



Product Bulletin: Supplementary Information for Cleaning Ingenico Payment Terminals

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Ingenico Customers and Partners

Purpose

This Product Bulletin provides additional guidance concerning the cleaning of Ingenico Payment Terminals in light of the COVID-19 outbreak. Information regarding the cleaning of Ingenico Payment Terminals is also included in the applicable Ingenico Payment Terminal user guides. Please also refer to those materials.

Cleaning of the Terminal: Guidelines for the proper cleaning of Ingenico Payment Terminals are as follows:

- Unplug all the wires, cables and power sources from the Terminal prior to cleaning.
- Ingenico recommends using a **lint-free soft cloth that is very slightly soaked with soapy water** to clean the outside of the Terminal.
- Another option is the use of a US EPA-recommended disinfectant that Ingenico has determined can be used to clean the outside of its Terminals:
 - **Sani-Cloth Germicidal Disposable Wipe.** Registration EPA # 9480-4
https://www3.epa.gov/pesticides/chem_search/ppls/009480-00004-20070919.pdf
 - **Sani-Cloth Germicidal Disposable Cloth.** Registration EPA # 9480-5
https://www3.epa.gov/pesticides/chem_search/ppls/009480-00005-20080903.pdf
 - **Formula 409 Antibacterial cleaner.** Registration EPA # 5813-73
https://www3.epa.gov/pesticides/chem_search/ppls/005813-00073-20190506.pdf
 - **Fantastik Antibacterial cleaner.** Registration EPA # 4822-613
https://www3.epa.gov/pesticides/chem_search/ppls/004822-00613-20181023.pdf
- Any liquid cleaners should be sprayed into a lint free soft cloth and not directly on the Terminal.
- Although alcohol cleaning solutions (with at least isopropyl alcohol solution 70%) are recommended by the US Centers for Disease Control and Prevention for disinfecting surfaces, those solutions cannot be used on all Ingenico Terminals:
 - For non-Touch Terminals (which have a plastic lens) – isopropyl alcohol solution 70% cannot be used.
 - For Touch Terminals (which have a glass display covering the touch screen) – isopropyl alcohol solution 70% can be used.

DO NOT

- Do not use solvents, detergents or abrasive products as such products may damage the Terminal's plastic or electrical contacts.
- Do not clean the Terminal's electrical connections.
- Do not spray cleaners directly onto the Terminal.
- Avoid excessive wiping of the Terminal as it might cause damage to the Terminal.
- Do not allow any moisture to enter Terminal openings or use aerosol sprays on the Terminals.
- Do not put anything into the Terminal's smart card reader slot.

This Bulletin discusses general cleaning guidelines and is not guidance on the effectiveness of any cleaning or disinfection products.