



# FAQs re COVID-19 and Touchscreens For Elo Partners & Internal Use Only Do Not Forward

## 1. CLEANING AND DISINFECTING

- a. Q: What is the best method to clean and disinfect my Elo touchscreens?  
A: Elo touchscreen cleaning and disinfecting methods can be found [here](#).
- b. Q: How often should touchscreens be cleaned?  
A: Depending on their use and location, it is recommended that touchscreens be cleaned at the same intervals as other high use items in the environment.
- c. Q: Should I worry about damaging Elo touchscreen with frequent cleaning?  
A: No, our touchscreens are designed to withstand repeated daily cleaning and disinfection using the methods and solutions recommended [here](#) without degradation in reliability or performance.
- d. Q: How does frequent cleaning of the screen impact the reliability or performance of anti-glare coating?  
A: Our touchscreens are designed to withstand repeated daily cleaning and disinfection using the methods and solutions recommended [here](#) without degradation in reliability or performance.
- e. Q: Can these cleaning methods be used for all types of touchscreens – resistive, SAW, touch overlay screens or PCAP?  
A: If you use cleaning methodologies consistent with Elo' touchscreen cleaning methods, you may clean and disinfect Elo touchscreens of any type as many times as you want and there will be no degradation in reliability or performance.
- f. Q: What is the best method to disinfect other edge connect peripherals attached to Elo touchscreens like 2D scanners, status light kit, or EMV brackets?  
A: You may use the Elo touchscreen cleaning and disinfecting [methods](#) on all Elo touchscreens, monitors and peripherals.
- g. Q: What is the best method to disinfect Elo Wallaby Countertop and Floor Stands?  
A: You may use the Elo touchscreen cleaning and disinfecting [methods](#) on all Elo touch systems and peripherals.
- h. Q: Our customers and associates often hold the edge of the screens as they interact with the POS and kiosk devices? Can the same cleaning methods apply to the plastics around an Elo touchscreen?  
A: You may use the Elo touchscreen cleaning and disinfecting [methods](#) on all Elo touch systems and peripherals.



## FAQs re COVID-19 and Touchscreens For Elo Partners & Internal Use Only Do Not Forward

- i. Do Elo touchscreens operate with gloves?  
A: Yes. All Elo touchscreens are effective while using gloves. If the touchscreen technology is Elo PCAP or SAW technology, then latex or nitrile gloves work best. Some multi-touch performance degradation can be expected in PCAP touch applications where the user is wearing latex or nitrile gloves and 5+ touch capability is required.
- j. Q: What precautions should my employees take while disinfecting Elo touchscreens?  
A: You may use the [Elo touchscreen cleaning and disinfecting methods](#). When using the recommended EPA-registered disinfectant, follow the label directions for safe, effective use.
- k. We had a confirmed COVID-19 case in my facility? Are the cleaning instructions in this case different from the above best practices?  
A: Follow [CDC guidelines here](#).
- l. We use Elo's offered stylus (E066148 [STYLUS-TOUCHPEN-PCAP]) with Elo touchscreens. What are the best practices to disinfect these styluses?  
A: You may use the [Elo touchscreen cleaning and disinfecting methods](#) on all Elo touchscreens, monitors and peripherals.
- m. Q: Is there a way to disable touch on the screen during cleaning?  
A: As of now, powering down the unit is the way to disable touch. If powering down is not possible, ensure your on-screen software can tolerate false touches while you clean. Elo is investigating software solutions to enable a quick touch-disable feature for use when cleaning.

### 2. ANTI-MICROBIAL SOLUTIONS

- a. Q: Does Elo offer antimicrobial screen protectors for use with its touchscreens?  
A: Not today, but Elo is evaluating antimicrobial screen (overlay) protector options now and will update this FAQ when available.
- b. Q: Does Elo offer any UV light antimicrobial solutions for use with its touchscreens?  
A: Not today, but Elo is evaluating the efficacy of UV light antimicrobial solutions now and will update this FAQ when available.
- c. Q: Which antimicrobial solution is best suited for Elo touchscreens? Are some better than others?  
A: Some third-party products such as UV light sterilizers or antimicrobial overlays may provide additional benefits. Refer to the claims made by those specific manufacturers.



