

Banking hardware cleaning guide

ATM touchscreens

All ATM touchscreens (internal and external) can be effectively cleaned with diluted detergent or up to 70% isopropyl alcohol solution.

Make sure you follow the cleaning procedure below to avoid damage to the touchscreen:

1. **Clean the screen** using a non-abrasive cloth and a diluted detergent solution, such as household soap and water. Do not apply any cleaning products directly to the screen and do not soak the cloth: wring it out before use.
2. **Dry the screen** with another soft cloth.
3. **The screen can then be further cleaned** by dampening a cloth with isopropyl alcohol solution, or using pre-packaged wipes, to wipe the screen. Do not apply any cleaning products directly to the screen and do not soak the cloth: wring it out before use.

Plastic & metal surfaces

Diluted detergent or up to 70% isopropyl alcohol solution can be used for cleaning plastic and metal surfaces of ATMs.

PIN pads

Diluted detergent or up to 70% isopropyl alcohol solution, can be used for cleaning PIN pads but they should then be wiped over again with clean water to prevent degradation of materials.

Disinfectant products

The following US Environmental Protection Agency (EPA) recommended disinfectants, or their equivalent, are safe for use on NCR products:

- Clorox Disinfecting Wipes - **Reg. No. 5813-79**
- Clorox Healthcare Bleach Germicidal Wipes - **Reg. No. 67619-12**
- Clorox Commercial Solutions Hydrogen Peroxide Cleaner Disinfectant Wipes - **Reg. No. 67619-25**
- Lonza Disinfectant Wipes - **Reg. No. 6836-313**
- Lysol Brand Clean & Fresh Multi Surface Cleaner (20% cleaner solution to water ratio) - **Reg. No. 777-89**
- Purell Professional Surface Disinfectant Wipes - **Reg. No. 84150-1**
- Sani-Cloth Prime Germicidal Disposable Wipes - **Reg. No. 9480-12**

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

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