

IMPORTANT INFORMATION FROM TOUCHMATE

HOW TO CLEAN AND DISINFECT YOUR KIOSK OR POS PRODUCTS

Cleaning and disinfecting are two steps. Cleaning removes dirt, grease, dust and other contaminants. Disinfecting is a separate process that uses a chemical designed to destroy bacteria.

Cleaning your TouchMate Product

- To prepare for cleaning the touchscreen, power down the device (if possible), or ensure your on-screen software can tolerate false touches while you clean.
- Do not get liquids inside the unit. Do not spray the TouchMate product directly. Instead, use wet wipes, a sprayed cloth or a dampened cloth with the excess moisture squeezed off.
- Select only non-abrasive cleaning wipes or cloths to avoid scratching touchscreens.
- Avoid highly concentrated alcohol (> 70%), non-diluted bleach or ammonia solutions, as these may cause discoloration.
- Wipe the surfaces with the appropriate wipes or cloths and approved cleaning products, and allow them to dry.

Do **NOT** use the following materials when cleaning/disinfecting your TouchMate product

Isopropyl Alcohol at concentration > 70%

Acids

Formula 409

Methyl Alcohol or Ethyl Alcohol at concentration > 35%

Detergents with fluoride

Steel wool

Thinner or benzine

Detergents with ammonia at concentration > 1.6%

Sponges with abrasives

Strong alkali lyes

Abrasive cleaners

Steel blades

Strong solvents

Detergents with abrasives

Cloth with steel threads

Disinfecting your TouchMate Product

- To prepare for disinfecting the touchscreen, power down the device (if possible) or ensure your on-screen software can tolerate false touches while you clean.
- Dampen a new clean, non-abrasive cloth with a disinfectant chosen from the list below. Ensure excess liquid is squeezed from the cloth. You may also use recommended pre-dampened wipes.
- Read the manufacturer's instructions carefully. Many manufacturers require the surface to remain wet for a few minutes, so continuous wiping might be required.
- Disinfect the surfaces by wiping them with the cloth or wipe, and allow the surface to dry.
- For disinfectant solutions that are safe for use with TouchMate products, see next page.

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US CDC-recommended disinfectant solutions safe for TouchMate products

- Household bleach solution (1/3 cup of bleach per gal. of water)
- Isopropyl alcohol (\leq 70% alcohol)

More information from the CDC on disinfecting procedures for Coronavirus Disease 2019 (COVID-19) can be found here: <https://www.cdc.gov/coronavirus/2019-ncov/community/home/cleaning-disinfection.html>

US EPA-recommended disinfectants safe for TouchMate products (including registration number)

Clorox Disinfecting Wipes	Reg. No. 5813-79
Clorox Healthcare Bleach Germicidal Wipes	Reg. No. 67619-12
Clorox Commercial Solutions Hydrogen Peroxide Cleaner Disinfectant Wipes	Reg. No. 67619-25
Lonza Disinfectant Wipes	Reg. No. 6836-313
Lysol Brand Clean & Fresh Multi Surface Cleaner (20% solution to water ratio)	Reg. No. 777-89
Purell Professional Surface Disinfectant Wipes	Reg. No. 84150-1
Sani-Cloth Prime Germicidal Disposable Wipes	Reg. No. 9480-12

More information from the EPA on recommended disinfectants for Coronavirus Disease 2019 (COVID-19) can be found here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

TouchMate would like to thank ELO Touch for contributing information for this bulletin. We are proud to offer their display components in many of our products. Know that your entire supplier community is working to help you keep your customers and staff safe.

If you have questions, please contact TouchMate Technical Support at (512) 949-3330, ext 226.