

Preventative Maintenance for Audio Headsets

Monthly maintenance

Inspecting and Cleaning

Semi-annual maintenance

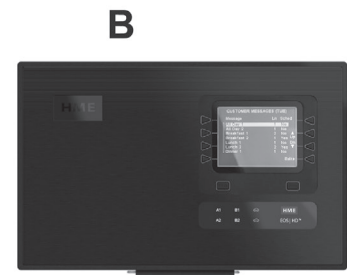
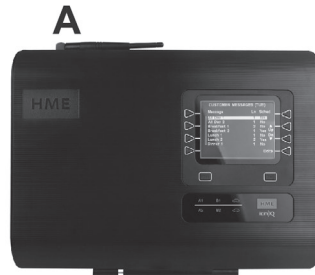
Inspection and Replacement of Disposable Parts

Annual Maintenance

Inspect and Replace Batteries

Replace Speaker and Microphone at Drive-thru
Order Point

Wireless Headset System



A. ION IQ Base Station B. EOS|HD Base Station C. COM6000/6100 with HS12
D. HS6000 E. COM6200 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.

Preventative Maintenance for Audio Headsets HS6300, HS6200, HS6100, HS6000, COM6000/6100/6200 with HS12

Inspection and Replacement of Batteries

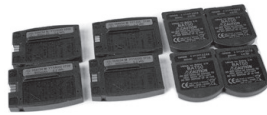
When	Inspect:	Annually
	Replace:	Every 18 to 24 months and only with batteries supplied by HME
Why	To ensure proper operation	
Time required	5 minutes to prepare	10 minutes to complete
Time of day	Evening after closing	For 24-hour restaurants: during slow period
Hazard icons	None	

No special tools or supplies required

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.



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.



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.



Preventative Maintenance for Audio Headsets HS6300, HS6200, HS6100, HS6000, COM6000/6100/6200 with HS12



Replace Speaker and Microphone

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	For all stores, mornings between breakfast and lunch or after lunch	
Hazard icons	 Electricity	

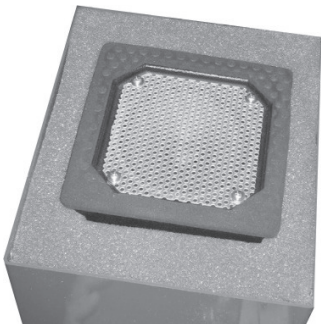
Tools and supplies

Procedure

1 Restaurants without an Enhanced Maintenance Agreement

The speaker, microphone and acoustic foam at the outside order point are replaced when you purchase a new system. These items should be replaced every three years.

When appropriate, contact HME Sales at 800-848-4468 or your authorized HME distributor to order parts and schedule a service call.



2 Restaurants with Enhanced Maintenance Agreements

Restaurants with enhanced maintenance agreements located in the US will be contacted at the appropriate time by an HME installation coordinator to schedule an appointment for this service. Restaurants with enhanced maintenance agreements) and located outside the US will be contacted by the local authorized service agent.



Preventative Maintenance for Audio Headsets HS6300, HS6200, HS6100, HS6000, COM6000/6100/6200 with HS12

Inspection and Cleaning

When	Inspect and Clean:	Annually
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 (example shown)



Pencil eraser

Procedure

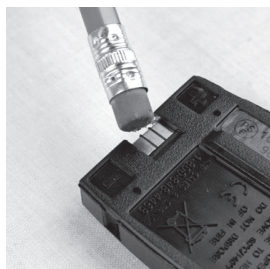
- 1 Gather equipment to be inspected and cleaned.**
Gather all headsets, belt-pacs, belt-pac headsets, pouches, and batteries. Verify that all headsets and communicators have windscreens, ear foam pads, cushions and pouches. If missing, replace as needed.



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.

Preventative Maintenance for Audio Headsets HS6300, HS6200, HS6100, HS6000, COM6000/6100/6200 with HS12

Inspection and Replacement of Disposable Parts

When	Inspection:	Semi-Annual
	Replacement:	As needed with products supplied by HME
Why	The ear foam pads and other headset pieces should be replaced to provide comfort for the crew member 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	None	

Tools and supplies

None

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.

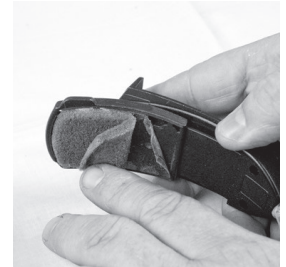


Tip

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

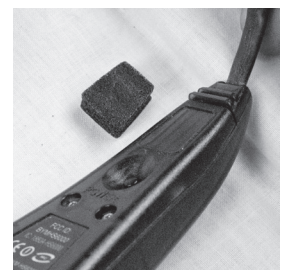
4 Replace HS6000, HS6100, HS6200, HS6300 inner ear pad, slider pad and small cushion (not applicable for and/or HS12).

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.



Procedure (continued)

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

Remove the HME circular logo sticker on the outside of the side pad holder. A small screw will be revealed.

Remove this screw using a T6 screwdriver. Once this screw is removed, pull apart the side pad holder that held the older side pad in place. Replace the older part with the side pad holder contained in the C12026 kit. It has both the plastic and the rubber side pad all in one piece. Use the T6 screwdriver to secure it in place. Reposition the HME logo sticker over the screw on the outside of the side pad holder.

★ 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 adhesive residue from the plastic. Install replacement windscreen from the manager's kit.

Note: The HS6000 and HS6100 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.

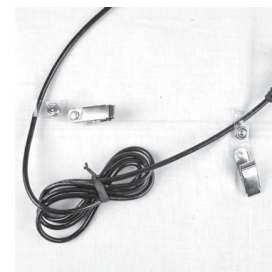


9 Check HS12 clothing clips.

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. Outside the US & Canada please contact your authorized HME distributor.

★ Tip

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

