

# Whiteboard Care and Maintenance

## How to Clean Your Whiteboard

1. Spray a light mist of Whiteboard Cleaner over the whiteboard surface. Too much cleaner will inhibit its effectiveness.
2. Using a soft paper towel or a lint free cloth, clean the board surface until all traces of cleaner and dirt are removed and the board surface is buffed to shine.
3. Run a clean dry finger across the board surface- if you can feel resistance the board is clean. If your finger slides easily across the surface it still has residue on it that must be removed.

Note: Whiteboard should be cleaned on a daily basis. We recommend using our whiteboard cleaner to ensure the board surface is clean and no shadowing or surface build up occurs. Frequency of the clean will depend on board use, location and the conditions to which the board is exposed.

**Important:**  
Clean the whiteboard  
with cleaner prior  
to initial use



## Whiteboard Cleaning Products

Our Whiteboards have been tested and proven to work with the best products. We recommend using the following from our whiteboard starter kit to keep your whiteboard in the best shape.

Staedtler Whiteboards Markets - Quartet Whiteboard Cleaning Solution  
Whiteboard Eraser - Microfibre Cleaning Cloth

## The Whiteboard Saving Product

Give your whiteboard some extra TLC with our Quartet Whiteboard Cleaner / Conditioner. The plant-based ingredients deliver a deep clean and protect the board surface against ghosting and staining from heavy, daily use. The Quartet Whiteboard Cleaner / Conditioner cleans the board surface and removes dry-erase ink stains. It also has a restorative quality to help extend the overall lifespan of the whiteboard. For best performance use this on a clean board with eraser first then apply cleaner / conditioner to whiteboard surface and wipe with a soft cloth. Cleaner is readily biodegradable, non-toxic and has a low odor.



## Troubleshooting Tips:

- Prior to use, always remove clear membrane and clean surface with Quartet Whiteboard Cleaner.
- Ensure that the eraser is replaced regularly.
- Use a quality whiteboard marker.
- Avoid using markers from different manufacturers on the same board (ingredients tend to mix when erased, which cause future erasing difficulties).
- Ensure that the marker has dried prior to erasing (smudging will occur which can be stubborn to remove).
- Avoid the use of permanent markers.
- Avoid hand contact with the whiteboard surface (this can leave oil on the surface making erasing difficult).
- Never spray whiteboard cleaner directly onto the eraser (this can activate the pen pigment and smear on the board surface).
- Spray Quartet Whiteboard Cleaner onto the whiteboard surface and clean off with a soft paper tissue.
- Never use any form of abrasives (e.g. Ajax) on the whiteboard surface as this will permanently destroy the surface and nullify the warranty.

## Whiteboard Care FAQ

Q: My Whiteboard's surface appears to have a build-up of dirt, what could have caused this?

A: There are a few potential causes of surface build-up such as dirty erasers, board position/location, and using the wrong cleaning products on the board.

### 1. Dirty Erasers

Erasers need to be replaced regularly due to pigment build up, as this causes the eraser to transfer the build-up back onto the whiteboard and not clean it properly. For best results when using spray, we suggest using a microfibre cloth to clean your board. When doing so, do not spray whiteboard cleaner onto the eraser or cloth as this overtime will cause surface and cleaning issues. Instead, spray whiteboard cleaner directly onto the board and then use the eraser or microfibre cloth to wipe away the marker.

### 2. Board Location

If the board is in the path of the air conditioner airflow, it may be exposed to airborne impurities (fumes, oils, etc) which can form a film on the board surface and transfer to markers and erasers. Furthermore, moisture carried by the air conditioner may cause a fine film of water to build up on the board surface, thus reducing the effectiveness of the dry wipe marker. Hand creams and similar products will also leave a residue. Try to install your board in a position that is out of the direct path of an air conditioner, and avoid having excess creams or oils on your hands when using.

### 3. Cleaners

Only use cleaners designed for whiteboards. Using alternative cleaning agents can leave a film on the whiteboard surface, which will hinder the whiteboard quality and effective use. Do not use generic spray and wipe or harsh chemical cleaners as this will damage the board and void the warranty.

Q: How to remove surface build up or shadowing?

A: Some whiteboard markers are heavily pigmented and therefore require stronger chemicals to hold the particles in suspension. This can leave a strong residue that will attract further build up. If a board has severe build up or shadowing on the surface and does not respond to the whiteboard cleaner, try these products in the following order:

### 1. Methylated Spirits

### 2. Lacquer Thinners

3. 'Non-Oily' Acetone Nail Polish Remover, avoid the 'nail brand' products and go for a home brand option that is closer to pure acetate.



# whiteboards and pinboards

## WARNING

If build-up occurs on a printed board, extreme care must be taken using the above-mentioned products. These products must not be used over the vinyl lines, letters and printed graphics.

If you have taken the above-mentioned steps and your whiteboard surface is still showing build-up or shadowing, please contact the Whiteboards and Pinboards customer service team on 1300 849 152.

Q: My whiteboard will not erase!

A: There are a few potential causes of this issue, see below for the most common:

1. All whiteboards are supplied with a protective film of plastic on the surface. If you are having erasing issues upon first use, check that this has been removed. You also need to ensure that you clean the whiteboard surface with whiteboard cleaner after you remove the protective film, this will remove any potential build-up that may have transferred from the plastic film.
2. Check that a dry wipe non-permanent marker has been used. If a permanent marker has been used, this can be 'erased' by writing over them with a dry erase marker and then using whiteboard cleaner, or by cleaning with isopropyl alcohol.
3. Is the eraser clean and dry? A dirty or damp eraser will cause smudges and allow a grime build up.
4. Has the ink been allowed to dry? Different pen brands and colours have varying drying times. It is important that dry erase markers are dry when being erased. The use of old or inferior quality whiteboard markers will also be a factor in whiteboard surfaces being difficult to clean.
5. If the writing has been left on for a long time, is in direct line of an air conditioner, or is subjected to strong fluorescent light and/or direct sunlight, it can cause a 'baking' effect on the marker ink and can make it more difficult to erase. These issues can sometimes be fixed with whiteboard cleaner, however if this does not work, follow the process for removing build up as stated above.

## Recommendations

It is important that you clean the whiteboard frequently with Whiteboard Cleaner to avoid the build-up of body oils, grime and similar on the board surface.

## WARNING

Please refrain from using glass cleaners or any other type of household/industrial cleaning agents as they leave a film on the whiteboard surface and can cause permanent damage which will void warranty. Heavy staining can be removed with isopropyl alcohol.

## PLEASE NOTE

If you are unable to resolve your whiteboard issue with the above solutions or your issue is not listed in this, please contact the Whiteboards and Pinboards customer service team on 1300 849 152.