

## Frequently Asked Questions:

- 1. Does the Justick surface collect dust?** – The Justick surface has a neutral polarity to the environment so it does not attract dust to its surface. However, just like any surface, dust that settles on the surface of a Justick board will remain.
- 2. How do I clean the board?** – Adhesion can be affected by a dirty surface – in most cases the board can be wiped with a dry cloth or damp cloth without the use of chemicals. To remove oil and fingerprint marks a small amount of mild soap can be used on a damp cloth – make sure to wipe all residue off with a clean damp cloth and then wipe dry with a dry cloth. Adhesion will return to normal after a few minutes. A microfiber cloth is ideal for wiping the surface.
- 3. Justick materials?** – Justick products include some or all of the following materials: ABS, polycarbonate, polypropylene, aluminum, steel and/or nylon. Although the Justick surface is made of durable material(s), care should be taken to avoid using sharp objects that could cut, scratch or puncture the surface.
- 4. Warranty?** – Justick products carry a limited 2-year warranty against defects in material or workmanship under normal use and maintenance. The limited warranty applies to Justick physical goods and only Justick physical goods. The limited warranty does not cover any problem that is caused by conditions, malfunctions or damage not resulting from defects in material or workmanship.
- 5. Can the boards be harmful?** – The Justick technology is safe. The design and patents cover critical aspects of safety to ensure that it is not harmful. However, it is important to follow the normal precautions with regard to installation where electricity is being used to power the unit. Follow instructions and disconnect from electricity before cleaning the Justick surface.
- 6. Battery life?** – Justick is designed to be optimally efficient with regard to energy consumption. Using alkaline batteries, the unit should operate continuously for up to 9 (nine) months. Batteries available on the market differ greatly, and Justick suggests using alkaline batteries for ultimate performance. When electrical power is used, the batteries are left on standby and battery life is considerably longer as it is only used during the time the power is off.
- 7. What happens when the power goes off?** – All Justick products are designed to operate on both batteries and electrical power. When electrical power is used, the batteries are left on standby. Whenever the electrical power goes off, the battery power is used and products will function as normal.
- 8. How do I know when the battery is low?** – A warning light will flash as the battery power runs low giving the user enough time to change the batteries.
- 9. Is the battery rechargeable?** – Justick products do not recharge the battery, although rechargeable batteries can be used.
- 10. Can I leave it outside?** – The Justick board is not designed for outdoor use.
- 11. What happens when it gets wet/high humidity?** – Justick is designed to operate in humid conditions. If the Justick surface is wet it will affect the adhesion performance. More specifically, adhesion will be affected if any object such as paper becomes excessively damp.
- 12. What is the effect on CDs or credit cards?** – Justick will not damage CDs or credit cards and their data. Justick provides an electro-adhesion force, which is a non-magnetic and non-invasive force that holds flat objects evenly and firmly across its entire surface without any damage to them.
- 13. What will stick on a Justick board?** – Most materials, paper or objects with a flat surface will stick to Justick. Certain plastics and damp materials will not adhere efficiently to the surface.
- 14. What various options are available on the Justick surface?** – The Justick surface is currently available in either a black matte surface, white matte surface or silver matte surface.