



K-one / K-one s

User Guide (September 2017, Version 2.0)

**Please let us know your opinion
of this information document.**

Simply send us a copy of this page if you
would like to provide constructive criticism
in relation to one of the following areas:

- Contents
- Design
- Product

Thanks very much in advance
for your comments.

Yours sincerely,

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Your opinion

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1 Scope of document



Notes are marked with this symbol.



Identifies an action that requires caution.

Responsibility for all technical and special requirements for installing the K-one lies with the customer.

The K-one may only be installed and connected by employees with the appropriate technical training.

The safety instructions given in this document must be strictly followed when handling the K-one.

2 Other documentation

Product	Document Type	Order Number
BEETLE /M-III	User Manual	1750262070
TH230+ Printer	User Manual	01750196338C
BA93/93w Monitor	User Manual	01750259961A

3 Warranty

Diebold Nixdorf generally guarantees a warranty of 12 months beginning on the date of delivery. This warranty covers all defects that occur despite normal use of the product.

Defects due to

- improper or inadequate maintenance,
- improper use or unauthorized modification of the product or
- an unsuitable installation location or inadequate environment

are not covered by the warranty.

Other information in relation to regulations can be found in your contract.

None of the wear parts of the product is included in the warranty. Details in relation to the warranty provisions can be found in your contract documentation.

4 Important notes

Devices supplied by Diebold Nixdorf comply with the relevant safety regulations for data processing and information technology equipment, including electrical office equipment for use within an office environment.



Whenever work of any kind is carried out on the device, as well as when data cables are plugged in and unplugged, the device must be completely disconnected from the power supply.

- The sockets of the house installation must be easily accessible.
- The device may only be repaired by authorized technicians.
- Unauthorized opening of the housing or inexperienced repairs can result not only in considerable personal injury, but will also invalidate your warranty and liability protection.
- Always consult the available documentation before performing any work on this device.
- If this device is brought from a cold environment into a heated operating room, condensation may occur. The device must be completely dry before being operated. An acclimatization period of at least two hours must therefore be observed.
- Always lay the supply leads and cables in such a way that they cannot be stepped on or tripped over.
- Exchange damaged cables immediately.
- In order to completely disconnect the device from the power supply, use the circuit breaker in the fuse box or building installation.
- Make sure that no objects (such as paper clips) can reach the interior of the device, since electrical shocks or short-circuits could result.
- To avoid overheating, ensure that the K-one is adequately ventilated.
- Data cables should not be plugged in or unplugged during a storm.
- Keep the device away from vibrations, dust, humidity and heat.
- Ensure that any used parts are disposed of in an environmentally-friendly manner.
- In case of an accident (such as damaged housing, entry of liquids or foreign objects), switch off the device and use the circuit breaker to completely disconnect the device from the power supply.

- The device and other information technology hardware should only be connected to a power supply system using a separate protective earth (PE) wire. This type of power supply system is referred to as a TN-S network. Do not use PEN conductors.
Also follow the recommendations set out in DIN VDE 0100 Part 540, Appendix C2 as well as EN50174-2, Section 5.4.3 (www.DIN.en). This will help avoid malfunctions.
- National Electrical Code ANSI/NFPA 70 (NEC)
- Canadian Electrical Code, part I, CSA C22.1 (CE Code)
- The device should only be transported in its original packaging (to protect it against shock and impact).
- Always keep the ventilation slots free of obstruction to ensure adequate air circulation and avoid overheating.
- If the device comes with a lithium battery, make sure the battery is replaced by an equivalent type. Otherwise there is a risk of explosion! Lithium batteries must only be replaced by identical types or by other types recommended by the manufacturer.
- The batteries must be disposed of according to local regulations for the disposal of hazardous waste.

4.1 Connecting peripherals

Devices should only be connected using shielded cables in order to ensure compliance with international regulations and standards for radiation emissions and to achieve a high immunity to external interference.

4.2 Note concerning the laser

The barcode reader contains a LED, which is classified in accordance with LASER Class 1.

5 Scope of delivery

Unpack the device and make sure that the delivery is complete.

In case of transport damage, discrepancies between the contents of the package and the packing list or defects, inform your suppliers immediately or the Diebold Nixdorf International GmbH (WN) sales office. Make sure to also keep the packing list to hand to indicate the product name and the serial number of the device.

5.1 Serial number / Ratings

You will find the serial number on the service label, which is affixed to the inside and outside of the housing.



6 ESD (Electrostatic Sensitive Devices)



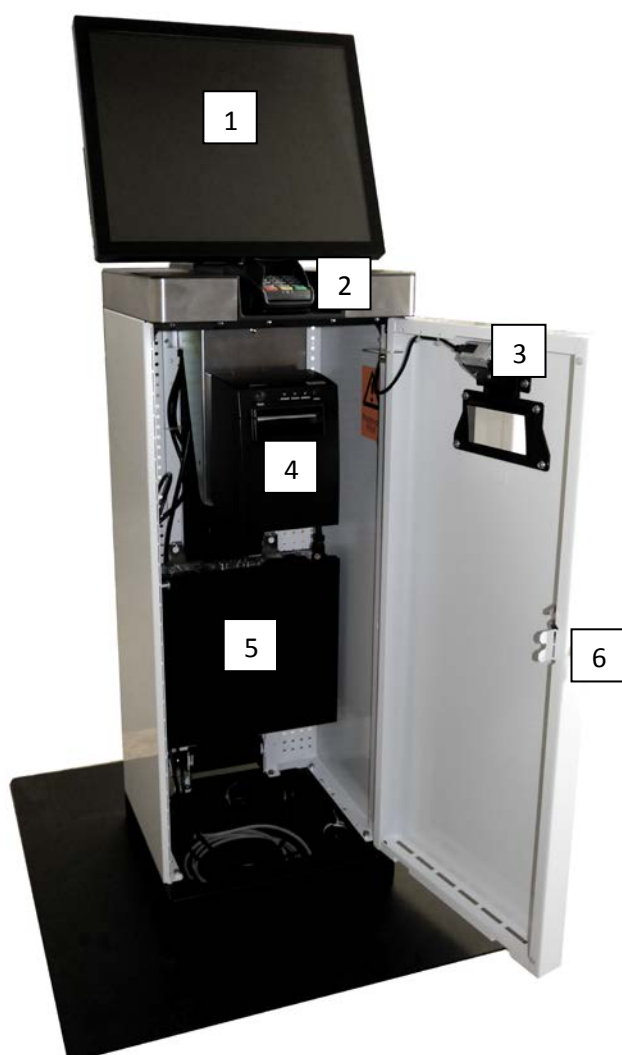
Components with electrostatic sensitive elements (ESD) can be marked by this label.

