

HME Wireless Drive-Thru Equipment Maintenance Guidelines

#1: Clean Exterior

Use a damp cloth to remove grease from your COM®. Mild soap can be used, but never clean your drive-thru equipment with spray cleaners or solvents as they can cause corrosion.

Did you know that you can get more great tips, trouble-shooting information, user manuals, and more just by logging onto www.HME.com? It's true. Check it out today!

#2: Clean Buttons

To prolong the durability of the buttons on your COM® use a small, soft brush to remove crumbs in the crevices around the buttons of your COM®.

A cleaning brush is included in this kit for your convenience.

#3: Replace Earmuffs

Check the condition of all earmuffs. You should replace the earmuffs on the headset every 60-90 days or more frequently if needed, for better sound quality, hygiene, and comfort.

Replacement earmuffs are included in this kit for your convenience.

#4: Headset Clips

Use clips to secure the headset cable to the back of your shirt. This will prevent the cable from catching or snagging on things as well as keep the headset and cable working in top condition.

Replacement clothing clips are included in this kit for your convenience. Additional clips can be purchased by calling (800) 848-4468.

#5: Avoid Water

Wear your COM® behind the hip to keep it dry when you are washing dishes or standing by the service window on rainy days. Liquids can cause significant internal damage. If liquid gets inside your equipment, contact HME at (800) 848-4468.

HME Webinars are a great--and FREE--way to learn how to get the most from your HME equipment and other drive-thru topics. Register for a class today at www.HME.com.

#6: Check Headsets

Step 1: Listen for static while jiggling the headset cable, then connector. If you hear static, call HME Tech Support.

Step 2: With someone listening on another COM®, push the "B" button on your COM® and count from "1-5." If they cannot hear all of the numbers clearly, you may have a problem with your headset microphone. If so, call HME Tech Support.



