

# Service Bulletin SB 2020-02

**Addressed to technical service managers.**

**Topic:** Dispenser cleaning

Routine cleaning and maintenance of dispensers and Outdoor Payment Terminals (OPT) must only be carried out by personnel authorised to do so by the Station Manager.

## 1. Cleaning Operations

Service station personnel are only authorised to perform the activities listed below. All other installation, service and/or maintenance operations must only be carried out by trained technicians.

The exterior of dispensers and OPTs must be cleaned regularly in order to maintain its appearance and to avoid heavy build-up of materials that potentially may damage the exterior surfaces. Although the exterior surfaces have been tested for resistance to damage caused by standard fuel types, fuel may contain other additives that could potentially cause damage. As such it is strongly advised that any spillage of fuel onto the surfaces must be cleaned off as soon as possible. The frequency of cleaning will depend on local environmental conditions and frequency of use.

## 2. Cleaning Guidelines

### **DO....**

- Use water mixed with mild detergents such as car shampoo
- Use non-abrasive cleaning cloths
- Clean up any fuel spillage on to the exterior surfaces as soon as possible.
- Immediately clean up any spillage on the forecourt as some fuels such as Diesel and AdBlue can create slippery surfaces. Only use sand or similar absorbent material to absorb spillage - do NOT use water.
- To reduce the risk of electrostatic discharge, always use a damp cloth for cleaning.
- Clean external synthetic rubber fuel hoses with an appropriate cleaner.
- Apply graphite twice a year to all locks to keep them in good condition.
- Although not essential, after cleaning, use standard car polish on the fuel dispenser and OPT panels to give additional protection.

### **DO NOT...**

- Do not use gasoline or diesel fuels to clean panels
- Do not, under any circumstances, use strong solvents or cleaning products containing: Chlorinated Hydrocarbons, Esters, Ketones
- Do not use abrasive cleaners or polishes.
- Do not use high pressure water or steam cleaning equipment
- Do not spray or splash water into the external openings (card-reader, printer, etc.) of the payment terminal.

If you have any further technical questions on this info, please contact your local DFS Regional Service Manager.

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