

Care & Maintenance Instructions



Treat the whiteboard surface like a fine pair of glasses. Only soft, non-abrasive materials should touch them.



WRITING:



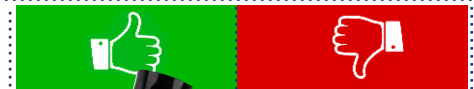
Use only BLACK dry-erase markers from reputable companies. All dry-erase markers will write legibly, but not all will erase properly due to their composition. We recommend the use of solvent-based markers.



Low-odor and colored markers (red, blue, green, purple), which are water-based, do not perform as well due to the increased drying time and the more intense bond between the ink and the surface. Use of low-odor and colored markers will lead to "ghosting", even with proper cleaning.

The following type of markers can permanently damage the whiteboard surface:

- Permanent Markers
- EXPO® BOLD
- Marks-a-Lot™ BOLD
- Staples® Remarkx™
- Low-odor or Water-based
- Colored (use only Black)
- Ballpoint or other sharp pointed pens



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Nationally at
Staples®



ERASING:



Remove dry-erase markings with a felt eraser or a single-use dry-erase wipe from a reputable company. Press firmly when erasing, using a circular motion. Replace erasers on a regular basis. We recommend Quarterly or when they start smearing the dry-erase markings. A dirty eraser will leave ink residue on the writing surface—continued use of a dirty eraser will scratch the surface, cause ghosting, and void the surface warranty.



The following materials can permanently damage the whiteboard surface:

- Re-using a single-use dry-cleaning wipe
- Any type of paper (abrasive) cleaning cloth, including paper towels, washcloths, scrub cloths, and tissues.
- Erasers from Walltalkers®, MarkaWall® and Sky®.
- Antibacterial Wipes. The wipe cloth is abrasive and the antibacterial agent will smear the surface of the whiteboard.



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CLEANING:



For daily cleaning, or as needed, rinse the surface with soapy water or a dry-erase board cleaner from a reputable company. This **MUST** be done with a soft, (non-abrasive) cloth.

If washing the whiteboard surface with soap and water will not remove the marks, use spray cleaner or wipes recommended by the manufacturer of the marker you are using.

The following materials can permanently damage the whiteboard surface:



- Any type of paper (abrasive) cleaning cloth, including washcloths, scrub cloths, and tissues. *The whiteboard surface finish can suffer permanent damage from the use of abrasive towels.*
- Abrasive cleaners. The whiteboard surface will suffer permanent damage from the use of abrasive cleaners such as Comet® or Soft Scrub®
- Antibacterial Wipes. The wipe cloth can be abrasive and the antibacterial agent will smear the surface of the whiteboard.

DISINFECTING:



The whiteboard surface can be disinfected AS NEEDED with:

- Virex® TB
- 1:10 diluted Bleach solution.



The use of any other disinfectants can potentially ruin the white board surface and void your warranty. If you have a disinfectant you would like us to test, please contact your Customer Care Manager.



1

Using an Anti-bacterial Wipe as an eraser.

2

Not cleaning the board on a regular basis. Whiteboards need to be cleaned regularly with soap and water or a dry-erase board cleaner (from a reputable company) to remove the "dry-erase marker residue".

3

Keeping Erasers for too long and not removing "marker-residue". Whiteboard Erasers need to be replaced several times a year. How often? It depends on use, but our recommendation is to replace them quarterly or when the eraser starts smearing the dry-erase marks.

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