



## **How to Clean a Whiteboard**

Magiboards whiteboards have specially treated surfaces to enable dry erasability of the boards. To ensure longevity of your Magiboards whiteboards and to avoid permanent staining, use only Magiboards branded accessories on the surface for writing and cleaning.

### **Cleaning prior to initial use**

Your whiteboard has been manufactured in a factory environment and have been packed in cardboard and other packaging materials. It has most likely been delivered to you via road transport, where it was exposed to exhaust fumes and other contamination. Prior to initial use clean your Magiboards whiteboard as follows:

- Clean the Magiboards whiteboards surface thoroughly with Magiboards Whiteboard Cleaner sprayed onto a soft, clean and dry cloth. Do not spray directly onto the board.
- Wait for the Magiboards Whiteboard Cleaner to completely evaporate and then wipe the board with a soft clean cloth dampened with lukewarm water. Do not immerse the board or use excessive amounts of water, as water may enter the board core and can cause warping and/or delaminating.
- Dry the board thoroughly with a soft and clean dry cloth.

### **Instructions for looking after the surface of your printed whiteboard**

- 1.** To prevent spreading the written ink, only wipe when it is completely dry. This is crucial with lacquered and printed boards because the solvents in the ink will cause damage to the board surface.
- 2.** Only wipe dry ink with a clean (!) felt, micro fibre cloth or paper wiper suitable for whiteboards.
- 3.** Clean the board daily with cleaning spray to maintain a good erasability.
- 4.** NEVER use other cleaning agencies than real whiteboard cleaners. Aggressive cleaners like Windolene will cause permanent damage to the board surface.
- 5.** When a wrong marker (flipchart marker, permanent marker) is used by accident: immediately clean the board with cleaning spray and a micro fibre cloth. If that doesn't help, write over the written text with a whiteboard marker until it dissolves. Clean the board with cleaning spray afterwards.
- 6. NOTE:** Some markers, even those of renowned brands, are poorly erased.

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## Maintenance

Your Magiboards whiteboard should be cleaned regularly in the same way. The frequency of cleaning will depend on the intensity of use and the time that dry marker ink is left on the board. This can vary from daily, for high traffic, to weekly for medium traffic, (writing is left on the board for more than a day), or monthly for low traffic (writing is erased within a day). Avoid wax or greasy substances from coming into contact with your board surface as this will effect erasability and cause smudging. Make sure your cleaners are aware of these instructions – Pledge is not a suitable board cleaner!

## Recovery

If staining or smudging become apparent this is normal and it usually occurs due to ink residue on the surface. Stains are most often due to ink left on the surface for extended periods of time. Contamination can also be caused by exhaust fumes, factory fumes and particles and other airborne contaminations. Air conditioning systems can act as a catalyst for such contaminations.

Usually, stains and smudges can be removed with lukewarm water as described above. For stubborn stains, use Magiboards Whiteboard Cleaner. **DO NOT** use acids or alkalis, solvents, ammonia, general household cleaning products or industrial cleaners; these may contain silicones, abrasives or other compounds that can damage the board. Use of anything other than water or Magiboards whiteboard cleaner will render your surface guarantee invalid.

Only “Dry Wipe” or “Whiteboard” markers should be used on the board. We recommend the use of Magiboards Whiteboard Markers as these are best suited for problem free marking and dry erasing on Magiboards Whiteboards. Some other brands either use too little alcohol as a dry marker solvent (e.g. low odour markers) or too high a dry marker particle content (markers that dispense a lot of ink). These may be more difficult to dry erase, as will markers that come to the end of their life and from which the alcohol has nearly gone. Store whiteboard markers horizontal, or, if necessary, with the tips down. Storing markers upright will cause the alcohol dilution agent to sink to the bottom of the marker and may make it difficult to erase markings.

