Touchscreens can harbour foodborne germs from employees failing to take off their gloves when switching from prep work to using the cash register.

## Here is how to safely clean POS hardware to prevent the spread of infection:

- Turn off the POS terminal.
- Dampen a clean towel with carbonated water or use an alcohol-based disinfectant wipe. Never
- pour carbonated water directly onto the terminal.
- Wipe down the POS system, making sure to clean all hard to reach areas

# PAR POS Cleaning Instructions

---

POS terminals are one of the most frequently used pieces of restaurant equipment. Touchscreens can harbor foodborne germs from employees failing to take off their gloves when switching from prep work to using the cash register. PCAP, which stands for projected capacitive, is a touchscreen technology that requires grounding to activate. If employees are using thin food service gloves with PCAP terminals, remind them to change their gloves if they need to touch food, especially after handling cash or credit cards.

## You can find PCAP touchscreens in the following POS hardware from PAR:

- EverServ 600 Series
- EverServ 8000 Series (PCAP is optional on the 8100)

Many value-oriented POS terminals have 5 wire resistive touchscreens, a technology that consists of two thin, electrically-resistive layers that come into contact when someone touches the screen. As a result, employees can use gloves, a stylus, or their bare hands with these touchscreens – presenting more opportunities for viral infections to spread since there are many potential sources of contamination.

## Here is how to safely clean POS hardware to prevent the spread of infection:

1. Turn off the POS terminal.
2. Dampen a clean towel with carbonated water or use an alcohol-based disinfectant wipe. Never pour carbonated water directly onto the terminal.
3. Wipe down the POS system, making sure to clean all hard to reach areas

# Austin Buy and Check-in/Check-out Kiosks

---

## Cleaning the Monitor:

- The monitor screen can be cleaned with a mild soapy solution applied with a damp cloth.
- If disinfecting use 70% Isopropyl Alcohol.
- DO NOT use strong solvents (ammonia for example) to avoid damaging the screen.
- DO NOT use a paper-based cloth (paper towel for example) to avoid scratching the screen.
- DO NOT use a very wet (saturated) cloth to avoid getting liquid seeping into the internal monitor components.
- DO NOT apply water directly to monitor to avoid getting liquid seeping into the internal monitor components.
- Apply cleaning solution to cloth.
- Clean perimeter of monitor first and work towards the center. Be sure to remove all debris at the center.
- Press lightly against the monitor surface to avoid cracking the screen or breaking internal components.

## Cleaning the Keyboard and Keypad:

- The keyboard/keypad can be wiped down with a mild soapy solution applied with a damp cloth.
- If disinfecting use 70% Isopropyl Alcohol.
- Hot water with soap can be used to remove sticky substances when necessary.
- DO NOT use strong solvents (ammonia for example) to avoid damaging printed surfaces.
- DO NOT use a very wet (saturated) cloth to avoid getting liquid seeping into the electronic components.

## Cleaning the Kiosk Cabinet:

- The kiosk cabinet can be wiped down with a mild soapy solution applied with a damp cloth.
- DO NOT use strong solvents (ammonia for example) to avoid damaging printed surfaces.
- DO NOT use a paper-based cloth (paper towel for example) to avoid scratching printed surfaces.
- DO NOT use a very wet (saturated) cloth to avoid getting liquid seeping into the electronic components.

## Cleaning the Air Vents:

- Keep the fan and air vents free of dust build-up to maintain proper cooling

# POS Hardware Cleaning Guide

Epson POS hardware products are designed to be used in demanding environments in retail, hospitality or financial services. During normal operations, the products are subject to being interacted with and touched by people. In certain circumstances (e.g. COVID-19 response) it may be necessary to take additional measures to clean or disinfect the product. Epson is recommending the below listed procedure in addition to the cleaning procedures provided in the Epson technical reference manuals or guides to clean and disinfect the surfaces of Epson POS hardware as a temporary solution.

