



Cleaning and Preventative Maintenance Instructions



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Version History

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Notices

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SAVE THESE INSTRUCTIONS.

Safety Information – READ THIS FIRST

Read the following information before operating the equipment.

Failure to comply with the following instructions can cause death or serious personal injury. The operations below involve the handling of heavy equipment. Use appropriate safety precautions. Refer to local health and safety regulations.

Definitions of Hazard Levels:

The word **DANGER** indicates the presence of a hazard that has the potential of causing death or serious personal injury.

The word **CAUTION** indicates the presence of a hazard that has the potential of causing moderate or minor personal injury.

Danger Notices

DANGER: Connect or disconnect signal cables with one hand, when possible. This is to prevent possible shock from touching two surfaces with different protective ground/earth.

DANGER: An overloaded branch circuit may pose fire and shock hazards in some situations. Refer to the power rating label on the kiosk to make sure its electrical requirements do not exceed the branch circuit protection value.

DANGER: If a metal shell receptacle is present improper wiring or grounding could place dangerous voltage on the metal shell. Do not touch the metal shell until voltage and grounding checks are performed. Improper voltage or impedance conditions must be corrected before proceeding.

DANGER: Incorrectly wired electrical outlets may add a hazardous voltage to metal parts of the devices attached to the kiosk or the kiosk itself. The customer is responsible to verify the socket-outlets are properly grounded and wired to prevent electrical shock.

DANGER: Observe the following precautions when operating on or around the kiosk:

Electrical current and voltage from power, communication, and telephone cables are hazardous. To avoid shock hazards:

- Connect power to the kiosk only with the Embross supplied power cord.
- Do not open or service any power supply assembly.

- Do not perform installation, maintenance, or reconfiguration of the kiosk and plug or unplug any cables during an electrical storm.
- The kiosk may be equipped with more than one power cord. Disconnect all power cords to remove all hazardous voltages.
- All power cords must be connected to properly wired and grounded electrical outlet. Refer to the kiosk power rating nameplate to verify the outlet provides the proper voltage and phase rotation.
- Connect any devices that will be attached to the kiosk to properly wired and grounded outlets.
- Use one hand only, when possible, to plug or unplug signal cables.
- Do not power on any equipment when there are signs of fire, water, or structural damage.
- Never turn on power to the kiosk until all unsafe conditions are corrected.
- Disconnect the attached power cords, networks, and telecommunications systems before opening device covers, unless instructed otherwise in this documentation.
- Sharp corners, surfaces, and joints may be present in and around the kiosk. Avoid cuts, scrapes and pinching by using care when handling the equipment.
- Route all cords from sharp edges, corners and points, moving parts and heated surfaces to prevent damage to the cable insulation. Never route cables through openings that do not have smooth well-rounded surfaces or with bushings.
- Protect all cords against physical damage. Never allow objects to be placed on or against the cords, or on surfaces that contact the cords. Ensure cords are positioned from being stepped on, tripped over, or subjected to damage or stress.
- Inspect the power cord(s) thoroughly and periodically. Do not use if the cord(s) is damaged.
- Grasp the plug to remove it from the outlet. Do not unplug by pulling on the cord.
- Never handle equipment by its cord.
- Fully insert the plug into the outlet.

DANGER: The AC power cord from the kiosk is the disconnect means from AC mains.

DANGER: The AC mains power supply plug(s) of the system is used as the main disconnect device of the AC disconnect box. Unplug this cord before servicing the AC disconnect box.

DANGER: Hazardous voltage is present. Shock hazard may result from voltages present that can cause severe injury or death.



DANGER: Heavy equipment is present. If mishandled, personal injury or equipment damage may result.

DANGER: Equipment relocation is to be performed by professional movers. If the kiosk is handled or moved incorrectly, serious injury or death can occur.

DANGER: An unsecured kiosk will tip.



DANGER: Uninterruptible power supply (UPS) devices contain hazardous materials. If the kiosk contains an UPS observe the following precautions:

- Refer to the UPS manufacturer's user guide.
- Lethal voltages are present in the UPS. Only authorized service support representative must perform repairs and service. No user serviceable parts are inside the UPS except for the battery pack.
- The UPS contains its own energy source, i.e. the battery pack. Live voltage may be present on the output receptacles even when the UPS is disconnected from an AC supply.
- Do not disconnect the input cord while the UPS is powered on as it removes the safety ground from the UPS and the devices plugged to it.
- The UPS is heavy due to the battery pack and electronics housed inside. Avoid injury by handling/lifting the UPS with the number of persons listed in this documentation.

