

HM Electronics, Inc. Drive-thru Audio Headsets

All Systems

Cross reference (COM6000 with HS12 = WIQ belt-pac communicator with headset, HS6000 = Odyssey all-in-one headset, Sys6100 = ION IQ Base Station, COM6100 with HS12 = ION IQ belt-pac communicator with headset, HS6100 = ION IQ all-in-one headset, Sys6200 = EOS | HD Base Station, HS6200 = EOS | HD all-in-one headset, HS6300 = ION IQ, Odyssey and EOS | HD compatible all-in-one headset)

Monthly maintenance tasks

PP40M01 Inspection and Cleaning

Semi-annual maintenance tasks

PP40S01 Inspection and Replacement of Disposable Parts

Annual maintenance tasks

PP40A01 Inspect and Replace Batteries

PP40A02 Replace Speaker and Microphone at Drive-thru Order Point

Wireless Headset Systems



A. ION IQ Base Station B. EOS | HD Base Station C. COM6000 with HS12 D. HS6000
E. COM6100 with HS12 F. HS6100 G. HS6200 H. HS6300

⚠ Hazards

These icons alert you to a possible risk of personal injury.

🔧 Equipment alerts

Look for this icon to find information about how to avoid damaging the equipment while doing a procedure.

★ Tips

Look for this icon to find helpful tips about how to do a procedure.

Why	Batteries should be replaced every 18 to 24 months with products supplied by the original equipment manufacturer to ensure proper operation.	
Time required	5 minutes to prepare	10 minutes to complete
Time of day	Evening after closing	For 24-hour restaurants: during slow period
Hazard icons		

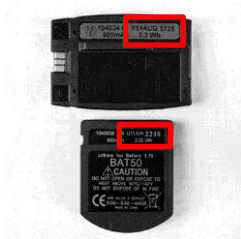
Tools and supplies

Procedure

- 1 Gather all headset batteries.**
Place batteries on a non-metal surface with the sticker faced upward.



- 2 Locate date code on batteries.**
The date code is found on the upper right corner of the sticker.



- 3 Read the date code.**
X10JANxxxx
First letter is for the week (not needed). Second and third digits are for the year. Fourth, fifth and sixth letters are the month. The four remaining numbers are not needed.



- 4 Separate old batteries from new batteries.**
Batteries over 18 to 24 months old should be replaced. Batteries under 18 to 24 months old may continue to be used.



- 5 Order new batteries if needed.**
The headset system comes with batteries equal to one and a half times the amount of headsets provided, which should be enough for restaurant use. For example, an 8 headset system comes with 12 batteries. If your restaurant requires batteries, order them from the original equipment manufacturer.



★ Tip
Order batteries via the SpendSmart Marketplace or call HME Sales at 800-848-4468. Be sure to specify the type of headset in use.

- 6 Recycle old batteries.**
Recycle old batteries at your local electronic recycling center.



Why	The speaker and microphone at the outside order point should be replaced every three years by the original equipment manufacturer's authorized service agent to ensure proper operation.	
Time required	30 minutes to prepare	180 minutes to complete
Time of day	Mornings between breakfast and lunch or after lunch	For 24-hour restaurants: Mornings between breakfast and lunch or after lunch
Hazard icons		

Tools and supplies

Procedure

1 Restaurants without an Enhanced Maintenance Agreement

The speaker, microphone, and acoustic foam at the outside order point were replaced during the Audio Remediation Program in 2010-2011 or when you purchased a new system. These items should be replaced every three years. When appropriate, contact HME Sales at 800-848-4468 to order parts and schedule a service call. Parts and installation may also be ordered via the SpendSmart Marketplace or via your local HME dealer.




Tip
Some restaurants have an HME certified McDonald's technician that has been trained to perform this work. Please contact HME Training at 800-848-4468 if you have questions about this program.



2 Restaurants with Enhanced Maintenance Agreements

Restaurants with enhanced maintenance agreements will automatically have a work order generated for parts and service at no additional charge at the appropriate time. An HME installation coordinator will contact the restaurant manager to schedule an appointment.



Why	The communicators and battery charger must be cleaned monthly to ensure proper operation.	
Time required	10 minutes to prepare	10 minutes to complete
Time of day	Evening after closing	For 24-hour restaurants: during slow period
Hazard icons	 Electricity	

Tools and supplies



Cloth, clean, soft



Soap, mild



Pencil eraser

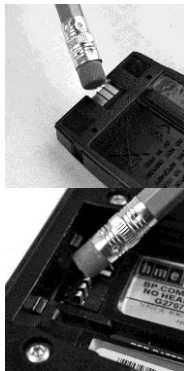
Procedure

- 1 Gather equipment to be inspected and cleaned.**
Gather all headsets, belt-pacs, belt-pac headsets, pouches, and batteries. Verify that all headsets and communicators have windscreens, ear foam pads, cushions and pouches. If missing, replace as needed.

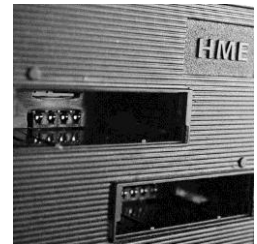


Tip
Order consumable parts by calling HME Sales at 800-848-4468 or via the SpendSmart Marketplace.

