



Proper Cleaning of Dispensers

Related Equipment:

- All Gilbarco Units

Potential Issues:

Use of improper cleaning agents may weaken or damage the bezel door and other components of a dispenser. Indications of damage due to chemical attack from improper cleaners includes cracking or chipping of the bezel door and clouding or cracking of the plastic lens. Damage caused due to the use of improper cleaning agents or practices will not be covered under unit warranty.

Further Information:

While it is understood that technicians are typically not responsible for cleaning dispensers as part of standard maintenance, it is important that technicians be able to recognize the signs of chemical attack and other damage due to improper cleaning agents and procedures. The technician can then inform the customer of the risks associated with the use of improper cleaning agents and procedures.

IMPORTANT INFORMATION

Full instructions regarding recommended Gilbarco Unit maintenance and cleaning practices can be found in MDE-3893 *Encore and Eclipse Series Owner's Manual* Section 5.

Special Considerations When Cleaning Gilbarco Units:

- Do not use fuels or acetone.
- Do not use any cleaner or polish with a citrus element.
- Do not use household detergents, cleaners containing ammonia, sodium hydroxide or acids. **Standard Windex® contains ammonia and will cause damage to dispensers**
- Do not use abrasive cloths
- Do not use brushes with hard bristles.
- Do not use strong solvents.
- Do not use cleaners containing sodium hydroxide.
- Do not spray any cleaner or water into the card reader, receipt printer, cash acceptor, or displays.
- Do not use a high pressure washer or water hose on doors or cabinets. Rinse water must be applied as a gentle spray.
- Do not allow DEF to remain on metallic parts on or near the dispenser.
- Cleaning agents must be rinsed off and the unit dried after cleaning.

Painted Plastics, Metals and Graphics:

Gilbarco has tested and recommends the following products for cleaning painted plastics, metals and graphics:

- Simple Green® All Purpose Cleaner
- CAF® OTIS Super Concentrate Multi-Surface Cleaner
- Windex® **Ammonia-Free**
- Dawn® Ultra Platinum Dishwashing Liquid
- Simoniz® Tru Blue Liquid Cleaner

The following cleaning products specifically designed for automotive (car wash) use are also recommended:

- Armor All®
- Duragloss®
- Mothers®
- Meguiars®
- Turtle Wax

General Guidelines:

- Dispensers should be routinely cleaned weekly or as required.
- Dispensers should be deep cleaned at least once a year.
- Polishes and waxes should not be used on any displays, grade select buttons and nozzle boots.
- Brushes should not be used on displays.
- Any cleaning agent used must be rinsed off after use.

Full instructions regarding recommended Gilbarco Unit maintenance and cleaning practices can be found in MDE-3893 *Encore and Eclipse Series Owner's Manual*.

If weakening or damage of Gilbarco units is found during maintenance or inspection and it is suspected that the use of improper cleaning agents or procedures may be the cause please notify the Market Service Manager for the region.

See SP-2830 *Field Engineers (FEs) and Market Service Managers (MSMs) contact information and assignments* available on GOLD for a list of Market Service Managers and regional assignments.

IMPORTANT INFORMATION

This bulletin does not serve as authorization to perform any site visits or warranty service.