Note the following information when installing ESD components or modules. This information applies for all components with ESD:

- Make sure that the device is de-energized before connecting, removing or installing components with ESD.
- Always use the antistatic equipment.
- While working with ESD, discharge yourself permanently by means of an ESD wristband or a suitable grounding cable, which is connected to the protective conductor of a socket or other grounded object.
- Place all components with ESD on a suitable antistatic surface.
- Tools and equipment must be free of static discharge.
- Handle components with ESD only by their edges and do not touch any component parts.
- Never touch pins or conductors on an electrostatically sensitive component.

7 K-one components

7.1 Exterior view



1	Display	4	Printer
2	EFT*	5	BEETLE M III
3	Scanner	6	Lock

*Possible to install are the Verifone VX820 and the Ingenico iPP320/350, max. current 1,5A.

8 Opening the K-one

Unlock the door using the key and open the device so that all components are accessible.

Close the device in the opposite direction.



Remove the key before closing the printer cover.

9 Starting/shutting down the K-one

9.1 Ratings K-one

100-240 V, 60 - 50 Hz, 2-1 A



Caution! Check that the rating of the appliance corresponds to the local mains voltage.

9.2 Starting the K-one



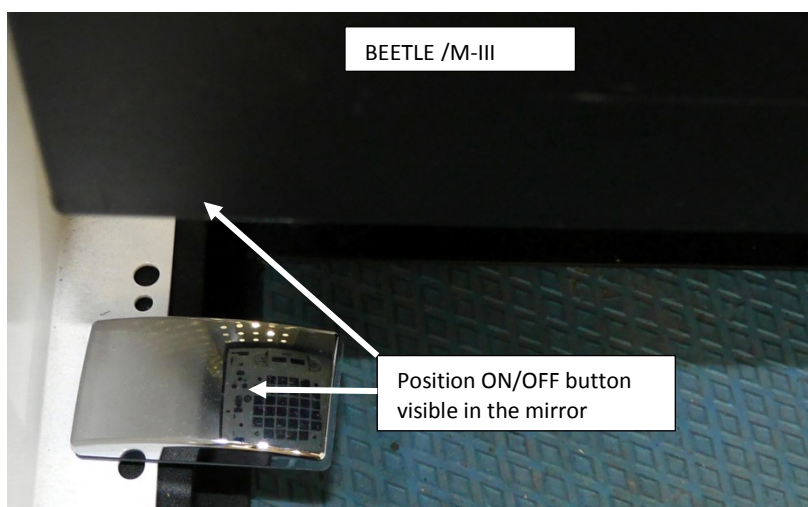
An IEC60127-compliant 16A fuse (breaking capacity of 1500A) must be part of the building installation.

The power supply must be equipped with separately routed protective conductors. This type of power system is referred to as a TN-S network. Do not use PEN conductors!



The system operates automatically when the power plug is plugged into the building installation.

If this does not work, please open the device (see Section "Opening the K-one") and press the ON/OFF button on the BEETLE /III in order to switch on the system (see figure below).



If the display is not lighting, press the ON/OFF button on the display to switch it on (see also the section “Display”).

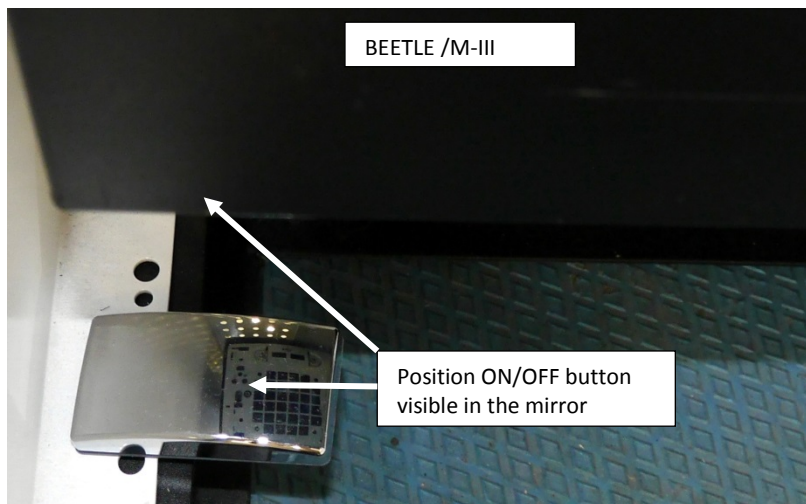
Make sure that the LAN cable is properly connected.

9.3 Shutting down the kiosk

Shut down the device by closing the application.

9.4 Restarting the K-one after shutdown

Push the ON/OFF button at the BEETLE /M-III to start up the K-one. To better find the button, look in the mirror mounted underneath the system.



10 Disconnecting the kiosk from power supply

To disconnect the kiosk fully from the power supply, unplug the cable at the socket of the housing installation.

11 TH230+

11.1 Safety notes



The printer must only be installed and repaired by a technician who is certified by Diebold Nixdorf.



Use recommended or high-quality paper in order to ensure high-grade printing and normal service life.



Make sure there is recording paper in the printer before printing, as otherwise this could damage the print head and print roller.



Do not touch the printer's cutter and tear bar.



The thermal head is ESD-sensitive. Do not touch either the print area or connection parts in order to avoid damage.



The print head is a thermocouple, which reaches a high temperature during or immediately after printing; therefore do not touch the print head and its peripheral parts for safety reasons.

11.2 Control panel



FEED

The printer draws in paper for a line (1/6 inch) when you press and release this button.

When you press and hold this button, the printer continues to draw in paper until the button is released.

The button can be locked by the application software and is then non-functional.

POWER

All LEDs off	Power is not stable
Green POWER LED lighting	Power is stable
Green POWER LED flashing	The printing speed may be low (*); consult your Technical Support if necessary

(*) The printer operates with the lowest current value (48W) if a currentless power supply unit from Diebold Nixdorf or an external power supply unit without automatic current identification is used. A maximum current value of between 48 and 90 watts can be defined in the *configuration menu* using a suitable power supply unit type.

PAPER

Yellow PAPER LED off	Paper is inserted correctly.
Yellow PAPER LED lighting	End of paper roll almost reached.
Yellow PAPER LED and red ERROR LED lighting	Out of paper almost reached.

ERROR

Red ERROR LED off	Normal status
Red ERROR LED lighting	Not ready. Printer cover is not closed or in combination with the yellow PAPER LED lighting, out of paper reached
Red ERROR LED flashing	An error has occurred. Switch the printer off and then on again. If this still does not work, consult your Technical Support.

