

# When to Clean: Retail Industry Best Practices

Cleaning specialized retail devices on a regularly scheduled maintenance routine aids in operational efficiency, reduced service calls and longevity of the equipment. Based on the manufacturers recommendations and customer feedback, we suggest the following best practices for optimal results:

## Card Readers:

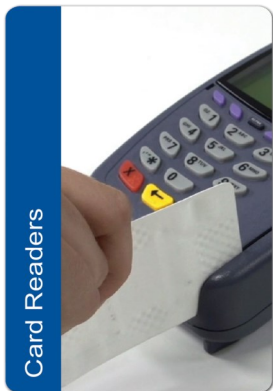
Every 2000 swipes or at least 1—2 X per month

Clean more frequently after periods of high use.

Cleaning should be done more frequently, especially areas prone to an abundance of dust, food particles and grime. Failure to clean frequently can cause system failure, device downtime and customer frustration.

### Dirty Device Symptoms

- Card rejection
- Reader error
- Repeated swipes



## MICR/ Check Readers:

Every 2000 Scans or at least 1—2 X per month

Clean more frequently before and periods of high use such as seasonal shopping periods.

Failure to clean MICR and check readers often can make an automated system into a manual entry system increasing processing time, fraud risks and customer dissatisfaction.

### Dirty Device Symptoms

- Poor image quality
- Rejected checks
- Failure to read



## Thermal Printers:

Every 3-4 media roll changes or at least 1-2 X per month

Clean more frequently after periods of high use.

Printers become dirty from "paper dust" and adhesives as well as environmental contaminants. Cards clean the printhead and any build-up on the printer's rollers.

### Dirty Device Symptoms

- Paper Jams
- Poor print and image quality
- Poor barcode or receipt legibility



## Bill Acceptors :

Every time you empty machine or at least 1 X every other week

Clean more frequently before and after periods of high use.

Money is exceptionally dirty and can cause device misreads, bill slip-page, loss of revenue, operational failure and extreme customer frustration at self check out if not cleaned properly.

### Dirty Device Symptoms

- Bill Rejection
- Misreads
- Device downtime/out of order

