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## Cleaning the Magnetic Stripe

Dirt can cause magnetic stripe card reading problems. The magnetic stripe reader (MSR) should be cleaned daily or once a week using Verifone cleaning cards part number 02746-02.

**Note:** If using a commercially available cleaning card, use ONLY an approved MSR cleaning card made specifically for POS MSR Card reader terminals or Petroleum MSR card readers.

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## Cleaning the Smart Card Reader

The following is a recommended Customer Smart Card Reader cleaning schedule. A Smart Card Reader Cleaning Kit is available. It is Verifone part number 02746-02.

- Normal usage - Retail market, indoors: after 20K cycles
- Outdoor usage - Non Petro station: after 10K cycles
- Rough conditions - Petro stations - outdoors: after 5K cycles

**Note:** Unused or seldom used Smart Card Readers should be cleaned more often if they are exposed to fumes or smoke to avoid failures on first readings.

### Cleaning Process

1. **Inspect** – First, visually inspect the terminal's Smart Card Reader before attempting to clean the unit. All debris, “foreign objects,” must be removed from the Smart Card Reader before using the cleaning cards.

**Note:** If at any time during the inspection, testing diagnostics or cleaning process and “foreign objects” are found in the Smart Card Reader, stop the cleaning process and send the terminal to a Verifone authorized repair center. Removal of foreign objects from Smart Card Reader by customers may void terminal warranty.

2. **Pre-Test** – If no debris is found in the Smart Card Reader, run the internal Smart Card test using the following steps.
  - a. If an application is already loaded and running, put the terminal into System Mode by pressing keys 1, 5, 9 at the same time. If there is no application loaded, the terminal will boot up to the System Mode Login Screen.
  - b. Navigate to Diagnostics > Card > Smart Card. Insert a card before selecting the tab.
  - c. If the terminal passes the diagnostic test, proceed to the next step.
  - d. If the terminal fails the diagnostic test, make a note of the failure and proceed to the next step.

3. **Cleaning** – Utilize the Smart Card Reader Cleaning Kit (Verifone P/N 02746-02).

**Note:** New cleaning cards must be used per terminal each time during the cleaning process. Used or old cleaning cards must not be reused. Reuse of old cleaning cards may result in more debris becoming trapped inside the reader.

4. **Test After Cleaning** – Retest the Smart Card reader in Diagnostic mode using the instructions in step 2.
  - a. If the terminal fails the Smart Card Reader Test, send the terminal in for repair.
  - b. If the terminal passes the Smart Card Reader Test, reboot the terminal's application for regular use.