

The following are care and maintenance instructions for all WriteAway surfaces. These instructions should be followed by your employees and/or maintenance personnel, as failure to follow them will irrevocably void the warranty.

## IMPORTANT CARE

WriteAway Cleaner is the recommended solution for cleaning all WriteAway material. In its place, a soap and water solution may be used. Before using WriteAway for the first time, clean the surface thoroughly with WriteAway Cleaner and dry with a microfiber towel.

## IMPORTANT MAINTENANCE

Important maintenance and care for WriteAway surfaces.

1. Recommended marker brands: EXPO Bold or EXPO Low Odor.
2. Other brands/types of dry erase markers may require more frequent cleaning.
3. Remove dry erase markings with a microfiber towel. Press firmly in a circular motion when erasing. Wash towels as they become dirty. Dirty towels may spread ink residue on the surface.
4. For stubborn stains, use an isopropyl alcohol. Apply to a clean microfiber towel, blot and/or rub gently over the stained area. After the stain has been removed, rinse with clean water.
5. If a permanent marker is accidentally used, this may be removed by saturating the area with a similar color dry erase marker and allowing it to soak for a few seconds then remove as per normal operation. Additional applications of the dry erase color may be required to completely remove the permanent ink.
6. To comply with WriteAway Limited Warranty instructions, it is required that the WriteAway media is thoroughly cleaned every 30 days with WriteAway Cleaner. Wipe the entire surface of the board completely to remove any dry erase dust or other contaminations, bringing the surface back to its original state.
7. Up to a 30% bleach solution may be utilized if required for your space.

## WRITEAWAY MATTE

WriteAway Matte's low sheen finish is due to a nonporous, microtextured surface. All technical specifications and the 10-year anti-ghosting warranty remain, but more diligent cleaning is required. WriteAway Matte is not recommended for high-use dry erase unless the end user is prepared for additional cleaning requirements.

In addition to the **IMPORTANT MAINTENANCE** instructions above:

1. Use of WriteAway Cleaner will likely be required more frequently than every 30 days, possibly with each use.
2. It is recommended that a thick microfiber or terry towel is used, as the texture will more effectively clear ink residue from the surface than a thinner, tight weave microfiber.

## **WARRANTY**

Warranty Voiding Conditions:

- Using glass cleaner, dry erase board cleaners, or any other ammonia-based cleaners, as these leave behind a film on the finish.
- Using ballpoint pens or other sharp pointed instruments on WriteAway surfaces.
- EXPO plastic body erasers or similar with sharp edges may scratch WriteAway surfaces.
- Using abrasive cleaners on WriteAway surfaces.
- Drilling or cutting into WriteAway surfaces

***If you have any questions, please contact Identity Ink at 403-724-9235 or email us at [info@identityink.ca](mailto:info@identityink.ca)***