

ATM Clean Guide

As your local ATM provider, we know that keeping your fleet in top shape is the secret to maintaining the highest cash availability for your customers. Whether you are a retailer hosting a local ATM service provider or an established player in Independent ATM Deployment (IAD), a seasonal "spring clean" ensures your machines remain the most reliable cash machine provider in the community.

From the classic hole in the wall provider to advanced Foreign Currency ATMs, every ATM needs regular care to prevent downtime.

No.1 - Clean Control Panel

- Display
- Keypad
- Fan – clean filter screen and dust fan

No.2 – Check for Criminal Devices

- Camera
- Skimmer
- Any unexplained device

No.3 – Open Top Cabinet

- Clean
- Make sure cables are seated and in good condition
- Make sure lock is working
- Ensure close-out plates are in place

No.4 – Examine Main Board

- Visually inspect for connection and foreign objects
- Replace battery if ATM date and time keep changing

No.5 – Inspect Keypad

- Do keypad test in diagnostics
- Check for camera that could capture PIN entry

No.6 – Check Card Reader

- Clean with card cleaner
- Perform scan card test under diagnostics

No.7 – Check Printer

- Check paper roll
- Perform test print in management

No.8 – Inspect Power Supply

- Proper lights illuminated
- Cables in good shape and plugged in securely

No.9 – Check Communication

- Perform key download with host
- Create error to verify communication (if applicable)

No.10 – Check Dispenser

- Perform test dispense
- Remove and check cassette
- Ensure notes are loaded properly
- Clean cassettes and dispenser
- Clean sensors with damp cloth
- Clean rollers and belts

No.11 – Clean Vault

- Vacuum out dust
- Verify that lock is working
- Change lock battery if necessary
- Clean bill tray

No.12 – Close and Lock ATM

- Perform withdrawal transaction (ensure successful)
- Verify correct amount is dispensed
- Verify the receipt is correct