

Cleaning your terminal

INSTRUCTIONS FOR REGULAR CLEANING

Good hygiene and cleanliness across the board are now more important than ever in companies – to protect both employees and customers. Your terminal serves as a frequent contact point between your customers and your employees. For your safety and the safety of your customers, we would therefore like to remind you to clean your terminal regularly.

HOW DO I CLEAN MY TERMINAL?



Do:

Clean your terminal with an ethanol-based wipe or use a wet cloth with minimum 70% ethanol.



Don't:

Do not spray household cleaners or surface disinfectants directly on your terminal.

- Clean the terminal display with a antistatic cloth.
- Clean the card reader by using our cleaning cards.

Order cleaning cards here:

worldline.com/merchant-services/material-orders

Chip card reader: Insert the white cleaning card into the reader several times with the same side facing up

Magnetic card reader: Swipe the white cleaning card through the magnetic card reader several times on the same side

CHOOSING THE RIGHT CLEANING AGENT

We recommend using a solution of at least 70% ethanol and water. Do not use ordinary cleaning agents or disinfectants, as they could damage your device. Also refrain from using harmful products such as solvents like acetone or white spirit. Do not use isopropanol.

HOW OFTEN SHOULD I CLEAN MY TERMINAL?

If only a handful of people use your terminal every day, a daily cleaning is sufficient. However, if you carry out numerous transactions in a single day, we recommend cleaning your terminal several times daily.

IMPORTANT

Treat your terminal like a smartphone or notebook. Do not use cleaning agents that you would not also use to clean these devices.

ADDITIONAL SAFETY TIPS

- Encourage your customers to make contactless payments.
- Install a hand sanitizer dispenser next to your terminal and encourage your customers to disinfect their hands before using the terminal.

Following these simple steps will help you to protect and reassure your customers and employees that your organisation is doing everything it can to prevent the spread of infectious diseases.

Your local point of contact can be found at: worldline.com/merchant-services/contacts

