Diebold Nixdorf

Updated: April 30, 2020

Site and Surface Decontamination Guidance

As a measure to help prevent the spread of COVID-19, it is important to disinfect commonly-touched hard surfaces, including the interfaces of ATMs and self-service solutions.

Diebold Nixdorf recommends using approved products to disinfect the entire user interface of ATMs and self-service solutions—specifically the function keys, electronic PIN-pad, screen, card reader and lower surfaces that children might reach. To clean the screen and fascia of ATMs and self-service solutions, use an approved disinfectant (identified below) sprayed onto a clean cloth or towel. To avoid damaging the screen with heavy chemicals, do not use unapproved sprays or wipes and do not spray disinfectant directly on the machinery. Keypads can be cleaned with a soft, damp cloth to remove dirt and hand oils, followed up with an approved disinfectant to kill the germs. Gloves should be warn to minimize potential contamination. See the end of this document for further instructions on glove usage.

Below is a list of ready-to-use, dilutable and wipeable biocidal products that have proven to be effective against stronger pathogens, such as Ebola, and are approved for use on Diebold Nixdorf products. These come from a larger list maintained by the Center for Biocide Chemistries (CBC) and are compliant with the U.S. Environmental Protection Agency (EPA) "emerging viral pathogen" guidance for antimicrobial products. These products have been determined by the EPA to be effective against past coronaviruses and are thought to be effective for COVID-19, though tests that confirm the disinfectants are able to kill this virus have yet to be completed for all of the listed products.

Diebold Nixdorf's product research team is analyzing disinfectants found on the CBC's list to determine which may be safe for use on Diebold Nixdorf products, including stainless steel materials*. The list will be updated on a continual basis as additional disinfectants are deemed safe for usage. The approved products below have been confirmed to use on the fascia and other external plastic components, touch screens, keypads and access panels.

According to a Blog post by Fabio Panetta, Member of the Executive Board of the EC, titled Beyond monetary policy – protecting the continuity and safety of payments during the coronavirus crisis — "Adequate availability of cash is crucial for the functioning of the economy. Even in normal times, three-quarters of consumer transactions in the euro area are made in cash, with large countries such as Germany, Spain and Italy using cash at rates that are around or even well above the euro area average. Cash thus remains the dominant means of payment for consumers, and is of fundamental importance for the inclusion of socially vulnerable citizens, such as elderly or lower-income groups. During the crisis the demand for cash has become less predictable. As the pandemic spread across Europe, we saw a spike in demand for cash", says Panetta.

As it relates to the safety of handling cash, Panetta says, "Moreover, to ensure that handling cash remains as safe as possible, we are working closely with top-tier European laboratories to assess the behaviour of coronaviruses on different surfaces. The results indicate that coronaviruses can survive more easily on a stainless steel surface (e.g. door handles) than on our cotton banknotes, with survival rates approximately 10 to 100 times higher in the first few hours after contamination. Other analyses indicate that it is much more difficult for a virus to be transferred from porous surfaces such as cotton banknotes than from smooth surfaces like plastic. Overall, banknotes do not represent a particularly significant risk of infection compared with other kinds of surface that people come into contact with in daily life. However, our cooperation with scientific laboratories will continue in the coming weeks to preserve public trust in the safety of banknotes". **Read the full post here**.

Disinfectants Approved for Usage on Diebold Nixdorf Products

U.S. EPA-Listed Products or Products with Manufacturer Claim

(A variation of the 3M, Clorox and Lysol items should be available in many countries.)

✓ = Approved for Usage on Diebold Nixdorf Products

◆ = Requires pre-cleaning with an approved glass cleaner

Product	
Clear Gear Sports Spray-On	✓ ◆
Clorox® 4 In One Disinfecting Spray	✓
Clorox® Disinfecting Wipes-All Scents	✓ ◆
Clorox Commercial Solutions® Clorox 4-in-One Disinfectant & Sanitizer	✓
Clorox Commercial Solutions® Clorox Disinfecting Spray	✓
Extra Spearmint Germicidal Detergent and Deodorant	✓ ◆
Germicidal Cleaner and Disinfectant, Gordon Food Service®	✓ ◆
KICTeam 70/30 Wipes	✓
KlercideTM 70/30	✓
Lysol® Disinfectant Max Cover Mist	✓
Lysol® Disinfectant Spray	✓
Lysol® Disinfecting Wipes-All Scents	✓
Microban 24	✓ ◆
Microban 24 Hour Bathroom Cleaner	✓ ◆
MixMate™ Germicidal Cleaner	✓ ◆
Multi-purpose Neutral PH Germicidal Detergent	✓ ◆
Professional Lysol® Disinfectant Spray	✓
Oxivir®	✓ ◆
Oxivir® 1	✓ ◆
Oxivir® Tb	✓ ◆

Disinfectants Approved for Usage on Diebold Nixdorf Products *(continued)*

U.S. EPA-Listed Products

(A variation of the 3M, Clorox and Lysol items should be available in many countries.)

