

Removing Permanent Marker Ink on a Front Projection SMART Board™ Interactive Whiteboard



Applies to: SMART Board™ 500 series and 600 series interactive whiteboards

Issue

How to remove permanent marker ink on a front projection SMART Board interactive whiteboard and long-term care for the writing surface

Solution

Solution One

Use a commercial cleaner such as Expo® Board Doctor and follow the instructions included with the product to remove the permanent ink marks.

Solution Two

Use a standard or high-odor dry-erase marker. (Standard or high-odor dry-erase markers contain solvents that work to remove permanent ink.) Avoid using low-odor or non-scented dry-erase markers because they don't contain the appropriate solvents.

1. Cover the permanent ink with the high-odor dry-erase ink.
2. Wipe the screen with a soft cloth while the ink is still wet.

NOTE: Do not allow the dry-erase ink to dry before wiping the screen.

3. Spray Windex glass cleaner or Expo Cleaner on a soft cloth and wipe off any remaining ink marks. Do not use harsh abrasives as they will damage the screen surface.

Tips for the Long-Term Care of Your SMART Board Interactive Whiteboard

- Use only standard, high-odor dry-erase markers. These markers usually display a warning to use them in well-ventilated areas.
- Don't use low-odor dry-erase markers such as Expo2 markers as they are more difficult to completely remove
- Erase any dry-erase ink from the screen as soon as possible. Don't leave ink on the writing surface overnight.
- Before using a cleaner, remove excess dry-erase ink residue with a damp cloth
- Clean the writing surface with Windex glass cleaner or Expo Cleaner at regular intervals, or whenever you notice that the dry-erase ink has not been completely removed by erasing alone. Using any other cleaner may damage the writing surface and make it more difficult to clean in the future.
- For stubborn stains, use isopropyl alcohol (IPA) to clean the writing surface
- Never use abrasive chemicals or cleaners to clean your interactive whiteboard
- Never use adhesive tape on your interactive whiteboard, as removing the tape could damage the top layer of the writing surface

First Published: April 22, 2005

Last Updated: October 12, 2007

SMART Technologies
1207 – 11 Avenue SW, Suite 300
Calgary, AB T3C 0M5
CANADA



www.smarttech.com/support www.smarttech.com/contactsupport
Support +1.403.228.5940 or Toll Free 1.866.518.6791 (Canada/U.S.)

© 2005–2007 SMART Technologies ULC. All rights reserved. SMART Board, smarttech and the SMART logo are trademarks or registered trademarks of SMART Technologies ULC in the U.S. and/or other countries. All other third-party product and company names may be trademarks of their respective owners. US Patent Nos. 5,448,263; 6,141,000; 6,326,954; 6,337,681; 6,741,267; 6,747,636; and 7,151,533. Canadian Patent No. 2,058,219. U.S., Canadian and other patents pending. Contents are subject to change without notice. 10/2007.