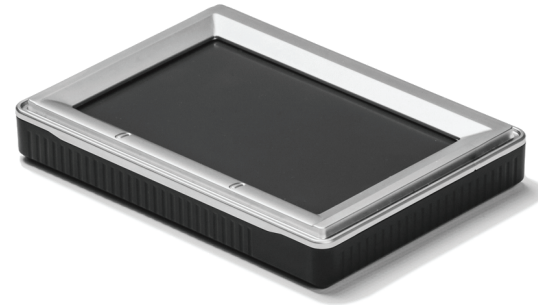


Identity Network Kiosk

Cleaning Kit Instructions

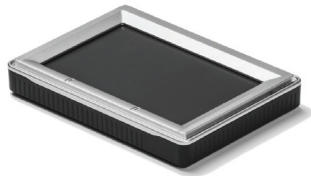


If your scanner looks like this,
use these instructions!



Kiosk Cleaning Guide

Clean your scanner before every use!



Follow the steps below to speed up the fingerprinting process and improve the prints you take.

Cleaning the Scanner With the Kit Supplies

1. Gently wipe marks or smudges off the scanner surface using the 0.13%-0.30% BZK (Benzalkonium Chloride) towelette.
2. Wipe off excess BZK with a dry lint-free cloth until the scanner is thoroughly dry.
3. If smudges remain, hold the water bottle 2" away from a dry lint-free cloth. Spray 2-3 times to moisten, then use to gently wipe marks and smudges from the scanner.
4. Gently wipe the scanner with a dry lint-free cloth until the scanner is thoroughly dry. Air dry the damp cloth after use.

Troubleshooting Tips

If you have trouble capturing fingerprints, try the following:

1. Ask the applicant to rub their hands together or on their clothing to generate heat and raise the ridges on their fingerprints.
2. Dry their fingers if the fingerprints are too dark.

If the scanner is dirty, clean and dry it thoroughly, then try again.



Moistener and **lotion** can cause problems with this scanner, so avoid using them!

Save your scanner from potential damage!



Use the cleaners and cleaning techniques outlined in this guide *only*.

Avoiding Damage

To prevent damage to the scanner, **do not use any other cleaners or cleaning techniques.**

DO NOT use alcohol or any other cleaning solution other than BZK towelettes on this scanner!

DO NOT use products like paper towels or cleaning rags to wipe the scanner surface.

DO NOT use anything but clean water in the water bottle.

DO NOT try to clean the scanner with a dry lint-free cloth alone. Use a wet cloth first.

Throw away dirty or discolored lint-free cloths.

Keep unused lint-free cloths fully sealed in their recloseable bag to keep them clean.

Need help?

Contact **Sterling Identity Support** with any questions or to order a new cleaning kit.

Phone: 844.787.3431

Email: support@sterlingidentity.com