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09-21-2016
E-37 Closeouts
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Care, Cleaning, and Maintenance Instructions – Visual Display Products

Markerboards:

Initial Cleaning:

All AJW markerboards are delivered with a protective film in order to keep the porcelain surface safe during shipment and installation. Prior to the initial use of the board, a utility knife can be used to cautiously cut around the inside edge of the aluminum trim. The film can then be peeled off of the board.

Before using the markerboard for the first time, it is important to follow the cleaning instructions below to remove any dust or residue that may have settled during shipping or storage.

1. Gently clean the entire board with a clean cloth and a high quality whiteboard cleaner or a glass cleaner with ammonia (Note: Using a caustic, or abrasive type of cleaner may harm the porcelain surface, and should not be used)
2. Remove the remaining dirt and residue by using a dry clean cloth.
3. Rinse the surface with clean water to remove any residue potentially left behind from the cleaner.
4. Dry the surface using a soft, dry cloth and remove any liquid that may have accumulated in the markertray.

Daily Care and Cleaning:

Markerboards can be cleaned as often as required. Cleaning will not negatively affect the condition of the porcelain markerboard as long as the proper cleaning method described above is followed. AJW recommends that you clean the markerboard surface at least twice a week.

AJW also recommends that the board is erased after every use. The board will be harder to erase if the ink is allowed to be left on the board for an extended period of time.

It is also important to use the proper dry erase markers. Low odor markers are hard to erase, and do not perform well on the porcelain surface. Even with proper cleaning, a faint marker residue may remain if low odor markers are used.

Permanent Marker Removal:

Permanent marker can easily be removed from the porcelain surface by gently rubbing isopropyl alcohol with a clean cloth on the affected area until the stain is removed. Rinse the area with clean water and dry the surface prior to use.

Tack Surfaces:

Natural Cork:

Dust should be wiped away with a soft dry cloth. Stubborn soil may be removed with very fine sandpaper.

Colored Cork:

Clean with a mild soap and water solution to remove dirt. Stubborn stains can be washed using any common pH neutral cleanser. After using soap or cleanser, rinse the surface with clear water, and dry with an absorbent clean cloth.

Vinyl Covered Tackboards:

Clean with a mild soap and water solution to remove dirt or grime. For stubborn stains, a household detergent may be used on the vinyl surface. Do not use harsh chemicals or abrasive cleaning products as these can damage the vinyl surface. Rinse with water after cleaning and dry surface with a clean cloth.

Fabric Covered Tackboards:

Lint and dust may be removed using a lint roller. Stains should be removed using a mild detergent or household upholstery cleaner, with a sponge.



Warranty – Visual Display Products

Subject to the terms set out in this warranty, AJW guarantees its Visual Display Products, to be free from manufacturing defects in material and workmanship for the specified periods below, all from the date of shipment.

- **Life of the Building** – Porcelain Enamel Markerboard Writing Surface
- **Five (5) Years** – All AJW Tackboard surfaces
- **One (1) Year** – Display Cases, Bulletin Boards, Conference Units

This warranty is for material supplied by AJW only, and only applies to the original installation of the Visual Display Products, installed in accordance with AJW's written installation instructions. AJW's recommendations for proper handling, storage, cleaning, and maintenance must be followed for this warranty to be valid.

This warranty excludes defects in the Visual Display Products caused by: vandalism, improper use, improper installation, neglect, and environmental damage. Note: AJW Visual Display Products should be stored and installed in environments that are temperature controlled. Mold and mildew can develop in wet, damp, or humid environments. It is essential that boards are not installed on CMU or concrete walls that are not fully cured. Masonry wall condensation (sweating) can lead to mold damage and warped or distorted boards. The AJW Visual Display Products warranty will void when boards are installed in improperly conditioned environments or on uncured walls.

If the Visual Display Product is found to be defective in workmanship or materials within the warranty period, AJW will replace all affected components, free of charge. AJW will not be responsible for any other expenses including, but not limited to: removal costs, installation costs, or any other costs associated with the repair or replacement of the Visual Display Product.

The replacement or repair of defective material as stated in this warranty shall constitute the sole remedy of the buyer and the sole liability of AJW under this warranty. AJW shall not be liable for any incidental, consequential, or indirect damages caused by the failure or defect in the material supplied, or any delay in the replacement or repair of warranty items.

Warranty claims must be made during the warranty period, and communicated to AJW by contacting AJW Architectural Products at: 509 Temple Hill Road – New Windsor, NY 12553 - Phone: 845-562-3332.