



Cleaning your Whiteboard

The Visionchart range of whiteboards include :

- Standard surface (melamine - non magnetic)
- Magnetic surface (commercial)
- Porcelain surface

Of these surfaces the first 2 are designed for low to medium usage in either a domestic or commercial applications. Our Porcelain surface is designed for higher use - in applications such as Schools, Conference Centres, Training rooms ... or anywhere the whiteboard is being used very frequently.

If you are experiencing problems erasing marks from your whiteboard ... here are a few ideas that may help ...

- Make sure you are using the correct pen. A dry wipe 'whiteboard' marker is essential.
- If you have used the wrong pen (with permanent ink) ... try writing over the permanent ink with a correct whiteboard pen. The solvents 'work against' each other to remove the offending ink.
- Different colour pens display different erasing capabilities. This is because the ink in say a green or red pen is different to the ink in a black or blue pen.
- Different pen manufacturers ... use different inks ... sourced from various parts of the world. Some with good and some with poor results. *It is NOT always the whiteboards fault !*
- 'Ghosting' .. or the feint outline of what was written is NOT evidence of a faulty whiteboard surface. Such ghosting is usually the result of external factors .. such as body oils and air-conditioning, amongst others.
- The storage of whiteboard markers can also have an effect. If the markers have had a long shelf life or have been stored upside down ... the 'ink' in the pen may separate from the 'solution' (often water mixed with alcohol). The result will be that you are actually writing on the whiteboard with concentrated 'ink'. This of course will be a lot more difficult to erase. So ... it's worth considering, that whiteboard markers are often the culprits of poor erasing.
- Make sure your eraser is clean. Replace your eraser often as it frequently causes smudges and grime to build up on your whiteboard. It is also a good idea to frequently clean your whiteboard.
- Clean your whiteboard regularly with alcohol based cleaning fluid ... available from your local reseller. Never use abrasive cleaners !
- And now we have our new *Magic Wipe* cleaning cloth ... no chemicals .. no solvents. A space age cleaning cloth that cleans off all marks from whiteboards (even permanent ones) with just a little water ! Order Code is VA0010.
- For very resistant stains ... isopropyl alcohol can be applied to the surface. Apply with a soft, scratch free cloth. Apply a warm water solution to the surface after this and then buff dry with the another soft cloth. Mineral turps, petrol, kerosene, methylated spirits are not recommended as they all leave a 'film' over the whiteboard surface. So if these have been used ... in effect, when you write on the whiteboard ... you are actually writing on the 'film' rather than the original surface.
- The same applies to household cleaners which use a high proportion of ammonia in them. Ammonia leaves a surface residue and makes it more difficult to clean a whiteboard after use as well.
- Leaving writing on the whiteboard for long periods of time is not recommended. Whiteboards placed near air conditioners may experience difficulty in erasing. Gas and various vapours are emitted from air conditioners which in some cases tend to 'seal' the writing surface.
- Environmental conditions can affect whiteboards ... even oils from skin are left on whiteboards ... and make it more difficult to erase from time to time.
- Whiteboards under strong fluorescent lights .. may also experience difficulty in erasing. These lights emit UV (ultra violet) rays which can tend to 'bake' the whiteboard pen strokes ... making it harder to erase the whiteboard.

For further help email us on : sales@visionchart.com.au