

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

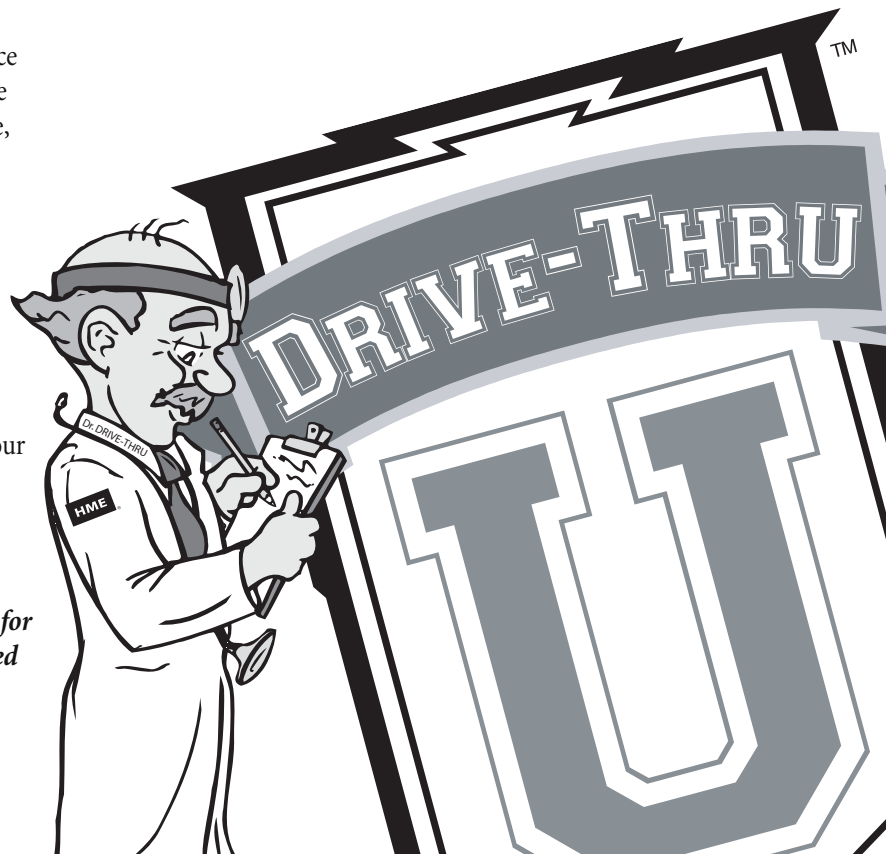
Wear your COM® behind the hip to keep it dry when you are washing dishes or standing by the service window on rainy days. Liquids can cause significant internal damage. If liquid gets inside your equipment, contact HME at (800) 848-4468.

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.



#7: Check COMs®

Step 1: While standing in front of the base station push the “A” button on the COM® and check to ensure that the “A Transmit” indicator on the base station illuminates.

Step 2: Repeat above with the “B” button and “B Transmit” indicator. If either “A” or “B” fails to light, call HME Tech Support.

#8: Know When to Charge

Increase the life of your batteries by recharging them only when they are low on power. Turn off the power on your COM® before storing it to avoid draining your batteries.

Keep your critical drive-thru equipment working its best. Hang the enclosed educational posters, and take a few minutes to review them with employees.

#9: Clean Batteries

Use cotton swabs moistened with alcohol to clean the contacts on the battery, COM® and in the battery charger ports. *(Make sure that the battery charger is unplugged before cleaning.)* This will help prevent static and keep your COM® and battery functioning at peak performance.

Pre-moistened alcohol swabs are included in this kit for your convenience.

#10: Keep Equipment Cool

For best results, store your batteries and battery charger in a dry, cool place-with the batteries removed from the charger.

Battery chargers, batteries, and many other products are available for purchase 24/7 at www.HME.com. And for a limited time, get FREE ground shipping via UPS with every order!

#11: Use Regular Outlets

Extend the life of your batteries by plugging the battery charger into a regular electrical outlet, rather than a switched/timed outlet when recharging batteries.

For optimum performance and to avoid damage, only use factory-authorized HME batteries in your COMs®.

#12: A Geography Lesson

For quicker turnaround on repairs, apply the appropriate A.R.S. label to ship your equipment. Please refer to the map below to find the appropriate service center for your location.

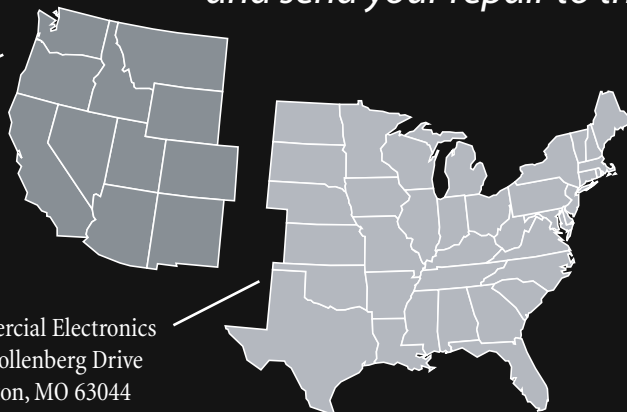
An A.R.S. label for FREE UPS ground shipping is included in this kit for your convenience. HME’s two national repair facilities provide you with greater choice and faster turnaround to get you back up and running in no time.

TSP03-02

For fastest service, please locate your region below and send your repair to that address.

HME
14110 Stowe Drive
Poway, CA 92064
(800) 848-4468

Commercial Electronics
3421 Hollenberg Drive
Bridgeton, MO 63044
(800) 279-3939



**For Sales
and Service
(800) 848-4468**

HME®

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