

Payment terminals hardware cleaning guide

During this challenging time, we wanted to provide helpful information for our NCR Payment Solutions clients regarding cleaning their payment devices.

PIN pad cleaning and sanitizing

- Cleaning guides for Verifone, Equinox and Ingenico devices can be found on the ServerEPS Customer Service Page.
- Improper cleaning procedures may trigger tamper notifications on devices
 - Do NOT spray water or cleaner into the Magnetic Stripe Reader (MSR) or Smart Card Reader slots, ports, or into ANY openings as it may damage electrical components.
 - Do NOT use industrial strength or an abrasive cleaner (such as bleach, aerosol spray, or solvents) as it may damage or scratch the terminal and/or screen.
 - Do NOT immerse the terminal in ANY liquid as it may damage electrical components.
 - Do NOT spray or apply any type of cleaner directly onto the terminal.

PAX terminals -

<https://www.paxtechnology.com/how-to-clean-pax-products->

Verifone terminals -

<https://www.verifone.com/en/us/insight/how-clean-verifone-devices>

Ingenico terminals

<https://www.ingenico.com/cleaning-instructions-terminals>

Equinox terminals

<https://www.ingenico.com/cleaning-instructions-terminals>

Please contact your account manager if you have any follow up questions or concerns.

Keeping your hardware sanitized is critical to consumer health always. Especially now.

70% Isopropyl Alcohol



Proper, frequent cleaning should not impact the life or performance of the equipment

NCR recognizes that there are non-NCR third-party hardware devices used with our product, and we recommend following the instructions provided by those vendors.

Cleaning DO's



DO use a microfiber cleaning cloth or cloth towel



DO spray the cleaner onto a cleaning cloth or cloth towel and then wipe the surface to be cleaned



DO clean with a cloth or towel that is damp but not soaked



DO consult trained service personnel for cleaning of the interior of electronic equipment

Cleaning DONT's



DO NOT spray cleaners directly onto equipment



DO NOT use abrasive cleaners (powders) or abrasive cleaning materials (scrub brush, scouring pad, etc.)



DO NOT soak the electronic equipment with cleaning liquid