DANGER: Observe the following precautions working with bleach (sodium hypochlorite)

- Do not mix with other chemicals
- Undiluted bleach emits a toxic gas when exposed to sunlight

Caution Notices

CAUTION: Servicing of this kiosk is to be performed by trained service personnel only.

CAUTION: Energy hazard is present. Remove all metallic jewelry and objects before servicing the equipment. System outage and possible physical injury may result from shorting.

CAUTION: When running tests with moving parts like printers and belts, make sure hair is pulled back and personal articles such as ties, necklaces, or bracelets do not get caught in the moving path.

CAUTION: The covers and doors to the kiosk devices are to be closed at all times, except for when being serviced by trained service personnel. All covers must be replaced and doors locked to conclude the service operation.

CAUTION: The socket-outlet must be installed near the kiosk and must be easily accessible.

CAUTION: The kiosk is supplied with a three-wire (two conductors and earth connection) power cord set. Use this power cable only with a properly grounded electrical outlet to avoid electric shock.

CAUTION: Before handling the kiosk, remove all appropriate subassemblies to reduce the kiosk weight as instructed in this documentation to avoid personal injury.

CAUTION: Lithium batteries are used in the PC, PINpad and PLC devices.

- A lithium battery can cause a fire, an explosion, or a severe burn. Do not recharge, repair, disassemble, heat above 100°C (212°F), solder directly to the cell, incinerate, or expose to water.
- Keep away from children.
- Replace only with the part number specified for the device. Replace with batteries qualified by the original manufacturer. Using a different battery may present a risk of fire or explosion. The battery connector is polarized; do not attempt to reverse the polarity.
- Dispose or recycle the battery according to local ordinances or regulations.

CAUTION: Uninterruptible power supply (UPS) units contain sealed lead-acid battery(s). Replace the battery with only the part number described in the manufacturer's user guide or as listed in this documentation.

- Do not discard batteries in a fire or short circuit the batteries. The batteries may explode.
- Do not puncture or open the batteries. They contain an electrolyte that is harmful and toxic the skin and eyes.
- Do not touch the battery with bare hands if damaged or leaking. Refer to the battery's Material Safety Data Sheet (MSDS) for safe handling.
- For continued protection against risk of fire, replace the battery cable fuse with the same type and rating. Replacing the battery cable fuse must only be performed by qualified service personnel.
- To avoid personal injury from energy hazards, avoid contact with the battery contacts from metal materials. Remove watches, rings, jewelry, or other metal objects before handling the UPS. Use tools with insulated handles.
- Dispose or recycle the battery according to local ordinances or regulations.

CAUTION: The following label is applied on the UPS.

**NON-SPILLABLE
BATTERY INSIDE**

The following label is applied next to the UPS.



CAUTION: This kiosk may contain a CD-ROM drive, DVD-ROM drive, DVD-RAM drive and/or laser module, which are Class 1 laser devices. Take the following precautions:

- Do not remove the covers from the laser device. Removing the covers may result in hazardous laser radiation exposure. No serviceable parts are inside the device.
- Following procedures other than those specified in this documentation may result in hazardous radiation exposure.
- Laser light. Do not stare into the beam.

CAUTION: Observe the following precautions working with bleach (sodium hypochlorite):

- Bleach can corrode metals and damage painted surfaces
- Avoid contact with your eyes; should contact occur immediately rinse with water for at least 15 minutes and contact a physician
- Only use in well-ventilated areas
- Diluted bleach solution should be kept away from sunlight

CAUTION: Observe the following precautions working with isopropyl alcohol:

- Highly flammable liquid and vapour
- Avoid contact with your eyes; should contact occur immediately rinse with water for at least 15 minutes and contact a physician

