

September 2018 by Visionchart

Care and Cleaning your Whiteboard

The modern day range of whiteboards include :

- STANDARD surface (melamine/laminate)
- COMMERCIAL MAGNETIC surface
- PORCELAIN surface (vitreous enamel)

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 will help ...

1. Make sure you are using the correct pen. A dry wipe 'whiteboard' marker is essential.
2. If you have used the incorrect 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
3. 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.
4. 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!*
5. '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.
6. 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.
7. 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.
8. Clean your whiteboard regularly with alcohol based cleaning fluid ... available from your local reseller. Never use abrasive cleaners!

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9. 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.**
10. 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.
11. 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.
12. 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.
13. Environmental conditions can affect whiteboards ... even oils from skin are left on whiteboards ... and make it more difficult to erase from time to time.
14. 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.

Some technical advice on markers

- 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 fault of the writing surface!*
- Use only markers that exhibit excellent dry-erase performance.
- Try markers by applying ink to the surface, waiting just a few seconds, then wiping it off with a dry, clean cloth or eraser. There should be no smearing whatsoever, and no residue or even "shadow" left behind. If you have to wait for more than a few seconds before the ink dries, or if it smears at all when erasing it, or if it leaves a film of any sort after erasure, then you should be looking for another brand of marker.

What's happening here? Well, 'good' board markers ideally utilise volatile solvents to carry the ink pigments. These solvents boil off quickly after application to the surface, leaving a very dry "ink" powder residue which then wipes off easily. In warm climates particularly, such markers

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don't last long, since all the solvent evaporates quickly leaving the marker useless. Purchasing people are understandably receptive to suppliers promoting markers which last longer, don't smell etc. To achieve these claims, suppliers are often changing the carrier fluid in the ink. Unfortunately, less volatile carriers simply don't perform as well in terms of dry erasing.

TIP to see if your board is performing: If you push your finger with some force across a section of the writing that is not erasing, does it remove some of the marks? If the answer is yes, then the board is performing well.

Suggestions:

- Don't allow cleaners to clean the boards unless they are instructed in using the correct cleaning products
- Use our **Magic Wipe cleaning cloth ... no chemicals .. no solvents.** - **Order Code is VA0010.** Machine wash these regularly and replace yearly or when they stop performing.



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- If you are using erasers, replace them regularly as they can cause severe staining. Order code VA0002.



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- Use a quality cleaning fluid. Order code VA0012.



- Use quality markers.
 - For glassboards use EBBP



- For whiteboards or glassboards use VA0016



For schools, clean the boards with the correct
For further help and advice email us at helpdesk@stormrusso.com.au

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