

## Cleaning, Care & Maintenance of Whiteboard Surfaces

Boyd Porcelain whiteboard surfaces are guaranteed to withstand the rigors of everyday use and offer exceptional writing performance, superior erasability and are resilient to scratches, stains and fading.

Boyd Lacquered Steel whiteboard surfaces are not as tough as porcelain, but still remain an excellent writing surface with the proper use and maintenance.

### First use of Boyd whiteboards:

1. Remove the clear protective film from your whiteboard.
2. Wipe board with a clean cloth moistened with a high quality whiteboard cleaner.
3. Rinse with clean, warm water to remove any cleaner residue.
4. Wipe surface dry with a clean cloth.

### General cleaning instructions for Boyd whiteboards:

1. Wipe surface with a clean cloth moistened with a high-quality Boyd whiteboard cleaner or warm water.  
Note: Using a non-appropriate cleaner may result in poor dry erasability due to the build-up of residues from the cleaner on the surface.
2. Rinse with clean, warm water to remove any cleaner residue.
3. Wipe surface dry with a clean cloth.
4. Surfaces used moderately should be cleaned two to three times per week. Surfaces used more intensely may require daily cleaning.

### Removing permanent marker or more stubborn marks:

1. 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 deeper cleaning is required follow the steps listed below.
2. Moisten a clean, dry cloth with rubbing alcohol.
3. Wipe the surface in a circular motion to loosen marker residue.
4. Rinse with clean water and dry with a clean cloth.
5. Repeat these steps as necessary to remove all residue.

### Recommended Accessories:

1. Use high quality dry-erase markers to avoid poor erasability.
2. Replace markers when almost dry to avoid poor erasability.
3. Replace the eraser felt regularly. Dirty felt or erasers will result in poor erasability.

### Key Tips and Tricks from Boyd

- 1 **Erasing is not enough:** While erasing works wonderfully at first, its effectiveness wears off if more regular cleaning isn't done. When the customer is asked if they've ever cleaned their board, they're often surprised that it's something that must be done to maintain performance. Cleaning the board with a recommended solution always solves the issue of erasability with whiteboards.
- 2 **Gloss differences cause ghosting:** Chemicals from whiteboard markers build up and form a residue on the board if only erased. This residue causes a gloss difference on the board between unused areas and areas where content was written. The gloss difference causes 'ghosting' or outlines of previous work even after erasing. To get rid of ghosting, wipe the board with a cloth dipped in a mix of isopropyl alcohol and water — the most effective whiteboard cleaner.
- 3 **Cleaners to use:** Again, a mix of isopropyl alcohol and water is the best solution to clean a whiteboard, but there are a variety of other options that work just as well. Using a cloth moistened with whiteboard cleaner is enough to keep a board clean if used every week. Be sure to stay away from wax-based cleaners as they leave a film on the whiteboard.
- 4 **Frequency matters:** Depending on the use of the board, it should be cleaned at different frequencies. When a teacher is writing on the board all day long the board should be wiped daily with whiteboard cleaner. In the office, many teams keep notes and schedules up on a board for a period of time, making erasing and cleaning every day a hassle. In these instances, the content should be erased and the board cleaned at least once a week.
- 5 **Permanent marker isn't permanent:** Worry may set in if you realise permanent marker was used on a whiteboard, but don't fear, even permanent marker can be removed. Trace the permanent marker content with a dry-erase marker, erase it and you'll find a clean surface due to the non-polar solvent in dry-erase markers. Any of the cleaners mentioned above also contain organic solvents like 2-butoxyethanol that can help erase permanent pigment.