Table of Contents

Notices	iii
Safety Information – READ THIS FIRST	iv
Danger Notices.....	iv
Caution Notices.....	vii
1 Cleaning Schedule / Preventative Maintenance.....	1
2 Disinfection.....	2
3 Cleaning / Preventative Maintenance Procedures.....	3
3.1 Touchscreen Cleaning.....	3
3.2 Boarding Pass / Receipt and Bag Tag Printer Cleaning.....	4
3.2.1 Printhead & Drive Roller Cleaning.....	4
3.2.2 Paper Registration Mark, Paper Path, and Cutter Cleaning.....	5
3.2.3 Low Paper Sensor Cleaning.....	6
3.3 RFID Bag Tag Printer Cleaning.....	7
3.3.1 Printhead & Drive Roller Cleaning.....	7
3.3.2 Paper Registration Mark, Paper Path, and Cutter Cleaning.....	7
3.3.3 Low Paper Sensor Cleaning.....	8
3.4 Card Reader Cleaning	9
3.5 Contactless Card Read Cleaning	9
3.6 PINpad Cleaning	9
3.7 Barcode Scanner Cleaning	10
3.8 Passport/Document Reader Cleaning.....	11
3.9 Biometric Camera Cleaning.....	11
3.10 Overhead Signage Cleaning	12
3.11 Kiosk Exterior & Interior Cleaning.....	13

1 *Cleaning Schedule / Preventative Maintenance*

The devices need to be cleaned periodically to perform reliably. Follow this schedule, clean as required for high traffic kiosks, or to clear problems.

Kiosks may be disinfected using the cleaning regimen at customer discretion.

Device	Cleaning Schedule
Touchscreen LCD	Bi-weekly
Boarding Pass / Receipt / (RFID) Bag Tag Printer	Bi-weekly (printhead and drive rollers on every replenishment)
Card Reader	Bi-weekly
Contactless Card Reader	Monthly
PINpad	Bi-weekly
Barcode Scanner	Bi-weekly
Passport/Document Reader	Bi-weekly
Biometric Camera	Bi-weekly
Overhead Signage	Bi-weekly
Kiosk Exterior & Interior, Signage	Monthly

2 *Disinfection*

The below products are recommended for use in kiosk disinfection.

Note:

- Follow instructions in Section 3 for which chemicals to use on specific devices
- Always follow manufacturer's instructions on chemical handling & storage
- For disinfection, solutions must remain in contact with surface for adequate time (see manufacturer's instruction)
- Use 'S-shape' movement to clean surfaces to avoid re-contamination
- Cleaning should be done in a well-ventilated and well-lit area

1. **Isopropyl Alcohol (min. 70%)**

Isopropyl alcohol is a fast acting, no residue disinfectant

CAUTION:

- Highly flammable liquid and vapour
- Avoid contact with your eyes; should contact occur immediately rinse with water for at least 15 minutes and contact a physician

Note:

- Prolonged exposure can damage rubber and certain plastics

2. **Diluted Bleach Solution**

Household bleach (5-6% sodium hypochlorite) can be diluted at a ratio of 74ml [5tbsp] to 3785ml [1gal] water to create a suitable disinfectant solution.

DANGER:

- Do not mix with other chemicals
- Undiluted bleach emits a toxic gas when exposed to sunlight

CAUTION:

- Bleach can corrode metals and damage painted surfaces
- Avoid contact with your eyes; should contact occur immediately rinse with water for at least 15 minutes and contact a physician
- Cleaning should be done in a well-ventilated area
- Diluted bleach solution should be kept away from sunlight

Note:

- Sodium hypochlorite decomposes over time; check expiry date before using
- Prepare diluted solution fresh daily
- Inactivated by organic material

3 Cleaning / Preventative Maintenance Procedures

3.1 Touchscreen Cleaning

The touchscreen glass and bezel need to be cleaned bi-weekly to keep it free from dirt, streaks and fingerprints to operate efficiently. The touchscreen can be cleaned using isopropyl alcohol (min. 70%) or a diluted bleach solution (74ml [5tbsp] household bleach (5-6% sodium hypochlorite) diluted in 3785ml [1gal] water). Do not use cleaning solutions containing abrasives, acids, ammonia, or solvents as they will damage the screen.

1. Lightly saturate a microfiber cloth with isopropyl alcohol or diluted bleach solution.
2. Gently wipe across the glass surface including the perimeter and corners. Clean the touchscreen to remove dust build-up, fingerprints, and streaks.

Note: Do not apply the cleaning solution directly to the screen. Do not allow excessive liquid to run off the bottom of the glass.