LED overview	POWER green	PAPER yellow	ERROR red	Meaning
	off	off	off	No power
Power	on			Power on
	flashing			Consult Technical Support if necessary
		off		Check paper is loaded correctly
Paper		on		Paper almost empty
		on	on	Paper empty
Error			flashing	Consult Technical Support if necessary
			on	Cover not closed

11.3 Changing the paper roll

Open the K-one door. Press the OPEN button to open the printer cover.



Remove the paper roll and any remaining bits of paper from the printer compartment.



- Clean the print head and rubber roller if necessary (see next section).

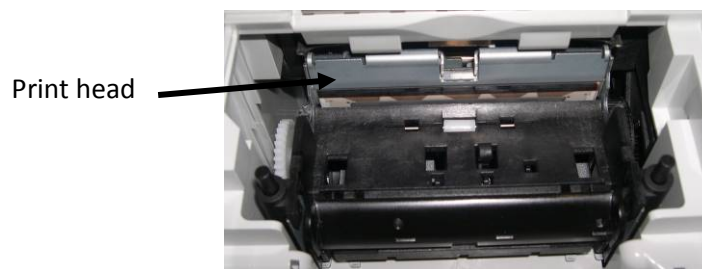
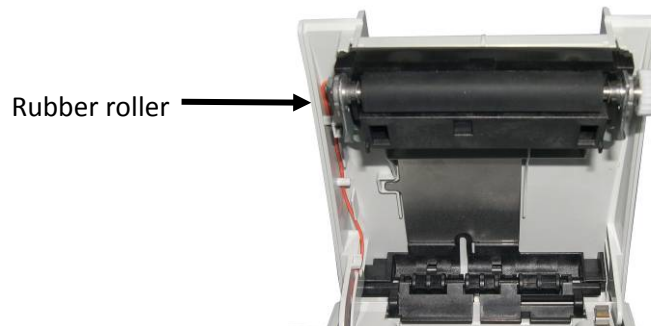


The print head is a thermocouple, which reaches a high temperature during or immediately after printing; therefore do not touch the print head and its peripheral parts for safety reasons.

- Unwind the outer layer (winding) of the paper roll.
- Insert the paper roll. Place the unwound paper over the front edge of the printer.
- Close the printer cover.

11.4 Cleaning the print head

Clean the print head and the rubber roller at least every three months. Clean both items more frequently in case of intensive use of the printer in order to ensure consistent print quality.



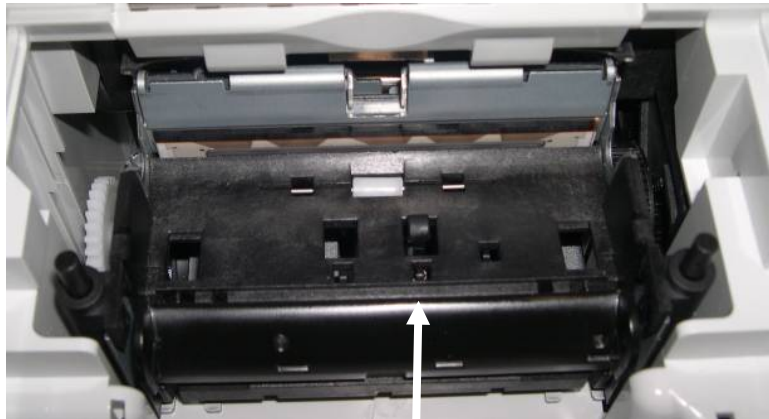
Open the printer cover and remove the paper roll; the rubber roller and the print head mechanism are now visible.



Allow the print head to cool before cleaning.

Clean the print head and rubber roller using a soft, lint-free cloth dampened in pure isopropyl alcohol (e.g. ISOPADS, which can be ordered from Diebold Nixdorf, replacement part number *01750104065*).

Examine the print head. If there is still dirt remaining, repeat the cleaning process. The relevant and important thermocouple zone can be identified by the thin line that is criss-crossed by wires.



Out of paper sensor



are not to damage the out of paper sensor when cleaning the print head.



Do not touch the rubber roller with your fingers.

Rotate the rubber roller by hand as you clean using the gear wheel on the side; make sure to clean the entire roller.



Premature malfunctions may occur if the print head is not cleaned properly. Wait until the isopropyl alcohol has evaporated.



Insert the (new) paper roll and close the cover. Print a test page (see application manual) and check the print quality (density, alignment and uniformity).

12 Cleaning instructions

12.1 General details



Damage may be caused by a floor-cleaning machine hitting against the floor mounting of the K-one device!

- **The device** should always be **switched off** prior to cleaning.
- The glass surface of the touchscreen should be cleaned with a mild, non-abrasive commercial glass cleaner.
- All pH-neutral materials (pH 6 to 8) are suitable for use as cleaning agents. Cleaners with pH values of between 9 and 10 are not recommended. Cleaning with water and isopropyl alcohol is likewise possible.
- **Do not use** acetic acid solvents.
- Clean the surface using a soft, fine-meshed cloth. Dampen the cloth slightly and then clean the screen.

Incorrect care may damage the screen; this is not covered by the warranty.

12.2 Maintenance and service

Disconnect the K-one from the power supply when working on components and modules that are electrostatically charged.

12.3 Housing

Clean the housing using a vacuum cleaner or duster.

12.4 Permitted cleaning materials

The products listed below can be ordered from the Diebold Nixdorf branch office or your Diebold Nixdorf sales partner.

Product name	Order number	Explanations
Wincor Cleaning cloths	01750097332	For all plastic and metal surfaces, not suitable for TFT
Wincor TFT, screen clean wipes	01750097334	For TFT/LCD displays, contains no alcohol, flameproof
Wincor Air Duster 400g	01750108425	Non-flammable
Cleaning cloths with isopropanol	01750104065	100 cloths with isopropyl
WN cleaning card for hybrid card readers	01750016388	Dampened cleaning card for all chip and hybrid card readers
Wincor cleaning card for POS terminals	01750177183	Cleaning card for magnetic head and chip cleaning
WN chip contact cleaning card	01750111611	For slot readers

Please note the *manufacturer's specifications* on the packaging and on the information leaflet included with the packaging. The product may be damaged or soiled if proper materials are not used or materials are not used properly.

