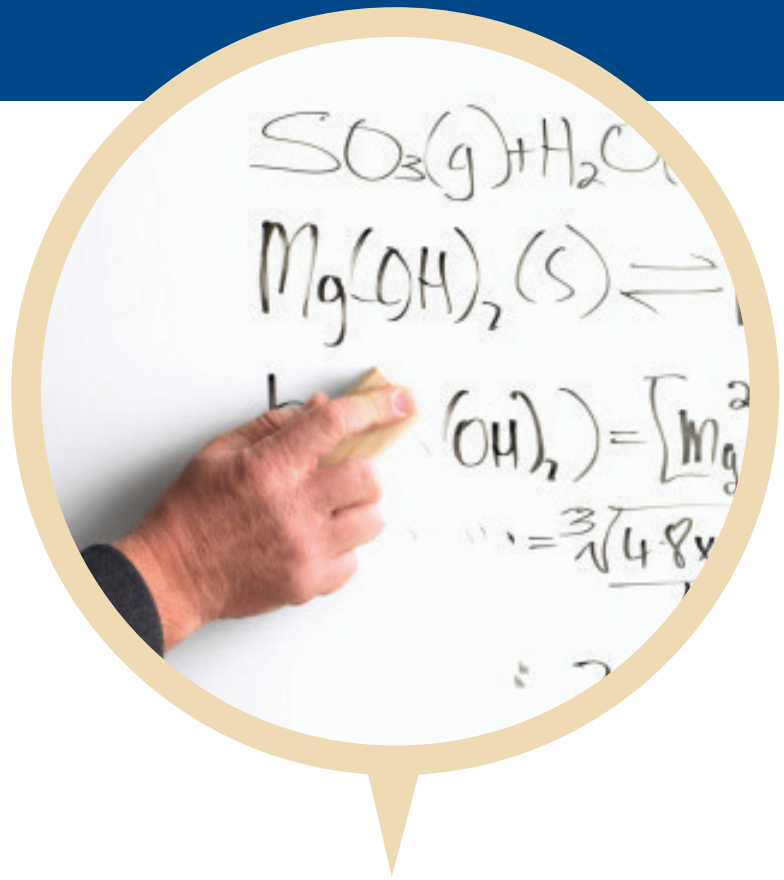


Warranty and Care: Platinum Warranty Overview



Our Promise

For the lifetime of the original installation, Platinum Visual Solutions warrants that the porcelain-on-steel finish, under normal conditions of use, shall not exhibit excessive fading of color, crazing, cracking or flaking. Platinum Visual Solutions warrants the following products for ten years from the date of sale: Colored Cork Tackboards; Vinyl Tackboards; Fabric Tackboards; Natural Cork Tackboards; and Cork Roll Stock. Our obligation under these warranties is limited to supplying, free of charge, new products for the defective goods, or at our option, refunding the purchase price thereof, with due allowance made for the service rendered by such products. All products are sold and warranted only pursuant to our published terms and conditions of sale. We are not responsible to the user for any consequential, incidental or special damage resulting from improper use or installation. Platinum Visual Solutions reserves the right to modify or discontinue any of our warranted products. Warranty does not cover the cost, removal or reinstallation.



Warranty and Care: Cleaning Instructions

Writanium® Markerboards

First use of Writanium® Markerboards

If present, remove the protective film. Then, complete steps 1-3 below.

General cleaning instructions for Writanium® Markerboard surfaces

1. Wipe board with a clean cloth moistened with Platinum Visual Solutions Markerboard Cleaner or other high quality whiteboard cleaner.

Note: Using a non appropriate cleaner may result in poor dry eraseability due to the build-up of residues from the cleaner on the surface.

2. Rinse with clean, warm water to remove any cleaner residue (a very important step).

3. Wipe dry with a clean microfiber cloth.

Boards used moderately should be cleaned two to three times a week. Boards used more intensely may require daily cleaning.

Removing permanent marker

To quickly and easily remove permanent marker, write over the top of the writing with a dry-erase marker. Then, simply erase. In most cases, this will remove the marker. If a deeper cleaning is required:

1. Moisten a clean, dry cloth with rubbing alcohol.
2. Wipe the board in a circular motion to loosen marker residue.
3. Rinse with clean, water and dry with a clean microfiber cloth.
4. Repeat these steps, as necessary, to remove all residue.

Removing metal scratches or stubborn residues

1. Dampen a clean, dry cloth with water.
2. Apply a small amount of an abrasive cleanser (ie: Bar Keeper's Friend), onto the cloth. (For best results, follow manufacturer's instructions on the label.)
3. Working in small sections, clean the area using a back-and-forth motion with gentle pressure.
4. Wipe off all residue with a dry cloth.
5. Soap residues on the board will result in decreased dry eraseability. Therefore, rinse well with clear water and wipe dry with a clean microfiber cloth (a very important step).

Additional hints

1. Use high quality Platinum Visual Solutions Dry Erase Markers, (avoid low odor) dry-erase markers to avoid poor eraseability.
2. Replace markers when almost dry to avoid poor eraseability.
3. Replace the eraser felt regularly. Dirty felts or erasers will result in poor eraseability.

Writanium[®] Chalkboards

First use of Writanium[®] Chalkboards

If present, remove the protective film. Then, complete steps 1-3 below.

General cleaning instructions for Writanium[®] Chalkboard surfaces

1. Erase the board with a latex or felt eraser. Keep the erasers dry and clean them regularly.
2. Clean the surface with clear, warm water. (Use 5% Extran MA 02 or phosphate-containing cleaner in water and rub well with a kitchen sponge when necessary.)
3. Rinse well with clear water and strip/wipe the surface with a good window stripper/squeegee. Allow the surface to dry completely before use. Repeat daily.

Removing metal marks or scratches

Metal marks or scratches (coming from coins or keys) can be removed from the Writanium[®] surface through cleaning as outlined in steps 2 and 3 of the general cleaning instructions.

Suggested chalk types

Platinum Visual Solutions recommends white "champagne" chalk (without a wax surface).

Tackable Surfaces

Colored Cork Tackboard

Clean with a mild soap and water solution to retain original appearance and freshness. If stronger cleaning is required, the use of a pH neutral cleanser is recommended. Rinse with clean water, and then dry with an absorbent cloth. Examine dried area and repeat if necessary.

Fabric Tackboards

Stains should be removed as quickly as possible to eliminate any possible reaction between the staining agent and the fabric. To prevent overall soiling, frequent vacuuming or light brushing to remove dust and dirt is recommended. Sponge-clean dirt spots with a mild detergent or upholstery cleaner. Using a blotting technique, without rubbing, should sufficiently remove most spots. Rinse well with a clean sponge to remove any cleaning solution. A professional furniture cleaning service is recommended for excessive soiling.

Vinyl Tackboards

Stains should be removed as quickly as possible to eliminate any possible reaction between the staining agent and the vinyl. Excess soiling such as chewing gum, crayons, paint or nail polish should be carefully scraped off prior to other cleaning steps. Normal cleaning of Vinyl Tackboards should be done with a mild soap and water solution. If a stronger cleaning is required, the use of a liquid household cleaner is recommended. Rinse with clean water, then dry with an absorbent cloth. Examine dried area and repeat if necessary.

Natural Cork Tackboards

A mild soap and water solution is recommended for normal cleaning. If a more thorough cleaning is required, the use of a pH neutral cleanser is recommended. Rinse with clean water, and then dry with an absorbent cloth. Examine dried area and repeat if necessary.