

Self-Service Device Disinfecting Guide

With information on the novel coronavirus flooding our news channels, social media feeds and everyday conversations, it can be challenging to identify the most effective solutions for disinfecting your self-service fleet. Learn how to promote consumer and staff safety while mitigating the spread of the virus, and prepare for a more touch-lite world.

Take a Layered Approach to Cleaning

Layer 1: **Alcohol-Based Disinfectants**

Wipe down the machine with an approved disinfectant.

- ✓ Approved disinfectants kill viruses and other emerging pathogens, including SARS-CoV-2
- ✓ The best, most effective option
- ✓ Easy and safe to use
- ✓ Contact your DN representative for our list of approved and recommended alcohol-based disinfectants*

Layer 2: **Antimicrobial Surface Protectant**

Apply an antimicrobial protecting shield (coating).

- ✓ Inhibits growth of bacteria and pathogens on surfaces
- ✓ Safe and durable protection between applications
- ✓ Two layers of protection improves effectiveness of standard cleaning and disinfecting

Additional Layers of Protection to Consider:

Films, Panes, Foils

- After application, can last an extended amount of time
- Should never replace disinfecting
- Some require 24 hours to take full effect to kill germs
- Can create a false sense of safety
- Some silver-based types of coatings, panes and films carry environmental concerns and may be banned in some regions

UV-C Radiation

- Currently under evaluation for applicability in attended environments.
- Used in other industries safely
- Can cause health risk to skin and eyes if exposed too long

Innovate for the future. DN has many self-service options to help serve consumers in a more “touch-lite” world:

DN Series™ 200 Mobile-First Journey

DN Series 200 enables a touchless experience (cardless, e-receipts, no PIN) powered by DN Vynamic™ Digital pre-staging software. Transactions are pre-staged on a mobile banking app and fulfilled at the ATM via one-time PIN or QR code scan.



DN Series Branch Automation Solutions

Enable a virtual branch visit directly with a teller and offer the majority of transactions consumers normally would do in-person:

- An in-branch visit delivered virtually, keeping both parties safe
- Extend business hours
- Pneumatic tube replacement
- Branch in a box
- Migrate more transactions to self-service
- Expand to new markets



In addition to cleaning hard surfaces, reinforce the simple actions your consumers and staff can take at the ATM:

- Maintain a distance of approximately six feet or 1.8 meters from others while waiting to use the ATM.
- Stay home if you're sick. Don't use the ATM.
- Wash your hands frequently.
- Use a hand sanitizer that is at least 60% alcohol & make it accessible for users before and after using the ATM.
- Do not touch your face before washing your hands.
- Cover your mouth when coughing or sneezing.
- Keep indoor spaces well-ventilated.



Learn more about how we're addressing the coronavirus pandemic at [DieboldNixdorf.com/COVID-19](https://www.dieboldnixdorf.com/COVID-19).