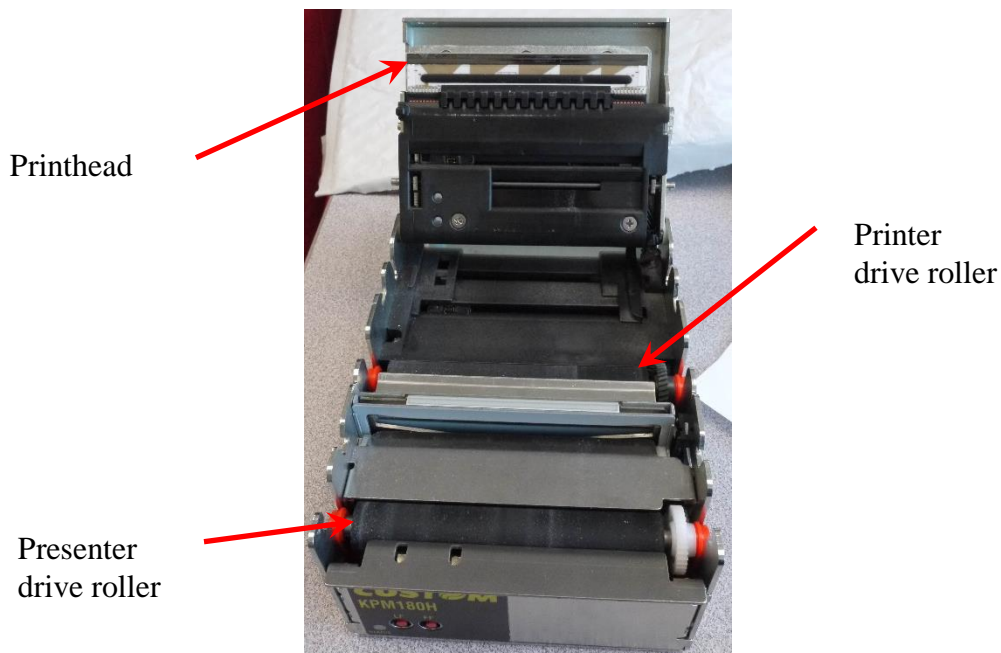
3. Allow the glass to dry for a couple minutes.
4. Test the touchscreen in Diagnostics to verify proper operation.

3.2 Boarding Pass / Receipt and Bag Tag Printer Cleaning

The printhead, drive roller, sensors, paper path, cutter and paper low sensor need to be cleaned periodically to remove the built up of thermal ink residue and paper dust. When plain white paper is used the print head and driver roller should be cleaned every paper roll change. Pre-printed paper rolls may leave ink residue on the printhead and drive roller and require more frequent cleaning.

3.2.1 Printhead & Drive Roller Cleaning

1. Open the kiosk front swing out door.
2. Power off the printer at the power switch on the back. Disconnect the DC power cable at the back of the printer.
3. Press the cover release lever and open the printer cover.
4. Remove stock from the printer if applicable.
5. Press the presenter cover release lever and remove the presenter cover.
6. Lightly saturate a microfiber cloth with isopropyl alcohol (min. 70%).
Note: Do not use solvents or hard brushes. Do not let water or other liquids get inside the printer.
7. Wipe clean the printhead, drive roller in the printer and drive roller in the presenter. Rotate the rollers as necessary to clean entire surface of the roller.