13 Technical data

13.1 BEETLE /M-III

Size	
Width	311.5 mm
Depth	302.9 mm (w/o cable cover, incl. screws) 366.5 mm (with cable cover)
Height	102.1 mm
Weight:	Approx. 5 kg
Environmental conditions	
Climatic class 3K3	DIN IEC 721-3-3
Climatic class 2K2	DIN IEC 721-3-2
Climatic class 1K2	DIN IEC 721-3-1
Temperature	
Operation (3K3)	+ 5 °C to + 40 °C
Transport (2K2)	- 25 °C to + 60 °C
Storage (1K2)	+ 5 °C to + 40 °C
Processor	Celeron G 1820, Core i3-4330, Core i5-4570
Mains input voltage	100- 120 V, 200- 240 V
Power consumption	6A/ 3A
Frequency of mains voltage	50 / 60 Hz

13.1.1 Interfaces

COM	COM1 (w/o power supply), COM2* - COM4* (with power supply), Optional COM5* - COM6* (with power supply) COM5 –COM6 (w/o power supply)
USB	2 x standard USB 2.0 on front 2 x standard USB 2.0 2 x standard USB 3.0 3 x 12V powered USB via retail card 1 x 24V powered USB on power supply unit Optional 4 x 12V via powered USB hub
Graphics	1xVGA, resolution max. 1920 x 2000 pixels @ 60 Hz 2x PLINK2/DVI-D, resolution max. 1920 x 1200 pixels @ 60 Hz
In, Out, Mic	Ports for microphone, headphones, speaker
PS/2	1 (keyboard and mouse via Y-cable)
RJ12	Cash drawer
RJ45/ LAN	10/100/1000 Mbit/s
PCIe	1x PCIe x1, 1x PCIe x16
LPT	Optional: 1 x
Serial ATA	K1: 3x SATA III K2: 2x SATA III, 1x SATA II

13.2 LCD 15" display

Dimensions	Diagonals	15" (38.1 cm)
	Active screen area (horizontal x vertical)	304 mm x 228 mm
	Cable length	Max. 3m
	Screen housing	368 x 300 x 90 mm
Weight	Without stand	4.5 kg
	With stand	6.7 kg
Climatic class		IEC 721 3/3 Class 3K3
Operating temperature		+5 °C- + 40 °C
Rel. humidity		5%-85% Absolute humidity 1g/m3 - 25g/m3 Condensation is not permissible
Frequencies	Horizontal (KHz)	typ. 48.3
	Vertical (Hz)	typ. 60
Resolutions	Horizontal	1024 pixels
	Vertical	768 pixels
	Color depth	up to 16.7 million
Dot/pixel size		approx. 0.30 mm x 0.30 mm
Interface	Internal	LVDS
	External	DVI-I
Viewing angle right/left; top/bottom		+/- 60 °, 45 °/55 °
Brightness		typ. 250 cd/m2
Backlighting		Twin lamps CCFL, inverter

13.3 LCD 19" display

Designation	Specification	
Profile dimensions	396*324*9.9 (type) mm	
Screen area	376.32 (H) x 301.056 (V)(19.0*diagonal) mm	
Number of pixels	1280 (H) x 1024 (V)	
Pixel pitch	0.294 (H) x 0.294 (V) mm	
Pixel array	RGB vertical stripes	
Screen color	16.7 M (6 bits+Hi FRC)	
Color temperature	6500K	
Display mode	Normally white	
Surface treatment	Anti-glare, hard coating (3H)	
Weight	1600 G	
Backlighting	White LED	
Input signal	2-ch LVDS	
Power consumption	System	3.6 (typ.), 4.2 (max.)
	B/L	11.83 (max.)

13.4 LCD 22" display

Dimensions (with base)	517.4 (W) x 313.3 (H) x 46.0 (D) mm
Net weight (approximate)	5.5 kg
Power supply	12 V DC, 4.16 A
Power consumption during operation:	45 W (normal) / standby: 3 W / off: 1 W
LCD size/ type	21.5" diagonal TFT active matrix console
Active area	476.64 (H) x 268.11 (V) mm
Pixel pitch	0.24825 (H) x 0.24825 (V) mm
Screen resolution	1920 X 1080 (max.)
Display mode	VGA 720 X 400 (70 Hz) VGA 640 X 480 (60/66/70/72/75 Hz) SVGA 800 X 600 (60/70/72/75 Hz) XGA 1024 X 768 (60/70/75 Hz) SXGA 1280 X 1024 (60/70/75 Hz) WXGA+ 1440 X 900 (60/75 Hz) WSXGA 1680 X 1050 (60 Hz) 1920 X 1080 (60 Hz)
Display color	16.7M (6 Bits + HI-FRC)
Contrast ratio	1000:1
Brightness (w/o touch)	300 cd/m ² (typical)
(projected capacitive)	270 cd/m ² (typical)
Response time	5 ms (typical)
Viewing angle --	Horizontal 170(typical)
Viewing angle --	Vertical 160(typical)
Video input format:	RGB analog 0.7V
Video synchronization format	Separate sync (H+V) / composite sync. / sync-on green
Video input frequency	31.47kHz ~ 82.3kHz / 56Hz ~ 75Hz (horizontal / vertical)
Video signal input	D-sub 15-pin socket (analog) / DVI-D

Temperature	Operation 0 C ~ +40 C
Temperature	Storage -20 C ~ +60 C
Humidity	Operation 20% ~ 80% (non-condensing)
Humidity	Storage 10% ~ 90% (non-condensing)
OSD key Control key	Power On/Off, Select, Down, Up, Menu
OSD option	Contrast, Brightness, Auto Adjust, Left / Right, Down / Up
Horizontal size	Fine, OSD Left / Right, OSD Down / Up
OSD timeout	Factory Reset, Language, RGB
Plug & play	DDC 2B-compatible
Conformity	TÜV, CE, UL, CUL, FCC-B, RoHS
Touchscreen technology	Projected capacitive
Touchscreen interface	USB (Type B)

