



Recommended ATM & Kiosk Cleaning Guidelines

In effort to fight against the spread of the coronavirus, and to provide your customers with a safer environment, we recommend the following cleaning and disinfecting procedures for your Genmega ATM or Kiosk.

Prepare Yourself First:

Before cleaning infected areas or surfaces, we recommend that you wear gloves and cover your mouth and nose (mask) as well as your eyes. This lessens the chance of re-infecting an area as well as from any disinfectant that may splash back onto you.

We recommend using a soft microfiber cloth or towel which should lessen the chance of scratching the LCD or sensitive areas and the overall finish of your equipment. Do NOT use abrasive pads or brushes to clean with.

Then Clean Infected Areas:

For the touch panels or LCD screens, 70% isopropyl or ethanol alcohol is recommended. Stronger alcohols may discolor your touch panel or screen.

For the other surfaces, you can use 70% (minimum recommended by the CDC) or greater, up to 91%.

It is important that you do NOT use any of the following cleaners or chemicals: Chlorine compounds (bleach), Quaternary Ammonium compounds (example: common countertop disinfectants), Peroxides or Phenolic compounds (acids)

How to Clean:

Step 1: Power off the ATM or Kiosk whenever possible.

Step 2: Always apply the cleaning solution onto a towel, do NOT spray cleaner directly onto the surfaces!

Step 3: Carefully wipe down the surfaces of the machine, especially the customer interfaces - including the touch screen or function keys, EPP keypad, card reader slot, bill acceptor slot(s), cash dispensing slot, receipt exit – or any other places where customers may touch.

Caution: Immediately soak up any cleaning solution that may pool on the surface of the devices.