



## Tips for Keeping Your Payment Devices Clean

To care for and extend the life of your payment device, it is recommended to periodically clean and disinfect your device. Check out these tips on how best to care for your terminal without damaging it.

### Caution for Terminals

- 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.
- Never use bleach, thinner, trichloroethylene, or ketone-based solvents – they can deteriorate plastic or rubber parts.

### How to Clean your Ingenico Device

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.
- 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.



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## How to Clean your Poynt Device

To help prevent the spread of germs and to extend the life of your device, it's good practice to regularly clean and disinfect your Poynt terminal.

### How often should you clean the machine?

The frequency really depends on where the terminal is placed and the number of people that come in contact with it. Ideally we recommend a general cleaning and disinfecting once a week or as soon as you see that the terminal is dirty.

### General Cleaning

A soft, damp cloth dipped in a soap solution of just a drop of washing-up liquid in a small cup of warm water. Microfibre cloths are good, but any soft, lint-free cloth can work. Use a dry cloth for more sensitive areas on the terminal. Avoid getting moisture between the cover glass and plastic housing.

### Disinfecting

Use disposable, disinfectant wipes specifically for electronic devices, or a soft cloth sprayed with disinfectant cleaning spray for electronics. Do not spray directly onto the terminal. If using wipes, make sure the isopropyl alcohol content isn't above 70%.

### Cleaning the Card Slot

Use a 'cleaning card' made specifically for card readers.

### General No-Nos

- DO NOT spray cleaning solution on the device directly. Spray on a cloth before wiping down the device.
- Whether you're using a throwaway or reusable cloth, make sure it isn't so moist it can leave drops of liquid on a surface. It should be moist, but wring it first if the wetness is excessive.
- Openings such as the card slots, should not have moisture exposure as this might seep into the internal machinery and damage it.

## How to Clean your Verifone Device

We understand that keeping your Verifone devices hygienic during the fight against the spread of COVID-19 is integral to the safety of your customers and your business. As such, please follow the easy cleaning and disinfecting tips below.

### Cleaning

Verifone devices should only be gently cleaned with water using a lightly damp microfiber cloth.

### Disinfecting

After cleaning, the devices may be disinfected using alcohol-based wipes or alcohol based cleaner applied to a microfiber cloth.