13.5 TH230+ printer

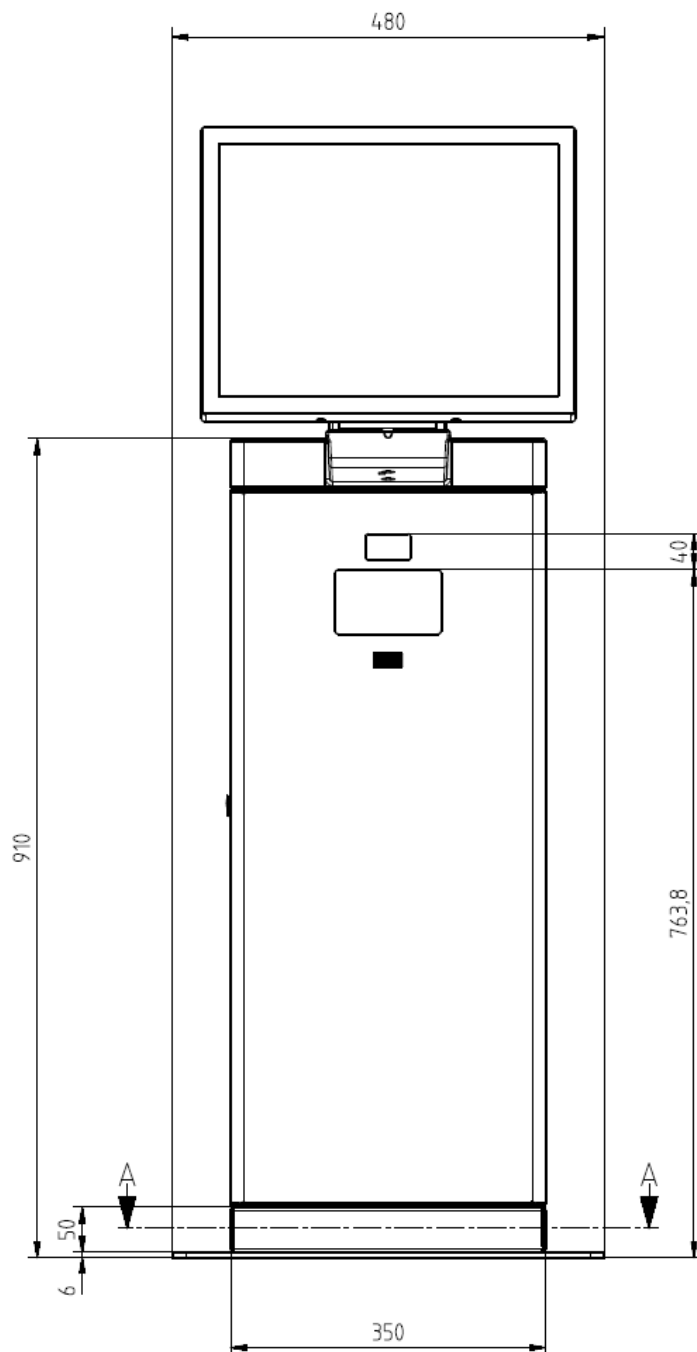
Technology	High-speed thermal printer
Resolution	8 dots/mm (203 dpi)
Printing speed	Mono color: 220 mm/s, Two colors: 110 mm/s Draft mode up to 300 mm/s (reduced intensity)
Cash drawer interface	6pin RJ12, 1A@24V max.
Interface options	USB 2.0 full speed, powered USB, RS232c, Ethernet
Cutter	Material: hardened steel, Full cutting speed: < 300ms
Paper transport	Forwards; to utilize the entire capacity of the paper > after cutting: up to 12mm backwards (approx. 3.5 lines at 7.52 lpi)
Control functions	Print head temperature control with adjustment of the print speed Near end paper control and out of paper control Error message for paper cutter Printer cover open/closed Self-test with printout
Optional	Paper width 57.5mm, Printing width = 51mm = 408 dots
Housing color	Light gray or black
Power supply	24 V DC Automatic and manual capacity control: 48 – 110 watts
Dimensions	148 x 145 x 195 mm (H x W x D)
Weight	Approx. 2kg (without paper roll)
Features	Simple replacement of paper roll: Optional two-color printing with special paper (100mm/s) 'Paper almost empty' message: can be defined by the user

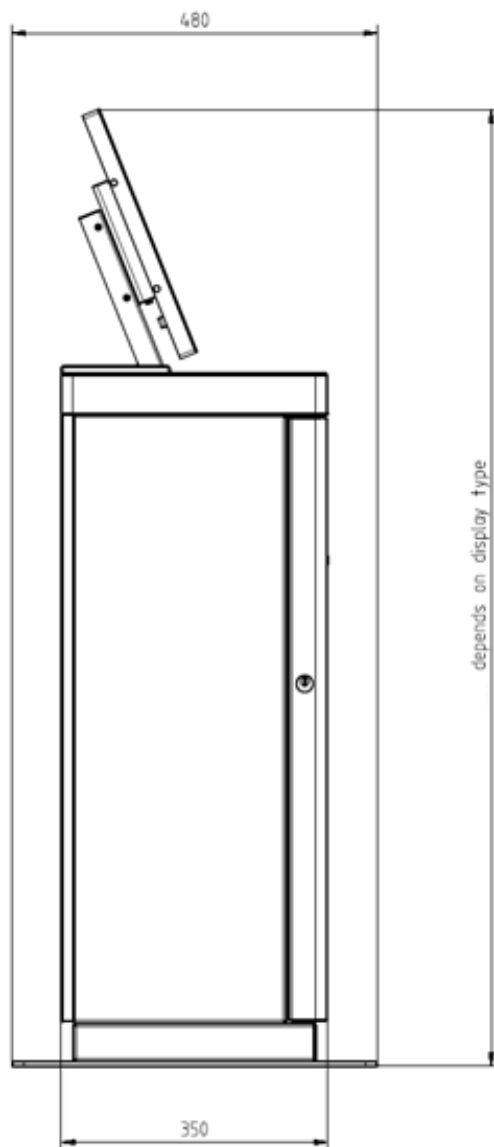
Statistical data	Total number of dots Total number of line feeds Total number of cuts Max. head temperature Paper jam counter Error counter for cutter Error counter for thermistor Error counter for high voltage/low voltage Number of firmware updates Switch-on time in hours Switch-on counter
Ambient conditions	5° to +45° Celsius
Humidity	5 % - 95% (non-condensing)
Noise	<= 55dB(A) operation
Reliability	55 million lines 3 million cuts at 55g/m ² 150km at 12.5% print density
Graphics function	The TH230 is fully graphic-compliant.
Paper width	79.5mm - 80mm
Paper weight	55g/m ² ± 5 g/m ²
Paper thickness	0.055mm – 0.1mm
Thermal coating	Rear side of paper
Paper roll Outer diameter	90mm max.
Width of paper roll	80.3mm max.
Length of paper	~100m
Core size	Core diameter 10mm +2mm Wall thickness of core: max. 2mm ± 0.3mm; End of paper not glued to core. Length of paper fold at core: 35mm
Print width	72mm = 576 dots

