

# Vista Whiteboard Care Instructions

*It is important that this document is read and kept for future reference*

## CLEANING METHOD

1. Spray a light mist of Vista 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 a 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:** Whiteboards should be cleaned on a daily basis. We recommend using Vista 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.

## FAQ

### **Q: What Causes Surface Build Up?**

A: There are a few possible causes of surface build up such as dirty erasers, board position/location, and cleaners.

#### 1. Dirty Erasers

Erasers need to be replaced regularly due to pigment build up, which will cause the eraser to transfer the build-up to the whiteboard and not clean properly. Do not spray whiteboard cleaner onto the eraser for ease of cleaning as this will, over time, cause surface and cleaning issues.

#### 2. Board Position / 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.

#### 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.

### **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. LAQUER THINNERS
3. NO BRAND 'NON OILY' NAIL POLISH REMOVER

Nail polish remover brands such as Cutex and Starlet have additives to care for your nails and hands (moisturizers and similar) which means that a more basic "Black and Gold" type brand is better to use as they are closer to being pure acetate. After the build up is removed, clean the whiteboard surface with a VISTA whiteboard cleaner to remove any traces of the chemicals.

#### WARNING

If the problem 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 Vista Visuals Australia on 08 9355 8200 .

#### Q: My whiteboard will not erase!

A: There are a few possible causes for this issue. Please refer to the following list.

- Magnetic whiteboards are supplied with a protective film of plastic on the surface. Check that it has been removed. Ensure you clean the whiteboard surface with a Vista cleaner after you remove the protective film.
- Check that it is a dry wipe marker that has been used. Permanent markers can be 'erased' by writing over them with a dry erase marker, or by cleaning with isopropyl alcohol.
- Is the eraser clean and dry? A dirty or damp eraser will cause smudges and allow a grime build up.
- 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 be a factor in whiteboard surfaces being difficult to clean.
- If the writing has been left on for a long time, it could be difficult to remove.
- Whiteboards near air conditioners can be difficult to erase at times due to the vapours being emitted from the air conditioner.
- Strong fluorescent light and direct sunlight can cause a 'baking' effect on the marker ink, hence making it more difficult to erase.

#### Recommendation

It is important that you clean the whiteboard frequently with Vista Whiteboard Cleaner to avoid the build up of body oils, grime and similar on the board surface. Other brands of whiteboard cleaners are ok to be used.

#### WARNING

Please refrain from using glass cleaners or any other type of household or industrial cleaning agents as they leave a film on the whiteboard surface. Heavy staining can be removed with isopropyl alcohol.

#### Q: Has your issue been solved?

A: If your issue is not listed in the FAQ section or if you have tried the recommended solutions, but the issue still remains, please contact Vista Visuals Australia on **08 9355 8200**.

### Recommended Products to Compliment your Vista Whiteboard



Sakura Whiteboard Markers  
4 Colours in a pouch or  
Box of 12 Single colours



Vista Magnetic  
Pen Holder



Vista Whiteboard Eraser &  
Box of 10 Refills



Vista Environmentally Friendly  
Whiteboard Cleaner