



# **TETRA Terminal Product Care Guide**

**STP9000, STP8000 & STP8X Series**

**Disclaimer notice**

Sepura's policy is to continually improve its products. The features and facilities described in this document were correct at publication, but are subject to change without notice.

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**Sepura terminals are manufactured to meet strict international design standards and guidelines for environmental and operational compliance. The terminal does not require regular servicing, however, it is recommended that the terminal is routinely cleaned and inspected to ensure that the product continues to operate correctly and reliably. This guide describes the processes for cleaning the product to ensure that the product is kept in good working condition.**

# Cleaning

To maintain the product in good working condition, it is recommended that the terminal is cleaned regularly.

**Warning! Always obey your local health and safety procedures when using potentially harmful cleaning solutions.**

**Warning! Appropriate Personal Protective Equipment (PPE) should be worn when cleaning the product.**

## External surfaces

**Caution! Do not use chemicals, aerosols or abrasive cleaners. Chemical coatings must not be applied to any part of the terminal or battery.**

Clean the external surfaces, including the screen, after operation using a lint free soft cloth.

Using a soft brush, remove any dust or debris from the area around the bottom of the Navi-knob and the antenna. Ensure that the area around each key on the keypad is cleaned to remove any dust and debris from around the edge of the key.

On the back of the terminal, use a soft brush to clean the areas around the battery and all other areas where dust and debris can collect.

Remove more stubborn contaminants using a damp cloth soaked in a mild detergent and warm water. **Do not** use a sponge with an abrasive surface.

Allow the terminal to dry before operating. **Do not** dry the terminal using a microwave oven or any other heating device.

## Connectors

Connectors require periodic cleaning, but not necessarily daily cleaning, to ensure that the contacts are clean and the connector is maintained in good working condition.

All connectors can be cleaned using a cotton bud, a soft brush or a lint free soft cloth that is either dry or soaked in a mild detergent. If a mild detergent is used, ensure that the connector is left to dry completely before use.

If you have removed any connector cover, refit the cover as described in the relevant product user guide.

**Important note: It is recommended that the supplied connector covers are fitted when the terminal is in use without an accessory fitted.**

**Warning! STP8X Series terminals must not be used without the covers fitted. Using the STP8X terminal without covers fitted may invalidate the compliance rating of the product.**

## **Antenna**

You can clean the antenna connector on the terminal and the connector on the antenna using a soft brush. If you have removed the antenna, refit the antenna and secure to finger-tight and then apply another 1/4 turn.

## **Battery compartment contacts**

Before cleaning, power off the terminal then remove the battery.

Remove the battery and clean the contacts inside the compartment using a dry lint free soft cloth or soft brush.

**Warning! Do not use a damp cloth or other cleaning fluids on the battery compartment contacts.**

The contacts on the battery can be cleaned using a dry lint free soft cloth or soft brush.

# Specialist cleaning

Sometimes the terminal may be subjected to conditions that require additional cleaning such as salt water, mud, body fluid and foul substances such as sewage. If the product has been subjected to contamination, seek advice from your local Health and Safety authority.

## Sanitising

If sanitation of the terminal is required, Clinell universal sanitising wipes may be used.

**Caution! Regular use of this sanitising product may degrade the hard coat protection of the product key mat.**

Always read the instructions for using the sanitising product carefully and obey all safety instructions relating to the use of the cleaner.

## Salt water

Salt water is a corrosive and may damage the terminal. Use a protective case to reduce the risk the potential risk of damaging the product in this environment.

If the STP9000 or STP8X terminal is exposed to salt water, clean as follows:

Briefly immerse the product into fresh clean water.

Gently shake the terminal to clear any water from behind the keypad.

Allow the terminal to dry before operating. Do NOT dry the terminal using a microwave oven or other heating device.

**Important note! For all other terminals, contact with salt water should be avoided.**

# Care during operation

Sepura TETRA terminals are designed to comply with international standards governing the use of the occupational wireless devices in harsh environments. However, it is important that you take precautions to prevent damage to the terminal whilst in use. Sepura has a range of accessories designed to protect the terminal during operation.

## Body-worn operation

TETRA terminals are designed to be worn on the body (chest) or attached to a belt, either around the waist or across the chest. Body-worn operation will improve accessibility to the terminal whilst you are working and potentially reduce the risk of damage caused by accidentally dropping the terminal. When body-worn, the terminal must always be secured. Sepura supplies a range of accessories designed for securing your terminal whilst body-worn.

## Protective case

The use of a protective case is advised to prevent cosmetic damage to the terminal and potentially extend its working life. Careful consideration should be taken to select a suitable protective case when the product is used in harsh environments.

Sepura provides a range of protective cases specifically designed to for your terminal when fitted with either a standard or high-capacity battery. The cases are designed for body-worn operation and have various attachment options.

# Routine Maintenance

To ensure that your product is kept in good working condition, it is recommended that regular inspections are performed to check for damage or worn parts. Any part of the product that is damaged must be replaced to ensure that the product remains within its safety compliance ratings. If you are not sure if the damage affects the safety compliance ratings of your product, contact your Service Provider.

## Casing

Check the casing for any penetrating scratches that may affect the product safety compliance ratings. Surface scratches, those that do not penetrate the casing, are unlikely to affect the operation or compliance ratings of the product.

Check that all accessories or covers are fitted and secured. Operating the product without accessories or covers fitted may affect the safety compliance ratings of the product.

## Antenna

Power off the terminal. Inspect the antenna for any signs of damage. Replace the antenna if it shows any signs of damage such as cracks in the surface.

## Battery

Check the battery for any signs of damage. Replace any battery that shows signs of damage.

Ensure that the battery fits securely into the battery compartment.

# Storage

Terminals and batteries can be stored for periods of time under certain conditions. The maximum length of storage time and the conditions of storage vary between the terminal models and battery types.

## Storing batteries

Batteries should not be stored attached to the terminal. Always remove the battery before placing into storage.

All batteries have a finite life and they will deteriorate if they are not charged on a periodic basis.

For more information about storing and charging batteries, refer to our *Batteries Endurance document MOD-13-1654*.

## Smartcards and MircoSD cards

If the terminal is fitted with a Smartcard or Micro SD card, these must be removed before placing the terminal into storage.

Sepura plc.  
Radio House,  
St Andrew's Road,  
Cambridge CB4 1GR  
United Kingdom  
Tel: +44 (0)1223 876000  
Fax: +44 (0)1223 879000

**sepura**

[www.sepura.com](http://www.sepura.com)