

## H34N, H38N Series ATM Cleaning Procedures

H34N and H38N series ATMs (including models H34N and H34NL) need very little attention after installation on your site.

### 1. The requirements to maintain the ATM

#### 1.1 Daily maintenance

- **Check if there are sufficient supplies in your ATM**

You have to replenish the print paper, ribbon cassette and notes on an as-required basis, the frequency of these operations depends on the ATM use.

#### 1.2 Weekly maintenance

- **Clean the facia and exterior panels**

- **Clean the head of the card reader**

#### 1.3 Monthly maintenance

- **Clean the air filter of the ATM**

- **Clean the interior of the ATM**

### 2. Cleaning kit

The cleaning kit contains recommended materials for servicing and cleaning your ATM, the materials are shown as follows:

- General surface cleaner
- Lint-free cloth
- Card reader cleaning card

### 3. Weekly maintenance

#### 3.1 Weekly maintenance procedures

- **Clean the facia and exterior panels**

- **Clean the head of the card reader**

#### 3.2 How to clean the facia and exterior panels

In the course of use, the facia and exterior panels of the ATM would unavoidably become smudgy, it is recommended that the facia and exterior panels be cleaned on a weekly basis.

Cleaning articles: lint-free cloth, general surface cleaner or a dilute detergent solution.

Procedures for cleaning:

- Using a damp lint-free cloth to clean the surface of the facia and exterior panels.
- Using a dry lint-free cloth to wipe up the surface of the facia and exterior panels.  
Paint, grease or dirt can be removed by a light application of cotton wadding dampened with ethyl alcohol.

**Note:** To preserve the appearance of your ATM, a non-abrasive car wax may be applied to the grey areas of the facia.

When cleaning the exterior surface:

- Do not use an abrasive, acid, alkaline or chlorinated cleaner.
- Do not scrape the surface with the scouring pads, razor blades or similar implements.
- Do not use any of the following cleaning articles:

- Benzene
- Petrol
- Acetone
- Carbon tetrachloride
- Paint stripper of any kind

Keypads vandalized by paint should not be cleaned, the keypad should be replaced.

### 3.3 How to clean the head of the card reader

To clean the head of the card reader you will require a cleaning card.

Firstly, apply a little cleaner on the cleaning card, in normal mode, when the monitor displays:

**Please insert your card**, proceed as follows:

- Insert the cleaning card.
- Wait for the card to come out.
- Repeat the procedures 10 times.

If you see the prompt: **Sorry, invalid card**, neglect it.

## 4. Monthly maintenance

### 4.1 Monthly maintenance procedures

- **Clean the air filter of the ATM**
- **Clean the interior of the ATM**

### 4.2 How to clean the air filter of the ATM



**Cleaning method:** Take the air filter out of its holder by pulling it upwards, wash it with water and dry completely, then restore the air filter.

**Cleaning period:** Cleaning period changes with the ATM operation environment, service engineers should inspect the air filter periodically, and wash it every one month in areas with heavy dust or every half year in areas with light dust.

### 4.3 How to clean the interior of the ATM

In the course of use, the interior of the ATM would unavoidably become smudgy, it is recommended that the interior be cleaned on a monthly basis.

**Cleaning articles:** lint-free cloth , general surface cleaner or a dilute detergent solution.

**Procedures for cleaning:**

- Using a dry lint-free cloth to wipe up the surface of the interior.
- Using a lint-free cloth dampened with cleaner to clean the paint or grease on the spray-powder areas of the interior.
- Using a lint-free cloth dampened with alcohol to clean the paint or grease on the plating parts of the interior.

**Note:** 1. Do not use abrasive, acid, alkaline or chlorinated cleaner.  
2. Be careful not to drop the water on the circuit board of the modules

## 5. Printer media storage

To get the best results from your printer, store spare paper supplies in a cool, dry, dust-free place. Leave the articles in their original packing material until required for use.