13.6 Intermec ED40 scanner

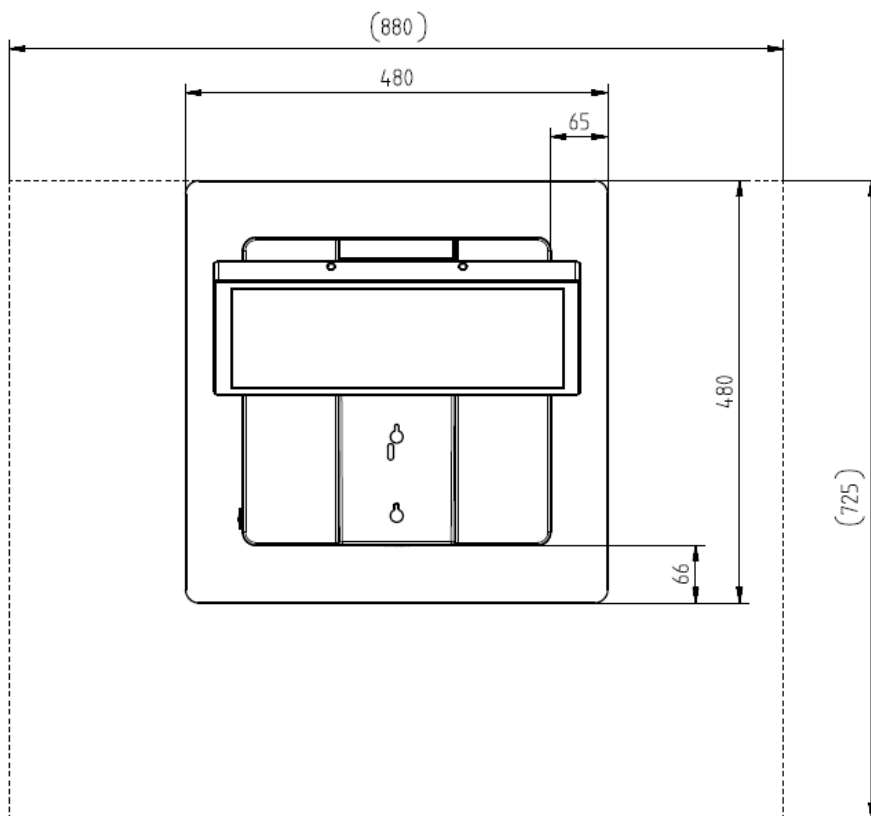
Performance	
Light source	617nm high-resolution LED, 650nm, laser framing/aiming, laser class 1
Scan rate	2D mode: 30 images/self-detecting Scanner angle: 48.0° (horizontal), 31° (vertical) Framing angles: 47.0° (horizontal), 30.0° (vertical) Optical resolution: 1280 (H) x 800 (V) pixels, 256 grayscales
Print contrast	Minimum 30% for 1D and 2D barcode types
Min. resolution	1D barcode types 0.15mm (6mil) 2D matrix 0.25mm (10mil)
Barcode types	
1D barcode types	EAN/UPC, GS1 Databar, RSS, Code 39, Code 128, UCC/EAN 128, ISBN, ISBT, Interleaved/Matrix/ Industrial and Standard 2 of 5, Codabar, Code 93/93i, Code 11, MSI, Plessey, Telepen, Post-Codes (Australian Post, BPO, Canada Post, Dutch Post, Japan Post, PostNet, Sweden Post)
2D barcode types	Data Matrix, PDF417, Micro PDF 417, Codablock Maxicode, QR, Aztec GS1 composite codes
Interfaces	High speed USB 2.0 & RS232 T TL with the Intermec Scanner Control Protocol (ISCP)