## FAQs re COVID-19 and Touchscreens For Elo Partners & Internal Use Only Do Not Forward

### 3. 3<sup>rd</sup> PARTY PRODUCTS

- a. Q: Does Elo offer a multi-use touchscreen stylus?  
A: Yes. Elo part number E066148 [STYLUS-TOUCHPEN-PCAP] with an MSRP of \$8.00 USD.
- b. Q: Does Elo offer a single-use disposable stylus for use with its touchscreens?  
A: Not today, but Elo is evaluating single-use disposable stylus options now and will update this FAQ when available.
- c. Q: Will Elo publish an approved list of solutions that can be used on Elo Touchscreens?  
A: Elo is evaluating a variety of 3<sup>rd</sup> party products and solutions for use with our touchscreen products and will update this FAQ as products are certified.
- d. Q: How does using UV light anti-bacterial solutions impact the reliability or performance of the touchscreen and anti-glare coating on Elo products?  
A: The use of UV light anti-bacterial solutions will not impact the reliability or performance of Elo touchscreens with or without anti-glare coating.

### 4. THE FUTURE OF SELF-SERVICE AND SELF-ORDER

- a. Q: Is it safe to use touchscreens in self-service and self-order kiosks?  
A: Yes. CDC and WHO have warned the most common method of transmission of respiratory viruses is through close contact and human to human conversation. Kiosks enable a natural social distancing between customers and associates, providing user control over their personal space when compared to waiting in lines. Additionally, touchscreens are designed to be easily cleaned and disinfected. Many establishments have placed wipes or hand sanitizers conveniently located next to self service areas. Of course, always follow CDC guidelines on hand washing and avoiding touching eyes, nose, and mouth with unwashed hands.
- b. Q: What is the future for self-service and self-order solutions?  
A: Customer ease of use and convenience are the driving force for these solutions. Retail and restaurant establishments also see increased marketing opportunities to boost sales and labor efficiencies that improve bottom lines. Additionally, self-service and self-order are naturally self-distancing and allow users to control their own physical space. We are likely to see an expansion of self-service in outdoor environments, for check-in and health checks in the service industry. For these reasons, self-service and self-order are here to stay.



## FAQs re COVID-19 and Touchscreens For Elo Partners & Internal Use Only Do Not Forward

- c. Q: What about alternative interface technologies for self-service and self-order? Is Elo researching alternatives to the touchscreen itself?

A: Elo's primary business is enabling interactive transactions through touch interfaces. However, we are constantly evaluating and developing alternate interface technologies enabling voice, vision-based, gesture and other multimodal interactions. Our learnings have showed that the best way for consumers to feel safe is by allowing them enough options to determine their own level of safety, be it touch or otherwise.

### 5. TROUBLESHOOTING

- a. Q: The Elo touchscreen looks foggy after cleaning. What should I expect and how do I fix?

A: Excess residue can be wiped off with a clean, dry cloth

- b. Q: The Elo touchscreen does not recognize touch or gives false touches after cleaning?

A: Make sure nothing is sticking or adhering to the glass, including the black border area or around the edges of the glass. If anything is adhered to the glass, remove it. If there is any sticky residue remaining, clean it thoroughly and polish with dry cloth. If possible, power off the device before cleaning. Reconnect the power after cleaning and test the touchscreen. If powering down is not possible, ensure your on-screen software can tolerate false touches while you clean. For additional assistance, please contact the Elo Support team at [support@elotouch.com](mailto:support@elotouch.com).

- c. Q: We have an IP-65 rated Elo touchscreen. Do I still need to worry about cleaning solution ingress?

A: Although our IP65 and IP54 rated products provide protection against liquid ingress, please follow our Elo' touchscreen cleaning [methods](#).

- d. Q: The Elo touchscreen does not work after cleaning. Who should I contact?

A: This is unlikely, however if you experience issues after cleaning or if you need additional assistance, please contact the Elo Support team at [support@elotouch.com](mailto:support@elotouch.com).