- 2 Clean battery contacts on batteries and on HS6000, HS6100, HS6200, COM6000 and COM6100 (where applicable).**
With a clean pencil eraser, gently rub eraser over battery contact. Wipe off eraser shavings with a clean soft cloth.



- 3 Clean battery charger.**
Unplug battery charger from the wall. Turn battery charger upside down and shake out any loose debris. With a clean pencil eraser, gently rub eraser over battery contacts. Wipe off eraser shavings with clean soft cloth.



Electricity
Make sure the battery charger is unplugged before cleaning and that all batteries have been removed.

- 4 Clean all equipment.**
Use a damp cloth to remove grease and crumbs from your equipment. Mild soap may be used if needed. **NOTE:** apply soap to cloth, not to product being cleaned.



Equipment Alert
Never clean your drive-thru audio equipment with spray cleaners or solvents as they can cause corrosion.

Why	The earfoam pads and other headset pieces should be replaced to provide comfort for the crewmember and to ensure proper operation. The battery charger should be checked to ensure proper operation.	
Time required	5 minutes to prepare	10 minutes to complete
Time of day	Evening after closing	For 24-hour restaurants: during slow period
Hazard icons		

Tools and supplies

Procedure

- 1 Gather equipment to be inspected.**
Gather all headsets, belt-pacs, belt-pac headsets, pouches, and batteries.



Tip

For 24-hour restaurants, clean equipment not in use first. Then swap out cleaned equipment with equipment worn by crew members.



- 2 Locate the manager's kit.**
The manager's kit has all the replacement parts required.



Tip

Order manager's kits via the SpendSmart Marketplace or call HME Sales at 800-848-4468. Be sure to specify type of headset when ordering.



- 3 Replace rubber ear pad on HS6000, HS6100, HS6200 and/or HS6300 (not applicable for HS12).**

Remove and discard existing ear foam pad and rubber ear pad holder. Replace ear pad holder with one from the manager's kit by aligning cut out on bottom of ear pad holder with tabs on the headset. Push in to place and slightly twist to secure. Earfoam pad will be replaced in Step 7.



Tip

Before removing any parts, make sure to have replacement parts available.

(continued)

- 4 Replace HS6000 inner ear pad, slider pad and small cushion (not applicable for HS6100, HS6200, HS6300 and/or HS12).** Peel off old inner ear pad. Peel off slider pad from the side where the battery is located. Peel off small cushion located above the ear foam pad on the side opposite the battery. Remove all adhesive residue from plastic. Replace inner ear pad, slider pad and small foam pad with one each from the manager's kit.

★ **Tip**

Remove adhesive residue from plastic by rubbing with finger or finger nail.



- 5 Replace HS6100, HS6200 and HS6300 headset pad (not applicable for HS6000 and/or HS12).**

Remove old pad. Remove all adhesive residue from plastic. Install new headset pad from manager's kit.

★ **Tip**

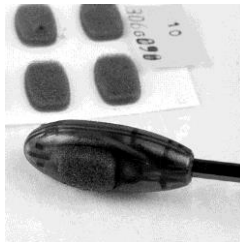
Remove adhesive residue from plastic by rubbing with finger or finger nail.



- 6 Replace windscreen on HS6000, /HS6100, HS6200, HS6300 and/or HS12.**

Peel off the old windscreen(s) from the headset. Remove all adhesive residue from the plastic. Install replacement windscreen from the manager's kit.

Note: The HS6000, HS6100 and HS6200 have two (2) windscreens, one on each side of the microphone.

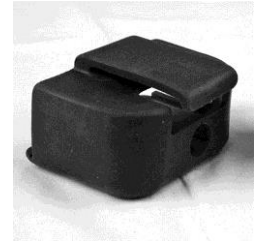


- 7 Replace ear foam on HS6000, HS6100, HS6200, HS6300 and/or HS12.**

Remove the old ear foam if not already removed from Step 3. Wrap new ear foam around speaker housing.



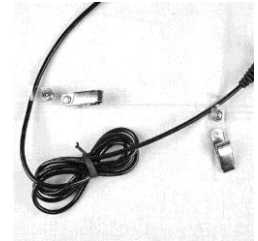
- 8 Check the COM6000 pouch.** Check each pouch to ensure the belt clip is functional. If not, discard pouch and replace with new pouch.



- 9 Check HS12 clothing clips.** Each HS12 should have two (2) clothing clips. If clips are missing, replace by snapping new clip(s) on to cable.

★ **Tip**

Clothing clips help the headsets last longer by avoiding cable snags or burns.



- 10 Ensure battery charger is functioning properly.**

Batteries should fit tightly in the charger. When a battery is placed into the slot, a red light will come on. A green light indicates when the battery is charged. If the charger does not perform as stated or if a yellow light appears when the battery is placed into the slot, please call 1-800-848-4468 for HME Technical Support.

★ **Tip**

Charging the batteries only when the "battery low" message is played in the headset will extend battery life.