14 Dimensions of K-one

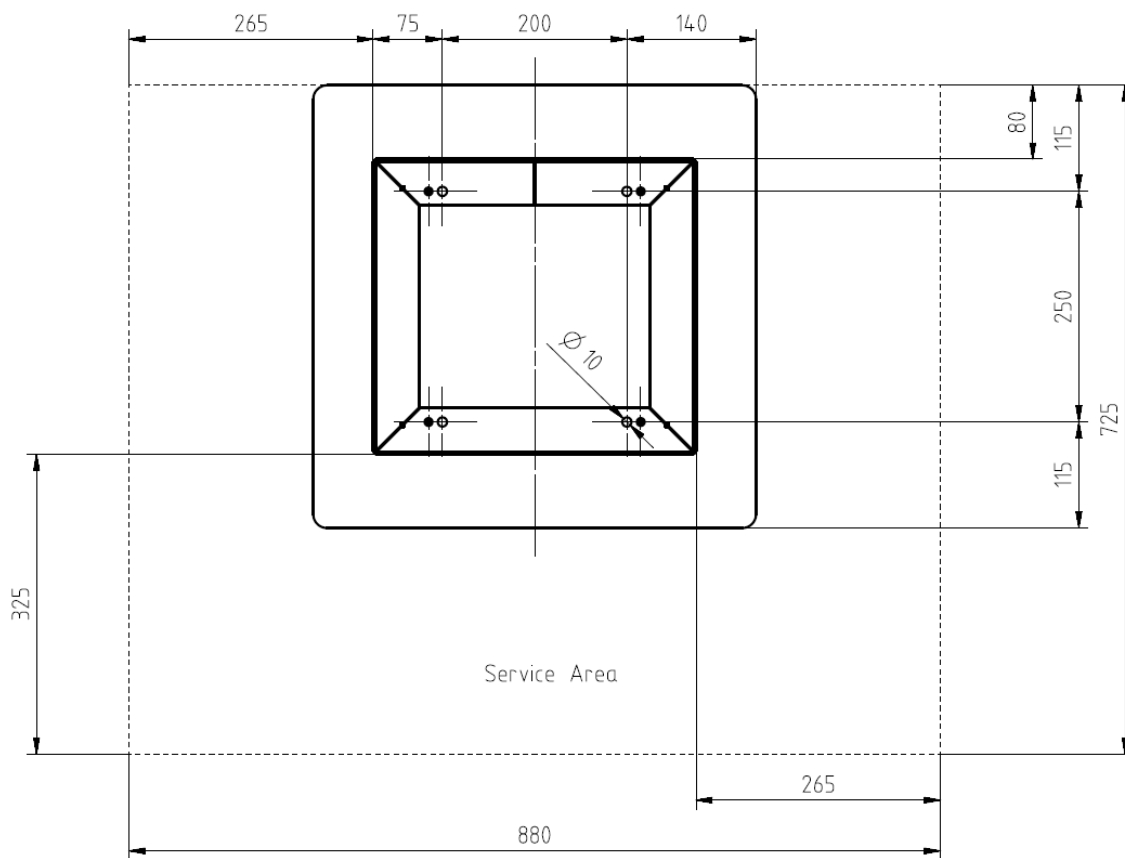




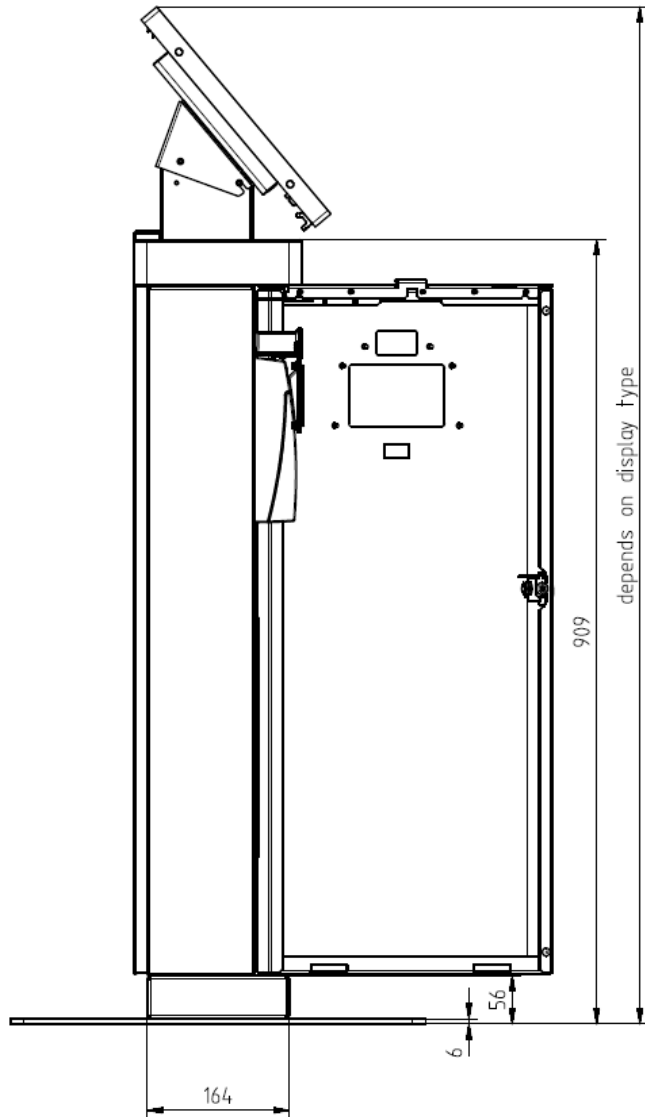
Display	Device Height
BA93	1222 mm
BA93w	1196 mm
22" Portrait	1417 mm
22 Landscape	1196 mm
19"	1255 mm