## Things not to do

PLEASE DO NOT erase dry marker annotations until the ink has dried, usually after 10-30 seconds. **DO NOT** use Magiboards Whiteboard Cleaner or any other whiteboard cleaner with Magiboards Board eraser or any other board eraser. Both will cause smudging by smearing ink onto the surface, which will be difficult to remove.

## Ghosting

Smudging and staining are sometimes referred to as Ghosting. In fact, ghosting is a different phenomenon and nothing to worry about. If your whiteboard is not entirely clean, the alcohol in the dry marker may clean away any contamination on the surface while you write. After erasing the markings the clean path may remain visible as a white ghostlike image of your annotations. This can easily be prevented by making sure that your board surface is properly clean.

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## Problem Solving

Problem	Cause	Solution
<ul style="list-style-type: none"><li>• Smudging and staining</li></ul>	<ul style="list-style-type: none"><li>• Humidity levels or other environmental factors such as air conditioners. Packaging may cause a build-up of oil on the surface</li></ul>	<ul style="list-style-type: none"><li>• Use Magiboards Whiteboard Cleaner to remove oils and contaminations that cause smudging. Follow the cleaning instructions described above. Continued use will improve the erasing quality of your board</li></ul>
<ul style="list-style-type: none"><li>• Unable to erase marker ink from the board surface</li></ul>	<ul style="list-style-type: none"><li>• Sub-standard or permanent markers have been used on the Magiboards Whiteboard</li><li>• Board surface is damaged</li></ul>	<ul style="list-style-type: none"><li>• Magiboards Whiteboard Cleaner will remove marks left from sub-standard and permanent markers</li><li>• Replace whiteboard</li></ul>
<ul style="list-style-type: none"><li>• Abrasive damage</li></ul>	<ul style="list-style-type: none"><li>• The use of abrasive products has damaged the board surface</li></ul>	<ul style="list-style-type: none"><li>• Replace whiteboard</li></ul>

## Printed Boards

Printed boards should be cleaned prior to initial use and maintained in very much the same way as other whiteboards, as described above. Please be cautious with Magiboards Whiteboard Cleaner: it is a very powerful cleaner and when used in abundance it can dissolve the ink in your custom printed board. Only use Magiboards Whiteboard Cleaner in small quantities sprayed onto a dry clean and soft cloth and remove it immediately after removing marks and contaminations. Always use lukewarm water after the use of Magiboards Whiteboard Cleaner.

## Surface Guarantee

Magiboards Whiteboards come with a surface guarantee depending on the type of whiteboard you purchased. Our top quality Enamel Steel Whiteboards have a 25 year surface guarantee, meaning that you write and erase over and over again for almost a lifetime without worrying about permanent staining, if you use the board properly as described above.

For the surface guarantee to be valid you must comply with these instructions of use, including the instructions for cleaning prior to initial use.

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The surface guarantee becomes invalid if these instructions have not been followed, if the board surface is damaged in any way, if inappropriate products have been used on the surface or if the boards are used outside or in areas of heavy contamination.

If you would like to call upon your guarantee please contact the person(s) or organisation from whom you purchased the board. It is imperative that you provide them with proof of purchase, such as a receipt or invoice. Before you contact the seller, please make sure you attempt to clean the board by using the methods described in the section "Recovery" above.

Magiboards Whiteboard Surface Guarantee is not transferable. If you are entitled to remedial action under the terms of the guarantee, Magiboards may decide to collect the board for recovery off-site, to send a representative to recover the board on your premises, or to replace the board.

You will be required to facilitate Magiboards in their choice of remedial action to the best of your ability; if Magiboards cannot attempt to recover the board due to lack of assistance or cooperation, this will render the guarantee invalid. If Magiboards decide to replace the board it will do so with a product with an equivalent board surface to the board under guarantee. This may be of a different model if the range has changed or if a board of the same model is not available.

Whatever the remedial action taken will not extend the period of guarantee, which will continue to run for the remainder of the relevant time from the date of purchase from Magiboards.

None of the above terms and conditions affect your statutory rights.