

# Cleaning and Care Instructions for Whiteboards.



Please note that **Parrot Whiteboards** have specially treated surfaces. To ensure the longevity of your **Parrot Whiteboard** and to avoid permanent staining, use only **Parrot** branded accessories on the surface for writing and cleaning.

For best results wash the **Parrot Whiteboard** with luke warm water and a **Parrot Aqua Wipe**, should staining or smudging be apparent. This is normal and occurs due to ink residue on the whiteboard surface. Stains are most often due to the ink left on the whiteboard surface for extended periods of time.

For stubborn stains use **Parrot Office Equipment and Whiteboard Cleaner**. **DO NOT** use any solvents.

Prior to initial use of your **Parrot Whiteboard** please read the following instructions carefully:

- Clean whiteboard thoroughly with **Parrot Office Equipment and Whiteboard Cleaner** and a clean **Parrot Aqua Wipe**, or a soft dry cloth, before use. No acids or alkalis should be used.
- Avoid wax or greasy substances coming into contact with your board as this will effect erasibility and cause smudging.
- For best results boards should be cleaned regularly with **Parrot Office Equipment and Whiteboard Cleaner**. Never use any form of abrasive cleaning compound or ammonia on the writing surface as this will cause staining and/or damage your board surface.
- Only "Dry Wipe" or "Whiteboard" Markers should be used on your board.
- Do not erase whiteboard marker until it has dried.
- Change the eraser pad regularly to prevent ink residue being transferred onto the board surface.
- Do not use the **Parrot Whiteboard Eraser** with the **Parrot Office Equipment and Whiteboard Cleaner** as this will cause ink residue to smear onto your whiteboard.

## Problem Solving

Problem	Cause	Solution
• Ghosting, smudging and staining.	• Occurs due to humidity levels or other environmental factors such as air-conditioners. Plastic packaging may create a build-up of oil on the Whiteboard surface.	<ul style="list-style-type: none"> <li>• Use <b>Parrot Office Equipment and Whiteboard Cleaner</b> to remove oils that create ghosting.</li> <li>• Cleaning with a damp <b>Parrot Aqua Wipe</b> will also remove ghosting.</li> <li>• <b>With continuous use erasing quality will improve.</b></li> </ul>
• Unable to erase marker ink from whiteboard surface.	<ul style="list-style-type: none"> <li>• The use of sub-standard or permanent markers on the Parrot Whiteboard.</li> <li>• Board surface is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Parrot Office Equipment and Whiteboard Cleaner</b> will remove marks left from sub-standard and permanent markers.</li> <li>• Replace whiteboard.</li> </ul>
• Abrasive damage (scratched surface)	• The use of abrasive products have damaged the board surface.	• Replace whiteboard.