Also, please note, for additional information on cleaning or disinfecting procedures please refer to the Centers for Disease Control and Prevention (CDC) guidelines and recommendations

(<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>)

## Recommended Cleaning method

- Be sure to disconnect the AC cord before cleaning
- Apply a small amount of 60%-80% Isopropyl Alcohol to a cleaning cloth or towel
- Gently wipe down the outer surfaces of the product
- Allow the product to dry before reconnecting the AC cord

## Do Not

- Do not spray cleaners directly onto the product
- Do not use saturated, soaked or dripping wet material to clean the product
- Do not get liquid inside the unit
- Do not clean the product while it is turned on
- Do not use abrasive substances or abrasive cleaning materials (e.g. scouring pads, etc.) to clean the product

## Notes:

- Cleaning using the above method will not affect the outcome of the printing or scanning quality
- The texture of the product case, color, plastic or the silk screen printing of Epson logo on the hardware may be affected over multiple and long periods of cleaning using the above method
- The hardware products covered by this notice includes all Epson Thermal Receipt and Thermal Label printers, Check Scanners, Kitchen Display Systems and Discproducers

For any questions related to the above please contact your Epson Representative





## General Maintenance guide for Breeze185

QSM-0158

### Power Adapter Handling Instructions

- 1) Unless it is otherwise specified by the peripheral manufacturer, please make sure to connect and secure all computer peripherals to the terminal.
- 2) Plug in the power adapter to the Breeze185 power port. Make sure to align the port with the flat part of the power connector facing up and push it in to connect.



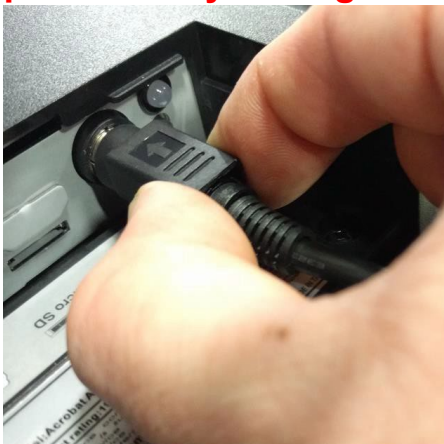
1. Push the connector



2. Make sure it snapped in place

- 3) Connect the power cord to the power adapter and plug it into the outlet.  
**Attention!!! Never connect the power adapter to the system if the power cord is already connected to the power adapter!!!**
- 4) If you need to disconnect the power adapter from the system (e.g. to move the terminal to a different location or to service the components), please turn off the terminal, disconnect the power cord from the power adapter and then disconnect the power adapter connector from the Acrobat AIO terminal. To disconnect, grab the plastic coupling and pull the connector down.

**Attention!!!! Do NOT pull the cable to disconnect the connector as you can permanently damage it.**



## General Maintenance guide for Breeze185

QSM-0158

### Touch Screen Cleaning Instructions

#### Necessary Supplies:

- Lint-free or microfiber cloth
- Cleaning solution: mix of 80% alcohol and 20% water or any standard glass cleaner can be used to clean the touch glass except the ones containing Acids, Ammonia or any other alkali liquid.
- Soft brush



- 1) Power off the system and disconnect it from the outlet.
- 2) Moisten a soft, lint-free or microfiber cloth with the cleaning solution.

**Never spray the glass cleaner directly onto the display. Do not use ammonia based cleaners.**



*Wrong!!!! Never spray the glass cleaner directly on the display*

- 3) Wipe the surface in a circular motion to remove any dirt and residue from the touch glass.
- 4) Use another microfiber cloth to dry the screen.
- 5) Sometimes the foreign objects (crumbs, seeds etc.) can get stuck between the touch glass and the bezel. Do NOT attempt to remove them with a sharp object (knife, pen etc.) as you can permanently damage the glass. Using the soft brush gently remove any objects stuck between the glass and the bezel.
- 6) Connect the power to the system and turn it on.







## CLEANING GUIDANCE

### CONTENTS & NAVIGATION

# 1

Cleaning Guidance: HP Business Personal Systems & Office Imaging & Printing Systems

# 2

Instructions for Safe Handling  
Cleaning Guidance: HP Healthcare Edition Products

# 3

Cleaning Guidance: HP Retail Solution Products  
Cleaning Guidance: HP Education Edition Products  
FAQ for Cleaning Your HP Product



# HP Business PC & Print Devices Cleaning Guidance

## Helping Businesses Address Coronavirus

HP is dedicated to providing customers with market-leading business solutions that help them be innovative, productive and support their well-being. With public health concerns over the SARS-CoV-2 virus and COVID-19 disease, also known as Coronavirus, spreading worldwide, HP wants customers to have the information they need to effectively clean HP devices and to assist customers in maintaining a healthy work environment.