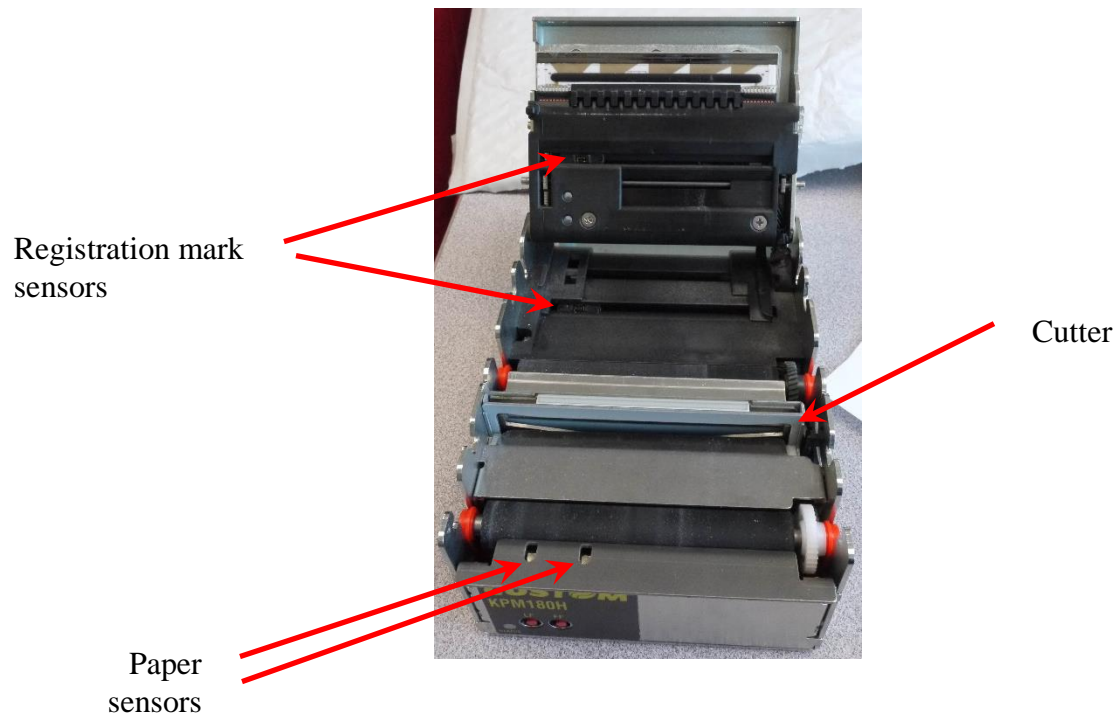


8. Allow the printer to dry for a couple of minutes.
9. Close the printer cover and put back the presenter cover.
10. Plug the DC power cable back into the printer

11. Power on the printer with the power switch at the back of the printer.
12. Feed paper into the back of the printer.
13. Close and lock the kiosk front swing door. Enter Diagnostics to perform several print tests to ensure proper function of the printer.

3.2.2 Paper Registration Mark, Paper Path, and Cutter Cleaning

1. Open the kiosk front swing out door.
2. Power off the printer at the power switch on the back. Disconnect the DC power cable at the back of the printer.
3. Press the cover release lever and open the printer cover.
4. Remove stock from the printer if applicable.
5. Press the presenter cover release lever and remove the presenter cover.
6. Use compressed air to clean the paper sensors, cutter and any debris in the paper path.



7. Close the printer cover and put back the presenter cover.
8. Plug the DC power cable back into the printer
9. Power on the printer with the power switch at the back of the printer.
10. Feed paper into the back of the printer.
11. Close and lock the kiosk front swing door.
12. Enter Diagnostics to perform several test prints to ensure proper function of the printer.

3.2.3 Low Paper Sensor Cleaning

1. Open the kiosk front swing out door.
2. Power off the printer with the power switch at the back of the printer.
3. Remove stock from the back form the printer and remove roll form roll holder.
4. Clean the paper low sensor with a soft cotton swab dampened with isopropyl alcohol.
5. Let the sensor dry for a couple of minutes.
6. Put the paper roll back onto the holder.
7. Power on the printer and reload stock.
8. Close and lock the front door.
9. Enter Diagnostic menu to perform several test prints to verify proper operation.

3.3 *RFID Bag Tag Printer Cleaning*

The printhead, drive roller, sensors, paper path, cutter and paper low sensor need to be cleaned periodically to remove the built up of thermal ink residue and paper dust. When plain white paper is used the print head and driver roller should be cleaned every paper roll change. Pre-printed paper rolls may leave ink residue on the printhead and drive roller and require more frequent cleaning.

3.3.1 **Printhead & Drive Roller Cleaning**

1. Open the kiosk front swing out door.
2. Power off the printer by removing the DC power cable at the back of the printer.
3. Press the cover release lever and open the printer cover.
4. Remove stock from the printer if applicable.
5. Lightly saturate a microfiber cloth with isopropyl alcohol (min. 70%).
Note: Do not use solvents or hard brushes. Do not let water or other liquids get inside the printer.
6. Wipe clean the printhead, drive roller in the printer. Rotate the rollers as necessary to clean entire surface of the roller.
7. Allow the printer to dry for a couple of minutes.
8. Close the printer cover and put back the presenter cover.
9. Plug the DC power cable back into the printer
10. Feed paper into the back of the printer.
11. Close and lock the kiosk front swing door.
12. Enter Diagnostics to perform several print tests to ensure proper function of the printer.

