TOSHIBA

POS & Self-Checkout Hardware Cleaning Guide

Toshiba products are designed to survive in the harshest retail environments. In use, point-of-sale and self-checkout hardware as well as associated peripherals are subject to people (both employees and customers) touching the equipment as part of normal operation. The Toshiba maintenance manuals recommend the use of 90% isopropyl alcohol to clean all surfaces. For additional best practices for cleaning Toshiba equipment refer to the Toshiba maintenance manual for your product. For additional information on disinfecting and cleaning processes, refer to the CDC guidance.*

For non-Toshiba hardware such as 3rd party I/O devices attached to the system, Toshiba recommends following the instructions as provided by the vendors.

RECOMMENDED CLEANING SOLUTION:

90% ISOPROPYL ALCOHOL

FREQUENCY:

Clean as often as needed without affecting the longevity or quality of the equipment

ADDITIONAL RECOMMENDATION:

pCAP compatible stylus is an alternative option to touch

NOTES:

The system can be left powered on when cleaning surfaces normally used in operation such as touch screen displays

- Toshiba recommends the operator be logged out of the POS application while cleaning
- Errant touch inputs are expected and normal during cleaning of touch screens while the touch screen remains wet

While cleaning surfaces not normally touched/interacted with during operation Toshiba recommends shutting down and powering off the POS/self-checkout systems to prevent any issues with the typical moving/bumping of the system during cleaning.

- Bumps/impacts may damage systems with hard disk drives
- Cables to critical I/O devices may become unplugged

*Consult the Centers for Disease Control and Prevention (CDC) for disinfecting and cleaning processes. The CDC or the World Health Organization (WHO) should be your reference point for the medical and biological expertise. Please refer to the **CDC's Environmental Cleaning and Disinfection Recommendations**

TOP **DO'S**

Use a microfiber cleaning cloth or soft towels

Spray the cleaner onto the cleaning cloth/towel and then wipe the surface to be cleaned

Clean with a cloth/towel that is damp but not soaked/dripping wet

Consult trained service personnel for cleaning of the interior of electronic equipment

TOP **DON'TS**

Do not spray cleaners directly onto equipment

Do not use abrasive cleaners (powders) or abrasive cleaning materials (scrub brush, scouring pad, etc.)

Do not soak the electronic equipment with cleaning liquid