The Centers for Disease Control and Prevention (CDC) [recommends](#) cleaning surfaces, followed by disinfection, as a best practice for the prevention of Coronavirus and other viral respiratory illnesses in households and community settings.

### Cleaning Guidance: HP Business Personal Systems & Office Imaging & Printing Systems

A CDC-recommended disinfectant that is also within HP's cleaning guidelines is an alcohol solution consisting of 70% isopropyl alcohol and 30% water. Please follow the steps below to use the CDC-recommended alcohol solution to clean high-touch, external surfaces on HP products:

1. Wear disposable gloves made of latex (or nitrile gloves if you are latex-sensitive) when cleaning and disinfecting surfaces.
2. Turn off the device and disconnect AC power (for printers, devices should be unplugged from the outlet). Remove batteries from items like wireless keyboards. Never clean a product while it is powered on or plugged in.
3. Disconnect any external devices.
4. Moisten a microfiber cloth with a mixture of 70% isopropyl alcohol / 30% water. Do not use fibrous materials, such as paper towels or toilet paper. The cloth should be moist, but not dripping wet.
  - a. Isopropyl Alcohol is sold in most stores, usually in a 70% Isopropyl Alcohol / 30% Water solution. It may also be marketed as rubbing alcohol.
5. Do not spray any liquids directly onto the product.
6. Gently wipe the moistened cloth on the surfaces to be cleaned. Do not allow any moisture to drip into areas like keyboards, display panels or USB ports located on the printer control panels, as moisture entering the inside of an electronic product can cause extensive damage to the product.
7. Start with the display or printer control panel (if applicable) and end with any flexible cables, like power, keyboard and USB cables.
8. When cleaning a display screen or printer control panel, carefully wipe in one direction, moving from the top of the display to the bottom.
9. Ensure surfaces have completely air-dried before turning the device on after cleaning. No moisture should be visible on the surfaces of the product before it is powered on.
10. After disinfecting, copier/scanner glass should be cleaned again using an office glass cleaner sprayed onto a clean rag to remove streaking. Streaking on the copier/scanner glass from the CDC-recommended cleaning solution could cause copy quality defects.
11. Gloves should be discarded after each cleaning. Clean hands immediately after gloves are removed.



## CLEANING GUIDANCE

CONTENTS & NAVIGATION

### 1

Cleaning Guidance: HP Business  
Personal Systems & Office  
Imaging & Printing Systems

### 2

Instructions for Safe Handling  
Cleaning Guidance: HP  
Healthcare Edition Products

### 3

Cleaning Guidance: HP Retail  
Solution Products  
Cleaning Guidance: HP Education  
Edition Products  
FAQ for Cleaning Your HP  
Product

## Instructions for Safe Handling

It is important to handle isopropyl alcohol in a safe manner at all times.



- Avoid contact with skin, eyes, and clothing.
- Keep away from heat and sources of ignition.
- Use with adequate ventilation.
- Store in a cool, well-ventilated place. Keep container tightly closed.
- In the event of contact with isopropyl alcohol, wash skin thoroughly with soap and water.

Additional cleaning guidance can be found in the User Guide for each product. [Click here](#) for more information.



Many common household cleaners and disinfectants can damage electronic products. Do not use any of the following chemicals or any solutions that contain them, including spray-based surface cleaners: bleach, peroxides (including hydrogen peroxide), acetone, ammonia, ethyl alcohol, methylene chloride or any petroleum-based materials, such as gasoline, paint thinner, benzene or toluene. Some disinfecting wipes containing bleach and hydrogen peroxide can be used on select Healthcare Edition products only. Wipes containing bleach and hydrogen peroxide should not be used on any other products. Please see the Healthcare Edition product links below for more information. If you are not sure whether a cleaning product is suitable, or if it is not specifically listed in this document or in one of the referenced documents, do not use it. Using any of the chemicals previously listed in this paragraph may cause permanent damage to the product.

## Cleaning Guidance: HP Healthcare Edition Products

Many commonly used germicidal wipes have been tested and approved for use with HP Healthcare Edition platforms listed below that are purpose-built for use in clinical settings.

