



## Porcelain (vitreous enamel) Whiteboardsboards® Warranty & Care.

### What they are.

Porcelain whiteboards offer an expansive 25 year surface erasing warranty. The surface is extremely dense and very stain resistant. Instead of a painted whiteboard surface which is baked on under low oven temperatures .. the porcelain glass like powder is fused onto the steel substrate at extremely high temperatures + 1300 degrees. This provides a rock hardness that measures 7.5-8 on the Mohr Hardness Index (10 being a diamond).

### Cleaning the surface

The writing surface is stain resistant, so all whiteboard markers can be used. Cleaning these markers requires a normal whiteboard eraser or cloth. If marks become a little harder to remove .. usually because they have been left on the surface for a few days or more ... then whiteboard cleaning fluids can be used to good effect. If permanent markers are used on the surface these will be harder to erase and will require fluids to effectively remove them. Or simply write over the permanent marker with a standard whiteboard marker .. this will remove the permanent marks. Cleaning fluids like '[ClearVision](#)' will not harm the writing surface in any way. Commercial cleaning (non abrasive) products contain ammonia and tend to leave a residual film on the whiteboard surface as ammonia does not evaporate (unlike alcohol). This residual film if a problem, is best removed with warm slightly soapy water. Remove the soapy water with warm water then buff dry.

### Care of Porcelain whiteboards

Professional installation and handling of the board is always recommended. During installation care must be taken to not over tighten the installation fittings. For boards over 25kgs we recommend for OH&S that 2 persons lift and position the board. If writing is left on the surface for more than 24 hours it will become more difficult to dry erase so we do recommend regular cleaning. This is generally caused by office lights and air conditioning which tends to 'bake' the writing.

### What is not covered by this warranty

The warranty does not apply to : damage caused by accident, abuse or misuse, that may arise from installation... such as scratches on the surface which may have been caused during handling and installation. Items such as screwdrivers, screws or rings can damage the surface. However it would require specific intention to deeply scratch the surface. Under normal operating conditions you would expect the surface to remain scratch and stain free. Occasionally 'ghosting' of written text may appear on the surface. This is normal and is not a sign of product failure. It can be removed by a clean eraser or cleaning fluid. Ghosting can occur due to inferior pens being used, improper storage of markers or residual oils on the surface that are present in the air and human body. The supplier (Visionchart) nor any affiliate/subcontractor, shall not be liable for any special, incidental or consequential damages or economic loss caused by the use, misuse or inability to use the product.

### Making a Warranty Claim and returning a product

In making a warranty claim we will submit to you a form to fill in so that we may ascertain the best method of resolution. In proceeding with your warranty claim ... you or your supplier must obtain a RAN (Return Authorisation Number) from our office. This RAN must be attached to the goods when they are returned to your supplier. THE RAN must also specifically mention the purchase date .. so please keep a copy of your invoice from the place where you purchased the product from. This is your warranty validation record. New boards supplied under this RAN will be delivered to the reseller where you purchased the product. It is your responsibility to organize delivery from this point.