

# Cleaning and disinfecting fingerprint devices

HID Global sells a variety of biometric devices such as the ones seen below. This document provides information on how to sanitize these devices (without harming the device) as well as some general best practices. It also includes instructions on how to clean and replace silicone membranes and our recommendation on the frequency.



### Best practices when using biometric devices

1. If a subject (someone getting fingerprinted) is visibly sick, have them come back another time to be fingerprinted if possible.
2. Encourage subjects to wash and/or sanitize their hands after touching a device.
3. If a subject is being assisted by an operator to get printed and the operator is touching the subject in any way, the operator should wear gloves.
4. The areas around the fingerprint scanners or biometric devices should also be sanitized often.

### Cleaning products

The US Environmental Protection Agency has published a list of antimicrobial products that are effective against common viruses:

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

One of the items on this list is Clorox® Disinfecting Wipes. These wipes can be used to disinfect our biometric devices (and electronic devices in general) as well as silicone membranes. Clorox® wipes were specifically tested and we found that they do not degrade the silicone nor do they affect image quality (see proper usage on the next page).

General guidelines for using disinfectant and or type of liquids on our electronic products:

- Avoid getting any moisture into openings of the device
- Do not spray liquids directly onto the device
- Never use bleach, abrasives or aerosol sprays
- Do not use abrasive cloths. Use microfiber cloths or soft paper towels

## Instructions for cleaning using Clorox® (or similar products)



- If using a wipe, wipe the surface of the platen and other parts of the device. If using a spray, spray a microfiber cloth and then use the cloth to wipe the platen and device. (Don't spray directly onto a device or platen.)
- As per the recommendation of Clorox®, let stand for 4 minutes. (Other cleaning products may have different wait times.)
- Clean the excess moisture using a dry microfiber (soft) cloth.
- Use Silicone Membrane Cleaning tape to remove any small remaining moisture.

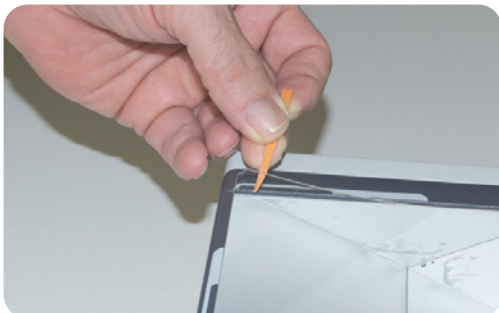
## Recommendations on frequency of changing a silicone membrane

- Use the silicone membrane on the device and disinfect it as needed using the instructions from the previous slide
- Replace the silicone membrane every 8,000 captures (see instructions on following slides)
- Use HID Global provided cleaning tape to lift oil and dirt off the silicone membrane every 100 captures (or as needed). Apply the tape to the membrane and push the top of the tape down to best capture oil and dirt, then lift. Repeat this action several times until the surface of the membrane looks uniformly clean.

## How to replace the membrane:

### Remove the silicone membrane

- To remove and replace a silicone membrane get the following materials.
  - An Alcohol Prep Pad package
  - A microfiber cloth
  - The new silicone membrane



- Use the following procedure to remove the old silicone membrane.
  1. Use the edge of a finger nail or an object made of wood, to lift a corner of the old silicone membrane.
  2. Remove and discard the old membrane
  3. Clean the platen.

Note: A silicone membrane on a palm scanner is shown in the picture, but the same procedure applies to all types of scanners.

**Clean the platen**

Use the Alcohol Prep Pad and the microfiber cloth that HID Global provides to clean the glass platen.



1. Open the Alcohol Prep Pad packet and remove the contents.



2. Clean the platen with the prep pad. A haze can appear on the platen after the alcohol dries.



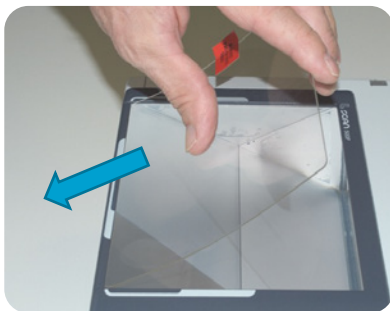
3. Use the microfiber cloth to remove the haze from the platen.

**Install a new silicone membrane**

**Note: If the platen is wet, do not install the silicone membrane.**



1. Hold the new silicone membrane by the edges. Each surface of the membrane is protected by a Mylar sheet.
2. Remove one Mylar sheet. Use the tab. Put the surface of the membrane on the platen. **Do not touch the surface of the membrane.**



3. Make sure the bottom edge of the membrane touches the edge of the finger guide as shown in the illustration.
4. Ensure the chamfer corner (the notched corner) is facing the top right corner of the scan surface.



5. Start with the bottom edge and lower the membrane on the platen. Apply pressure from side to side with the microfiber cloth to remove air bubbles under the membrane.



6. After the membrane is installed, remove the other Mylar sheet. Use the tab.

## Clean the silicone membrane

Use the adhesive cleaner sheets that HID Global provides to clean the silicone membrane.



1. Remove a new cleaner sheet from the pad of cleaner sheets.



2. Press the cleaner sheet to the surface of the silicone membrane. Use the tip of a finger to make sure the sheet touches the entire surface of the membrane.



3. Lift the cleaner sheet from the membrane.
4. Inspect the membrane.
5. Repeat **Steps 2-4** until the membrane surface is clean. The action is the same as the action to lift lint from fabric.

You can return the cleaner sheet to the pad for future use. When the sheet does not clean the membrane, use a new sheet.



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