3.3.2 **Paper Registration Mark, Paper Path, and Cutter Cleaning**

1. Open the kiosk front swing out door.
2. Power off the printer by disconnecting the DC power cable at the back of the printer.
3. Press the cover release lever and open the printer cover.
4. Remove stock from the printer if applicable.
5. Use compress air to clean the paper sensors, cutter and any debris in the paper path.
6. Close the printer cover and put back the presenter cover.
7. Plug the DC power cable back into the printer
8. Feed paper into the back of the printer.
9. Close and lock the kiosk front swing door.
10. Enter Diagnostics to perform several print tests to ensure proper function of the printer

3.3.3 Low Paper Sensor Cleaning

1. Open the kiosk front swing out door.
2. Power off the printer with the power switch at the back of the printer.
3. Remove stock from the back form the printer and remove roll form roll holder.
4. Clean the paper low sensor with a soft cotton swab dampened with isopropyl alcohol.
5. Let the sensor dry for a couple of minutes.
6. Put the paper roll back onto the holder.
7. Power on the printer and reload stock.
8. Close and lock the front door.
9. Enter Diagnostic menu to perform several test prints to verify proper operation.

3.4 Card Reader Cleaning

The card reader needs to be cleaned bi-weekly or as required if there are frequent read errors on good quality cards. The reader can be cleaned using single-use cleaning cards.

1. Open the single-use cleaning card.
2. Fully dip the moistened cleaning card into the reader and pull out. Repeat this cycle 10 times.
3. Wait about 10 seconds for the cleaning card to dry. Reinsert the cleaning card into the reader back and forth five times to remove loose contaminants.
4. Discard the card or recycle per local regulations.
5. Enter Diagnostics to perform test reads to verify proper operation.

Single-use cleaning cards can be obtained from: <http://kicteam.com>

3.5 Contactless Card Read Cleaning

The contactless card reader needs to be cleaned monthly or as required. The reader can be cleaned using isopropyl alcohol (min. 70%) or diluted bleach solution (74ml [5tbsp] household bleach (5-6% sodium hypochlorite) diluted in 3785ml [1gal] water). Do not use cleaning solutions containing abrasives, acids, ammonia, or solvents as they will damage the device. A microfiber cleaning cloth is supplied with the kiosk

1. Lightly saturate a microfiber cloth with isopropyl alcohol or diluted bleach solution. Gently wipe the exterior surface of the reader, particularly the surfaces with high contact on the front.
Note: Do not apply the cleaning solution directly to the body. Do not allow excessive liquid to run off the equipment. This can cause permanent damage to the equipment.

3.6 PINpad Cleaning

The PINpad needs to be cleaned bi-weekly to keep it free from dirt, streaks and fingerprints to operate efficiently. The reader can be cleaned using isopropyl alcohol (min. 70%) or diluted bleach solution (74ml [5tbsp] household bleach (5-6% sodium hypochlorite) diluted in 3785ml [1gal] water). Do not use cleaning solutions containing abrasives, acids, ammonia, or solvents as they will damage the device. A microfiber cleaning cloth is supplied with the kiosk.

1. Lightly saturate a microfiber cloth with isopropyl alcohol or diluted bleach solution. Gently wipe across the surface including corners to remove dust build-up, fingerprints, and streaks.
Note: Do not apply the cleaning solution directly to the PINpad. Do not allow excessive liquid to run off the PINpad. This can cause permanent damage to the reader. Do not use compressed air as it can force dirt into the body.
2. Allow the PINpad to dry for several minutes.

3.7 Barcode Scanner Cleaning

DANGER:

LED light. Do not stare into beam. Unplug the barcode scanner from the PC or power off the kiosk before cleaning.

Clean the barcode window bi-weekly or as required to clear dirt build-up. The window can be cleaned using isopropyl alcohol (min. 70%) or diluted bleach solution (74ml [5tbsp] household bleach (5-6% sodium hypochlorite) diluted in 3785ml [1gal] water). Do not use cleaning solutions containing abrasives, acids, ammonia, or solvents as it will damage the window.