- [EliteOne 800 G5 Healthcare Edition All-in-One](#)
- [EliteBook 840 G6 Healthcare Edition Notebook](#)
- [Healthcare Edition HC270cr Clinical Review Display](#)
- [Healthcare Edition HC271/HC271p Clinical Review Display](#)
- [Healthcare Edition HC241/HC241p Clinical Review Display](#)

In addition to an alcohol solution with 70% isopropyl alcohol and 30% water, some of these brands of germicidal wipes are approved by the U.S. Environmental Protection Agency (EPA) for use against the Coronavirus. This list can be found [here](#). This same list can also be accessed via the [CDC](#).

Contact your local HP sales representative or authorized HP reseller for commercial brands of ready-to-use wipes for cleaning specific Healthcare Edition products.



## CLEANING GUIDANCE

### CONTENTS & NAVIGATION

# 1

Cleaning Guidance: HP Business  
Personal Systems & Office  
Imaging & Printing Systems

# 2

Instructions for Safe Handling  
Cleaning Guidance: HP  
Healthcare Edition Products

# 3

Cleaning Guidance: HP Retail  
Solution Products  
Cleaning Guidance: HP Education  
Edition Products  
FAQ for Cleaning Your HP  
Product

## Cleaning Guidance: HP Retail Solution Products

In addition to an alcohol solution with 70% isopropyl alcohol and 30% water, some of these brands of germicidal wipes are approved by the U.S. Environmental Protection Agency (EPA) for use against the Coronavirus. This list can be found [here](#). This same list can also be accessed via the [CDC](#).

Many commonly used germicidal wipes have been tested and approved for use with HP Retail Solution products. Contact your local HP sales representative or see the safety & user guide for your product for approved cleaning solutions.

## Cleaning Guidance: HP Education Edition Products

Forsanitization of the HP Education notebooks, including the display and any HP Accessory (external mouse or keyboard), HP recommends the use of the CDC-recommended solution comprised of 70% isopropyl alcohol and 30% water. For cleaning Education Edition products using this solution, customers should follow the process outlined in this guide.

Select HP Education Edition products can be wiped down with additional cleaners. Please see the product user guide for a list of approved cleaners or contact your HP sales representative. This includes the following HP Education Edition notebooks:

- HP ProBook x360 11 G3/4/5/6 EE Notebook PC
- HP Chromebook 11 G7/8 EE
- HP Chromebook x360 11 G2/3 EE

Important: Wipes containing bleach and hydrogen peroxide should not be used on HP Education Edition products.

## FAQ for Cleaning Your HP Product

Q: How can I disinfect my HP devices to help prevent Coronavirus?

A: You can clean your HP devices by using a CDC-recommended disinfectant that is comprised of 70% isopropyl alcohol and 30% water. To use the recommended alcohol solution to clean and disinfect high-touch, external surfaces on HP products, please follow the guidelines found in this document.

Q: Can I use bleach or peroxides to disinfect my PC or Printer?

A: Some disinfecting wipes containing bleach and hydrogen peroxide can be used on select Healthcare Edition products only. Wipes containing bleach and hydrogen peroxide should not be used on any other products.

Q: Will the letters and symbols on my keyboard disappear from cleaning?

A: Some chemicals are very harsh and can damage non-HP Healthcare Edition keyboards and other surfaces. By following the steps outlined in this document to clean your device, you can reduce the risk of damaging your keyboard or other surfaces.

Q: What portions of my devices are safe to clean?

A: All external components of your PC or printer can be cleaned using the recommended solution, including ports, cables, keyboard keys, rubber, plastic, metal surfaces, displays and printer control panels. Please reference the cleaning guidelines for more information.

Q: How often can I clean my PC, keyboard, mouse, display or printer?

A: HP recommends cleaning your non-Healthcare Edition devices a maximum of 3-5 times per day. Excessive cleaning of your non-Healthcare Edition device with any cleaning solution can lead to potential wear on components.

Note: Customers may experience some visible changes to cosmetic finishes over time as a result of the cleaning techniques mentioned in this document.

## **Aava Mobile guideline for disinfection of devices**

---

Oulu, 20<sup>th</sup> of March 2020

The demand for contactless and hygienically safe processes in all vertical segments is increasing. Not all materials stand up well to certain chemicals being repeatedly used to eliminate pathogens. Therefore, we would like to point out the multiple possibilities for disinfection of our devices.

