

# POS & self-checkout hardware cleaning guide

NCR products are purpose built for retail and hospitality environments. We recognize that part of normal usage of our products involves people touching the equipment.

We recommend 70% isopropyl alcohol solution which should not damage touchscreens. It is important to follow application guidelines in product publications.

Additional information on disinfecting and cleaning surfaces can be gathered at [CDC.gov](https://www.cdc.gov) and [WHO.int](https://www.who.int).

Many of our products contain additional plastic and metal surfaces that are not part of the core touch technology. We recommend cleaning those surfaces with soap, water and bleach solution (bleach can damage clothing).

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

\*Consult the Centers for Disease Control and Prevention (CDC) for disinfecting and cleaning processes. The CDC or the World Health Organization (WHO) are a good source of information. See the [CDC's Environmental Cleaning and Disinfection Recommendations](#).

**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**

**Leave the system powered on if you are cleaning surfaces that are touched during normal business operations**

**Surfaces that are not normally touched during regular operations, we recommend that you power down the machine**

## 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

# Banking hardware cleaning guide

## ATM external consumer interface touchscreens

All ATM external consumer interface touchscreens are either PCAP or SCAP technology. 70% isopropyl alcohol solution should not damage PCAP/SCAP touchscreens. It is important to follow application guidelines in the product publications. On SCAP, you do not want liquid to get in the seal between the plastic and the glass. We always recommend dampening a cloth then wiping. Do not spray or immerse the product in the alcohol.

## ATM internal touchscreens and back of machine

ATM internal touchscreens for diagnostics are resistive technology. Alcohol has the chance to damage resistive screens. Follow ATM cleaning guidelines for these screens.

## Plastic & metal surfaces

70% isopropyl alcohol can be used for cleaning plastics and keypads on ATMs. Cleaning of the powder coated metal surfaces with 70% isopropyl alcohol is acceptable.

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