1. Perform a system shutdown and power off the kiosk.
2. Lightly saturate a microfiber cloth with isopropyl alcohol. Gently wipe across the scanner window to remove dust build-up, fingerprints, and streaks.

Note: Do not apply the cleaning solution directly to the window. Do not allow excessive liquid to run off the window. This can cause permanent damage to the equipment. Do not use compressed air as it can force dirt into the scanner body.



Barcode scanner

3. Power up the kiosk.
4. Allow the window to dry for a couple minutes.
5. Enter Diagnostics to perform test reads to verify proper operation.

3.8 Passport/Document Reader Cleaning

The passport/document reader glass surface needs to be cleaned bi-weekly to keep it free from dirt, streaks and fingerprints to operate efficiently. The reader can be cleaned using isopropyl alcohol (min. 70%) or diluted bleach solution (74ml [5tbsp] household bleach (5-6% sodium hypochlorite) diluted in 3785ml [1gal] water). Do not use cleaning solutions containing abrasives, acids, ammonia, or solvents as they will damage the device. A microfiber cleaning cloth is supplied with the kiosk.

1. Lightly saturate a microfiber cloth with isopropyl alcohol or diluted bleach solution. Gently wipe across the glass surface including the perimeter and corners to remove dust build-up, fingerprints, and streaks.

Note: Do not apply the cleaning solution directly to the reader. Do not allow excessive liquid to run off the glass. This can cause permanent damage to the reader. Do not use compressed air as it can force dirt into the reader body.

2. Clean the reader body of the reader using the same method above.
3. Allow the glass to dry for a couple minutes.
4. Enter Diagnostics to perform test reads to verify proper operation.

3.9 Biometric Camera Cleaning

The biometric camera acrylic window surface needs to be cleaned bi-weekly to keep it free from dirt and streaks to operate efficiently. The acrylic can be cleaned using isopropyl alcohol or diluted bleach solution (74ml [5tbsp] household bleach (5-6% sodium hypochlorite) diluted in 3785ml [1gal] water). Do not use cleaning solutions containing abrasives, acids, ammonia, or solvents as they will damage the surface. A microfiber cleaning cloth is supplied with the kiosk.

1. Lightly saturate a microfiber cloth with isopropyl alcohol or diluted bleach solution. Gently wipe across the acrylic surface including the perimeter and corners to remove dust build-up, fingerprints, and streaks.

Note: Do not apply the cleaning solution directly to the kiosk. Do not allow excessive liquid to run off the acrylic.

2. Allow the acrylic to dry for a couple minutes.
3. Enter Diagnostics to perform test camera performance.

3.10 Overhead Signage Cleaning

The overhead signage's glass needs to be cleaned bi-weekly to keep it free from dust, dirt, and streaks. The overhead signage can be cleaned using isopropyl alcohol (min. 70%) or diluted bleach solution (74ml [5tbsp] household bleach (5-6% sodium hypochlorite) diluted in 3785ml [1gal] water). Do not use cleaning solutions containing abrasives, acids, ammonia, or solvents as they will damage the screen.

1. Lightly saturate a microfiber cloth with isopropyl alcohol or diluted bleach solution.
2. Gently wipe across the glass surface including the perimeter and corners. Clean the screen to remove dust build-up and streaks.

Note: Do not apply the cleaning solution directly to the screen. Do not allow excessive liquid to run off the bottom of the glass.

3. Allow the glass to dry for a couple minutes.
4. Verify proper operation

3.11 Kiosk Exterior & Interior Cleaning

Clean the kiosk exterior & interior monthly. The kiosk exterior can be cleaned using isopropyl alcohol (min. 70%). Do not use cleaning solutions containing abrasives, acids, chlorine, ammonia, or solvents as they will damage the screen.

1. Lightly saturate a microfiber cloth with isopropyl alcohol. Gently wipe the exterior surfaces of the kiosk, particularly the surfaces with high contact on the front.
Note: Do not apply the cleaning solution directly to the kiosk body. Do not allow excessive liquid to run off the equipment. This can cause permanent damage to the equipment.
2. Use a static-protected vacuum cleaner to remove dust build-up inside the kiosk. Perform a system shutdown and power off the kiosk. Carefully insert an object into the fan assembly and nudge it against a blade to prevent it from turning. Use a static-protected vacuum cleaner to remove dust build-up in the fan assembly. After cleaning remove the object from the blade. Power up the kiosk