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

* Above images are representative only, see above notes for the full list of products this statement applies to