Aava Mobile Tablets have been developed for use in companies in many important application areas, such as healthcare, logistics, hospitality and restaurants.

Understandably, these use cases are demanding on equipment, and the need to sanitize them is of utmost importance. In response to many queries regarding this, please note that our tablet material is compatible with many chemicals. We have summarized the specifications below.

Please mind that our devices support also medical and other types of thick gloves.

Please share this information with your customers and do not hesitate to contact us with any questions you may have.

### **Wide range of tolerated chemicals which can be used to sanitize Aava tablets:**

- ❑ Ethanol (liquid, >70% solution)
- ❑ Isopropyl (liquid, >70% solution)
- ❑ Clorox - Dispatch with Bleach (wipes)
- ❑ Clorox Healthcare Bleach Germicidal Wipes
- ❑ Diversey - Dimension 256 Neutral Disinfectant Cleaner (liquid)
- ❑ PDI Super Sani Cloth Germicidal Wipes

(For liquid form chemicals, please use a damp cloth to apply proper amount of the chemical)



## Product Bulletin: Supplementary Information for Cleaning Ingenico Payment Terminals

Date: 3-17-20

Ingenico Customers and Partners

### **Purpose**

This Product Bulletin provides additional guidance concerning the cleaning of Ingenico Payment Terminals in light of the COVID-19 outbreak. Information regarding the cleaning of Ingenico Payment Terminals is also included in the applicable Ingenico Payment Terminal user guides. Please also refer to those materials.

**Cleaning of the Terminal:** Guidelines for the proper cleaning of Ingenico Payment Terminals are as follows:

- Unplug all the wires, cables and power sources from the Terminal prior to cleaning.
- Ingenico recommends using a **lint-free soft cloth that is very slightly soaked with soapy water** to clean the outside of the Terminal.
- Another option is the use of a US EPA-recommended disinfectant that Ingenico has determined can be used to clean the outside of its Terminals:
  - **Sani-Cloth Germicidal Disposable Wipe.** Registration EPA # 9480-4  
[https://www3.epa.gov/pesticides/chem\\_search/ppls/009480-00004-20070919.pdf](https://www3.epa.gov/pesticides/chem_search/ppls/009480-00004-20070919.pdf)
  - **Sani-Cloth Germicidal Disposable Cloth.** Registration EPA # 9480-5  
[https://www3.epa.gov/pesticides/chem\\_search/ppls/009480-00005-20080903.pdf](https://www3.epa.gov/pesticides/chem_search/ppls/009480-00005-20080903.pdf)
  - **Formula 409 Antibacterial cleaner.** Registration EPA # 5813-73  
[https://www3.epa.gov/pesticides/chem\\_search/ppls/005813-00073-20190506.pdf](https://www3.epa.gov/pesticides/chem_search/ppls/005813-00073-20190506.pdf)
  - **Fantastik Antibacterial cleaner.** Registration EPA # 4822-613  
[https://www3.epa.gov/pesticides/chem\\_search/ppls/004822-00613-20181023.pdf](https://www3.epa.gov/pesticides/chem_search/ppls/004822-00613-20181023.pdf)
- Any liquid cleaners should be sprayed into a lint free soft cloth and not directly on the Terminal.
- Although alcohol cleaning solutions (with at least isopropyl alcohol solution 70%) are recommended by the US Centers for Disease Control and Prevention for disinfecting surfaces, those solutions cannot be used on all Ingenico Terminals:
  - For non-Touch Terminals (which have a plastic lens) – isopropyl alcohol solution 70% cannot be used.
  - For Touch Terminals (which have a glass display covering the touch screen) – isopropyl alcohol solution 70% can be used.

### **DO NOT**

- Do not use solvents, detergents or abrasive products as such products may damage the Terminal's plastic or electrical contacts.
- Do not clean the Terminal's electrical connections.
- Do not spray cleaners directly onto the Terminal.
- Avoid excessive wiping of the Terminal as it might cause damage to the Terminal.
- Do not allow any moisture to enter Terminal openings or use aerosol sprays on the Terminals.
- Do not put anything into the Terminal's smart card reader slot.

*This Bulletin discusses general cleaning guidelines and is not guidance on the effectiveness of any cleaning or disinfection products.*