✔ = Approved for Usage on Diebold Nixdorf Products

◆ = Requires pre-cleaning with an approved glass cleaner

Product	✔	◆
Performex®	✔	◆
Peroxide Disinfectant and Glass Cleaner, RTU Ecolab Inc.	✔	◆
PURELL® Food Processing Surface Sanitizer	✔	
PURELL® Foodservice Surface Sanitizer	✔	
PURELL® Healthcare Surface Disinfectant	✔	
PURELL® Multi-Surface Disinfectant	✔	
PURELL® Professional Surface Disinfectant	✔	
RTU Disinfectant Cleaner	✔	◆
Sani Quad Food Service Sanitizer	✔	◆
Sani-24® Germicidal Spray	✔	
Sanifect Plus 2 Fresh N Clean	✔	◆
Sani-Prime® Germicidal Spray	✔	
Sani-Spritz Spray Nyco® Products Company	✔	◆
Sanitizer/Commercial Sanitizer Ecolab® Inc	✔	◆
Simple Green® D Pro 5	✔	◆
Simple Green® D Pro 3	✔	◆
TB Disinfectant Cleaner Ready-to-Use	✔	◆
TB Quat	✔	◆
Tec-Quat 128	✔	◆
Virex	✔	◆
Vital Oxide (aka BioProtect RTU) (Vital Solutions aka Viaclean Technologies)	✔	

Non-U.S. EPA-Listed Products with Similar Virus Claims

(The EPA has stated that if a product with an emerging viral pathogen claim is not available, use products with a coronavirus claim. Global variations of the listed products are also being reviewed and, as similar claims are made, will be added to the list.)

Product	DN Products (✓ = Ok to Use; clarifications listed)
B. Braun Meliseptol® Rapid	✓
Bacoban DL, Bacoban DL Wipes (Ropimex)	✓
Bode Chemie Bacillol® Plus	✓
Descosept AF (Dr. Schumacher)	✓
Ecolab Incidin® Foam	✓
Lynx® Surface Disinfectant Spray (1002)	✓
Lysoform Aerodesin® 2000	✓
Schulke Mikrozid AF® Liquid	✓

Approved Glass Cleaners

(For use when pre-clean is required.)

Product

- 3M Glass Cleaner
- 3M Glass Cleaner Concentrate
- Windex ammonia free
- Sprayway ammonia free glass cleaner
- Glass Plus Glass Cleaner
- Green Works Glass & Surface Cleaner

Other Glass Cleaners can be used, as long as they meet the following requirements:

- High water content almost to 100%.
- Alcoholic strength 1-10%.
- Surfactants Not more than 2%
- NO Fragrances
- NO Ammonia
- NO sodium hypochlorite

*Note: do not use bleach or chloride cleaners on stainless steel. The best cleaner for stainless steel will contain alkaline, alkaline chlorinated or non-chloride chemicals. While the other approved cleaners could be used (paying particular attention to pre-cleaning as noted above), Diebold Nixdorf recommends cleaning stainless steel with an alcohol based sanitizer, such as:

- PURELL® Foodservice Surface Sanitizer
- PURELL® Healthcare Surface Disinfectant
- PURELL® Professional Surface Disinfectant

Glove Usage Procedure

1. 

Use sterile nitrile or surgical-type glove.

2. 

Inspect to ensure the gloves are not torn or ripped and that the correct size is selected.

3. 

Put on gloves.

4. 

Disinfect all potentially contaminated hard surfaces with an approved disinfectant.

5. 

Use a clean cloth or towel and follow the manufacturer recommendation for disinfecting against viruses.

6. 

Throw away used towels and gloves into the normal refuse containers. See procedure below for removing gloves.

7. 

Remove gloves by pulling on the exterior of 1 glove at the wrist and drawing outward away from the hand. Ball the removed glove into the gloved hand.

8. 

Using a finger from the de-gloved hand, reach under the remaining glove, against the skin, and push down toward the balled gloved, effectively turning the glove inside out, inserting the balled glove into pocket.

9. 

Dispose of the glove as above.

10. 

Wash hands using soap and water.

Reference: EMS Infectious Disease Playbook, Assistant Secretary for Preparedness and Response, U.S. Department of Health and Human Services; and best practices

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