

CARE & CLEANING OF YOUR WHITEBOARD

To ensure you get the best of your board, we've put together some hints and tips.

COMMON PROBLEM	SOLUTION
<p>INK RESIDUE – where a colour copy of writing is left on the board, due to use of an unsuitable pen or insufficient cleaning after use</p>	<p>Use a clean microfibre cloth and water or preferably use Visionchart Whiteboard cleaning spray. Stubborn marks may need to be removed with Visionchart Whiteboard Polish.</p>
<p>SMEARING – occurs when unsuitable cleaning products or dirty erasers are used to wipe the board's surface</p>	<p>Use a microfibre cloth and water or preferably use Visionchart Whiteboard cleaning spray. If permanent marker has been used, writing over this with a whiteboard marker can help erasing.</p>
<p>GHOSTING – not to be confused with ink residue, ghosting is when writing leaves a permanent white stain on the board (this usually happens over a long period of time)</p>	<p>Ghosting can be removed with correct microfibre cloth and Visionchart Whiteboard cleaner.</p>

TIPS & TECHNICAL INSIGHTS:

1. Follow a regular cleaning routine daily, at least weekly and thoroughly clean surface every 6 months with Whiteboard polish.
2. Use quality Whiteboard dry erase pens only. If you have used the wrong pen (permanent) try writing over the permanent ink with a correct dry erase Whiteboard pen, then erase. The solvents work against each other to remove some offending ink.
3. Replace Whiteboard eraser or cloths regularly. Visioncharts micro-fibre 'Magic Wipe' cloth only requires water, no cleaning spray and can clean all marks from from Whiteboards. Order Code VA0010.
4. Avoid the use of other household cleaners or solvents. They may leave a residue or damage the surface. Only use the methods described above to clean your board.
5. If protective film is present on a new Whiteboard, the board must be thoroughly cleaned to remove any residue left by the adhesive film.
6. If you are able to push with force your finger across board section where writing is not erasing and it removes some marks, the board is performing under warranty.
7. Different pen manufacturers use different inks. Be aware that some are of good and poor quality, it's not just the surface of the Whiteboard.
8. Ghosting or faint lines on the board of previous writing is not evidence of a faulty board. Ghosting is usually the result of external factors, such as: bodily oils, air-conditioning, direct sunlight, fluorescent lighting, neglect of regular cleaning of Whiteboard, pens stored upside down (ink separated from solution, ink is then concentrated when written on Whiteboard), old eraser - amongst many others.