

1-page Preventive Maintenance Checklist for Self-Service Kiosks (PM)

Purpose: reduce downtime, protect peripherals, preserve UX, and prevent “small issues → big service calls.”

Rule: If it touches money (payment), heat (fans/vents), or paper (printers) – it gets scheduled.

A) Daily / Per Shift (Store Staff)

- **Screen & enclosure**
 - Wipe touch surface + bezel (approved cleaner, non-abrasive)
 - Check for cracks, dead zones, or “ghost touch”
- **Printer**
 - Confirm paper level + correct roll orientation
 - Quick test print (if supported) and confirm clean tear
- **Payment**
 - Verify card reader is firmly seated; no loose bezel/skin overlays
 - Visual tamper check (broken seals, unusual gaps, new devices)
- **Basic UX**
 - Run one “happy path” transaction (browse → add → pay → receipt)
 - Confirm audio (if used) and accessibility prompts (if enabled)
- **Housekeeping**
 - Check area around kiosk: signage, queue flow, trip hazards, spills

B) Weekly (Store Staff + Remote Helpdesk)

- **Cleaning (deep surface)**
 - Clean around edges, card slot area, receipt slot, barcode window
 - Remove adhesive residue from stickers/tape (proper solvent)
- **Printer quick service**
 - Clean printhead/rollers per vendor instructions
 - Clear paper dust; inspect cutter action
- **Connectivity health**
 - Confirm Wi-Fi/Ethernet stability; check “offline events” in dashboard

- Verify kiosk clock/time sync
- **Visual inspection**
 - Cables strain relief, hinges, locks, kickplate, vents unobstructed

C) Monthly (Field Tech or Trained Staff + Remote Ops)

- **Internal cleaning (if policy allows opening)**
 - Vacuum/dust fans, vents, filters; confirm airflow is unobstructed
 - Inspect for moisture, corrosion, insects, or debris
- **Hardware checks**
 - Tighten mounting points; inspect door seals/gaskets (outdoor especially)
 - Confirm all peripherals enumerating (touch, printer, scanner, payment)
- **Software/OS hygiene**
 - Confirm patch status + kiosk app version consistency
 - Verify reboot schedule + watchdog/auto-restart policy works
- **Logs & alerts**
 - Review top 10 recurring faults: printer jams, payment declines, thermal alarms, network drops
 - Validate remote access path and credential/role policy

D) Quarterly (Field Service + Security/Compliance)

- **Payments**
 - Inspect reader mounts and tamper seals; confirm firmware compliance
 - Verify PCI/EMV scope assumptions are still valid (no “surprise” changes)
- **Parts & spares**
 - Audit spare pool: printer assemblies, touch controller, SSD, fans, power supplies (as applicable)
 - Replace “weak” parts early if failure trend emerges
- **Reliability**
 - Thermal check: temps under load; fan RPM sanity
 - Check UPS/surge protection (if deployed)
- **Accessibility**

- Validate ADA features still functioning: audio jack, screen reader mode, tactile markers (if present), reachable UI elements

E) Semi-Annual / Annual (Program Review)

- **KPI review**
 - Uptime %, MTTR, top failure modes, dispatch rate, repeat calls, parts consumption
 - **SLA & staffing**
 - Are response times matching business impact? Adjust tiering (hours, onsite, parts logistics)
 - **Security hardening**
 - Ports locked/secured, cabinet open alerting, signed updates, remote access controls
 - **Lifecycle**
 - Identify peripherals trending EOL; plan swaps before supply dries up
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Fast “Pass/Fail” Checklist (for the tech’s closing note)

- Transaction completes end-to-end
- Printer feeds/cuts cleanly
- Payment device secure and functioning
- Network stable / no repeated drops
- Fans/vents clean and airflow OK
- No cabinet damage / locks secure
- No suspicious attachments or tamper signs
- PM logged with date/tech/unit ID

PM Log Fields (minimum): Site • Kiosk ID • Date/Time • PM Level (Daily/Weekly/Monthly/Quarterly) • Parts used • Issues found • Actions taken • Photos (if tamper/damage) • Next due date