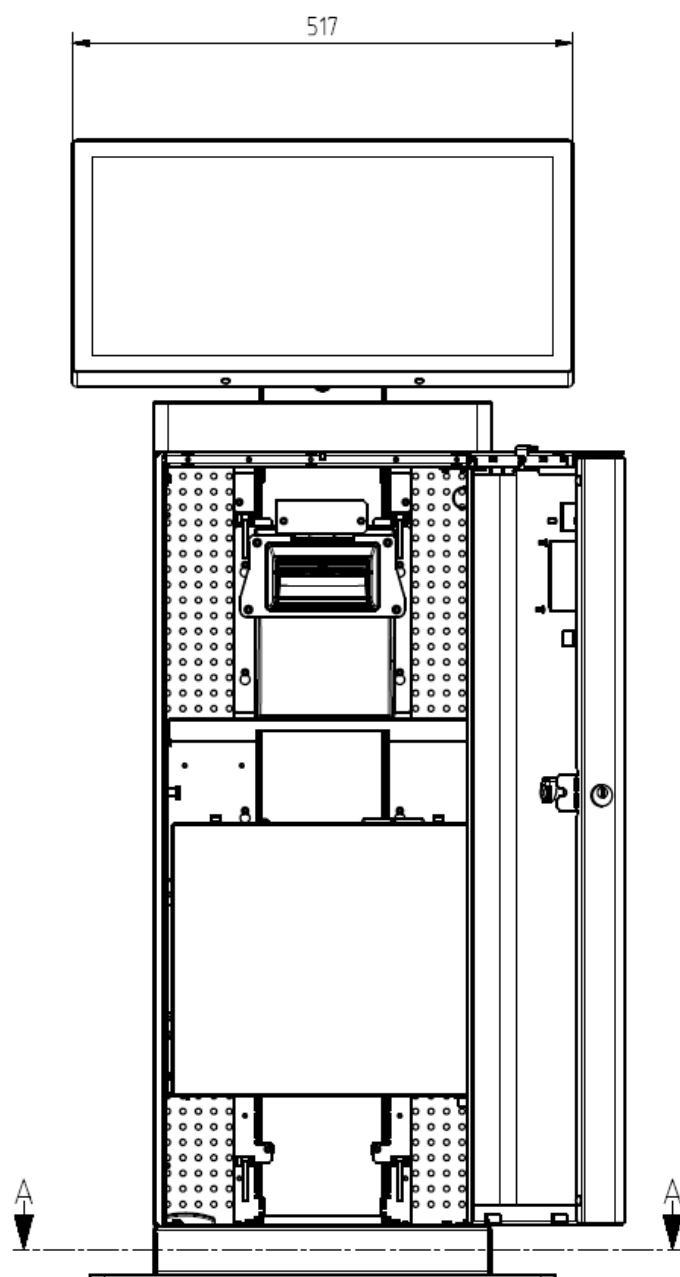
14.1 Service area

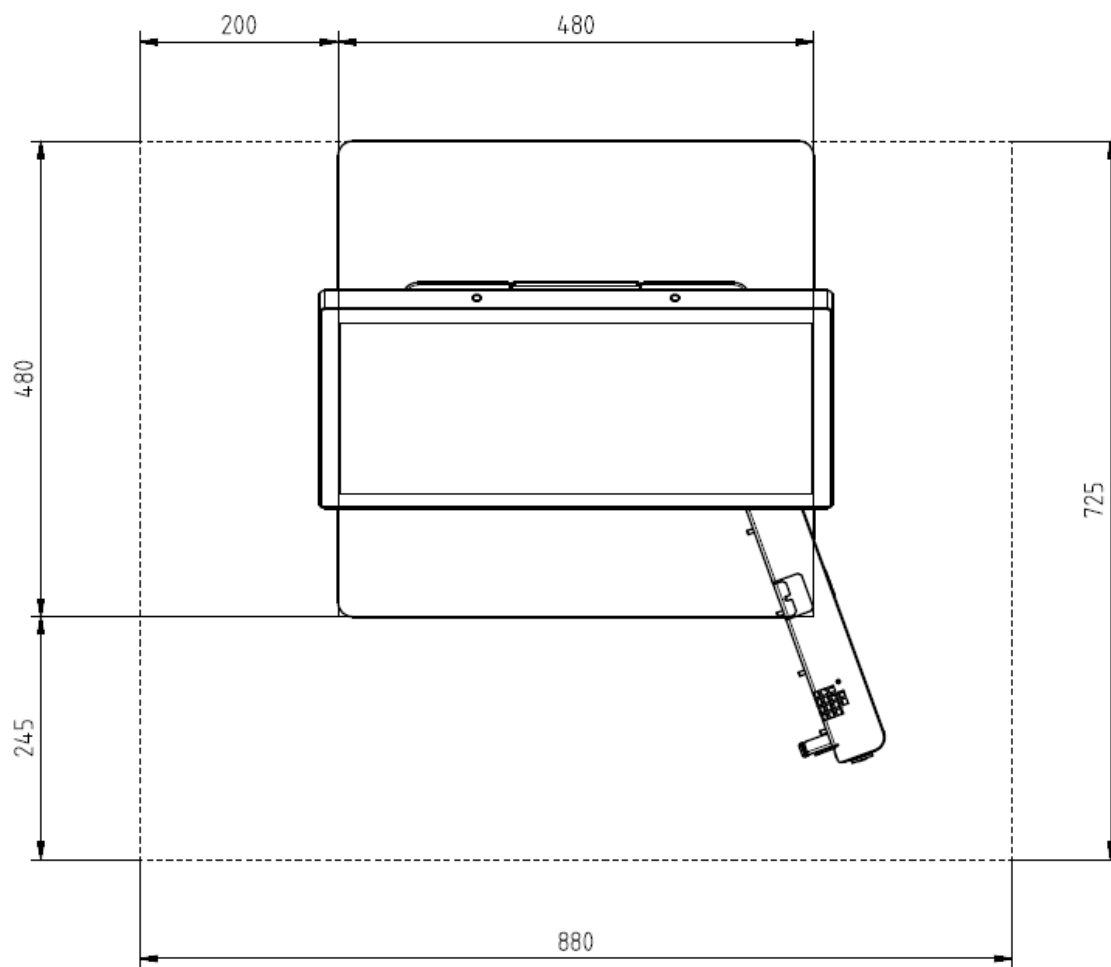


15 Dimensions of K-one s

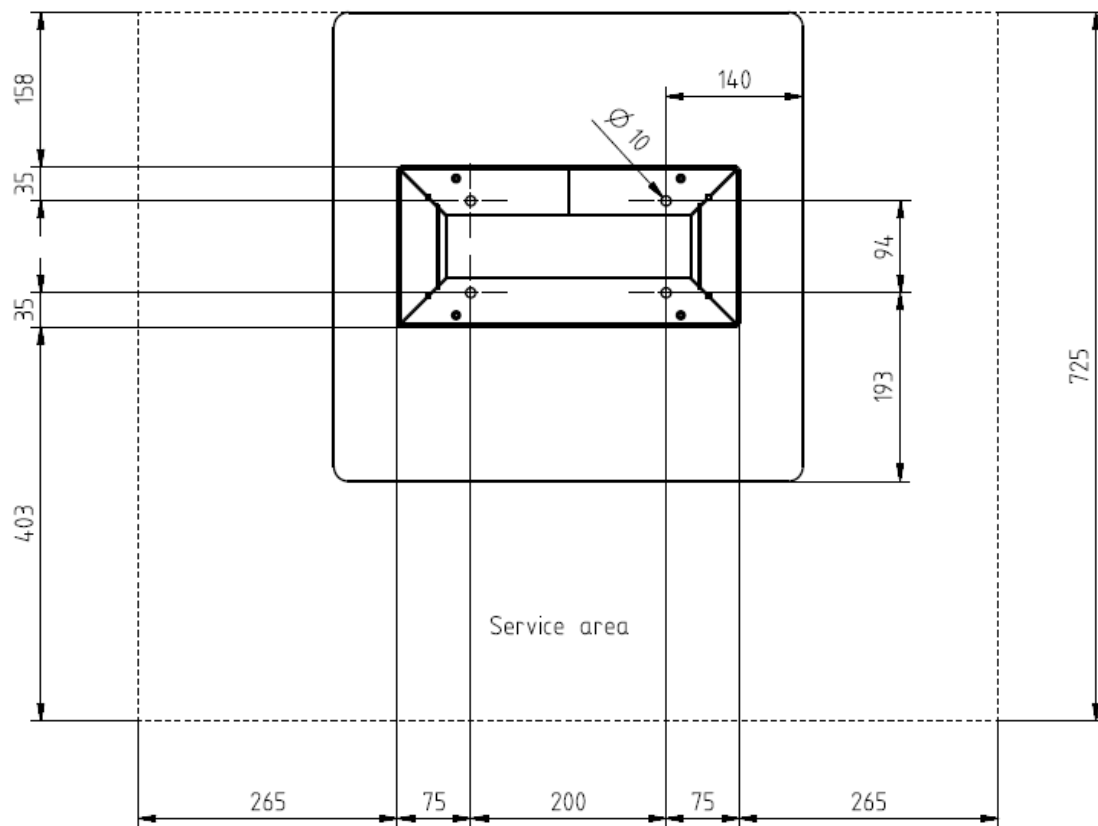


Display	Device Height
BA93	1179 mm
BA93w	1152 mm
22" t	1179 mm
19"	1200 mm





15.1 Service area



16 Certificates

16.1 CE Marking



This device meets the requirements of the EU directives 2014/30/EU with regard to “Electromagnetic compatibility” and, if applicable, 2014/35/EU “Low Voltage Directive” and 2011/65/EU “Restriction of Hazardous Substances”. The device therefore bears the CE label on the side. Alternatively, the label may be found on the packaging.

16.2 FCC Class A Statement

This equipment has been tested and complies with the limit values for a Class A digital device in accordance with Part 15 of the FCC rules. These limits are designed to ensure reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates and uses and can also radiate radio frequency energy; if it is not installed and used in accordance with regulations, it may cause harmful interference to radio communications.

Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user must correct the interference at his own expense. Changes that are not authorized by the manufacturer may invalidate the approval of the user to operate this equipment. This digital class A apparatus complies with the Canadian norm ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada. / This digital class A apparatus complies with the Canadian norm ICES-003.

17 Recycling

The K-one was developed in accordance with the Diebold Nixdorf standard for the "design and development of environmentally-friendly products".

The K-one is produced without the use of CFCs and CCHs and is made in large part from recyclable materials and components.

Do not affix any additional stickers to the device for recycling reasons.

Diebold Nixdorf disposes of waste equipment in an environmentally responsible manner in a recycling center, which is certified in accordance with ISO 9001 and ISO 14001 as is the case for the entire company.

Observe your local regulations on the disposal of toxic waste (such as for example used batteries).

Your Diebold Nixdorf supplier will answer all your questions about returns, recycling and disposal of our products.

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Order no.: 01750291985A