



Personal Shopper Devices Disinfection Guide

How to safely and effectively clean your
Zebra Personal Shopper Devices

March 2020

With Coronavirus at the top of retailers' and shoppers' minds, most grocery retailers have implemented precautionary measures such as limiting the number of shoppers in store, installing plastic shields at the checkouts and wiping down trolley handles after each customer.

Mobile scanners for self-scan shopping are also helping, by reducing staff/shopper interaction at the checkouts. And if you're one of the many retailers with these mobile scanners, it's vital you know how to clean them as part of your COVID-19 mitigation measures.

Which is why we've created this guide; we hope it helps keep you, your customers, and your staff safe.



For Zebra Products: MC17, MC18 & PS20

Recommended Cleaning Agents

Alcohol is a safe disinfectant for use on Zebra personal shopper devices, complying with current recommendations for disinfection.

We recommend the following:

- Alcohol prep pads (generally 70% IPA)
- Commercial wipes containing 70% alcohol as the only active ingredient
- A clean, lint free cloth dampened with 70% Isopropyl Alcohol solution

Please see the back of this leaflet for information about issues which can arise with other, non-recommended cleaning agents.

How to clean your Zebra devices

It is important for you to follow these guidelines:

- Use pre-moistened wipes or dampen (not wet) a soft, sterile cloth with the approved agent.
- Never pour or spray chemical agents directly onto the device or into any open grills.
- Be careful to squeeze out any extra liquid that may be in the pre-moistened wipe before use (wipes at the bottom of a container may be extra wet).
- Clean the audio grill areas first.
- Then clean the device, taking care not to drag dirt and debris into the audio grills as build-up in the grill openings may degrade audio performance.
- Use a moistened cotton-tipped applicator to reach tight areas. Be sure to remove any lint left over by the applicator.
- Allow the device to air dry, and/or dry with a soft lint-free cloth or towelette before use.
- Ensure electrical contacts are fully dry before applying power or charging.

Cleaning frequency for Personal Shopper Devices

We recommend you clean your devices after each shopper, before the device is handed to / available for the next user.

Your devices may be cleaned as frequently as is required by the usage; at your own discretion.



How to clean your device cradles

It is important for you to follow these guidelines:

Exterior Housings

- Thoroughly wipe cradle housings using the approved alcohol wipe, or a soft cloth dampened (not wet) with the approved agent.
- Be careful not to let liquid pool.
- Allow the unit to air dry before use.
- Do not use this process to clean the internal cradle, refer to user guide

Cleaning frequency for cradles

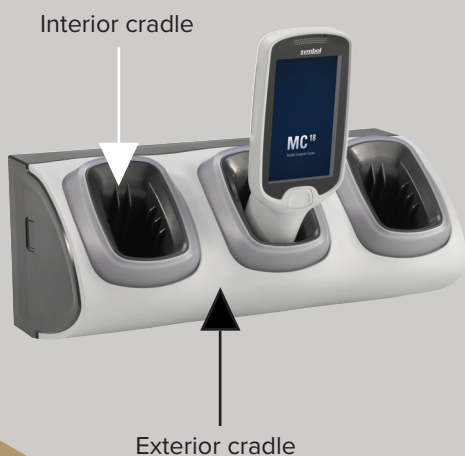
If the cradle housing is in contact with shoppers, we recommend you clean the outer housing after each shopper. For cleaning instructions for the connectors within the cradle refer to user guide.

As with your personal shopper devices, cleaning frequency for the cradles is at your discretion, as often as required.

What to do if your system requires touchscreen interaction

In an ideal situation, your Zebra devices will be released by simply scanning a loyalty card, avoiding any need for customers to touch a screen.

If screen interaction is required, we recommend you follow the touchscreen manufacturers' guidelines for cleaning your screens. And for added peace of mind, why not provide a hand-wipe for customers who have touched a screen?



Information about non-recommended cleaning agents

1. When using bleach/sodium hypochlorite based products, always follow the manufacturer's recommended instructions; use gloves during application; and remove any residue thoroughly with a damp alcohol cloth or cotton swab, to avoid the risk of skin contact.

The metal surfaces on your devices and cradles are prone to oxidation (corrosion) when exposed to sodium hypochlorite in liquid form (including wipes). Remove it immediately with an alcohol-dampened cloth or cotton swab.

2. The following chemicals will damage the plastics on your devices and cradles; avoid contact with them: acetone, ketones, ethers, aromatic and chlorinated hydrocarbons, aqueous or alcoholic alkaline solutions, ethanalamine, toluene, trichloroethylene, benzene, carbolic acid and TB-lysoform.

3. Many vinyl gloves contain phthalates additives, which are not recommended and are known to be harmful to device housings.

The most important factor right now is thorough cleaning to protect against the spread of Coronavirus, but following the right cleaning guidance will help protect the durability and longevity of your devices, too.

For more information visit
www.zebra.com



Please ensure all accessories e.g. trolley holders, shopping trolleys, baskets and other components used as part of the solution are cleaned in guidance with manufacturer guidelines.



NA and Corporate Headquarters
+1 800 423 0442
inquiry4@zebra.com

Asia-Pacific Headquarters
+65 6858 0722
contact.apac@zebra.com

EMEA Headquarters
zebra.com/locations
contact.emea@zebra.com

Latin America Headquarters
+1 847 955 2283
la.contactme@zebra.com