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[www.parallaxdigital.com](http://www.parallaxdigital.com)

phone **770-874-8500**

[service@parallaxdigital.com](mailto:service@parallaxdigital.com)

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# Maintenance Instructions for Parallax Dry Erase

## **Cleaning Your Parallax Dry Erase Board:**

A protective layer is placed on each Parallax board to protect the surface during transit. After installation, this protective layer must be removed **BEFORE** the first use.

Over time, dry erase markers may leave behind particles on whiteboards that resemble dust or residue. To keep your Parallax board looking new, simply clean the surface periodically with water or mild detergent. No expensive dry erase board cleaners are required.

We recommend using a microfiber cloth as an eraser. Microfiber cloths are superior for capturing and removing marker ink residue. Before using other types of whiteboard erasers, confirm that there are no sharp filaments or sharp edges that could scratch the board. You may contact one of our Customer Service Representatives at 770-874-8500 to request samples of the Dry Erase surface that may be used for testing erasers. Parallax cannot be held liable for damage caused by unsuitable erasers.

## **Removing Permanent Marker Ink:**

Permanent marker ink can be quickly and easily removed from the Dry Erase surface. Using a regular dry erase marker, simply write over the permanent marker. Then, erase as usual.

To remove permanent marker ink from a larger portion of the Dry Erase surface, please call our customer service department at 770-874-8500 to receive information on recommended cleaners.

**NEVER use a scouring pad or abrasive cleaner, as this may destroy the whiteboard surface.**

## **Removing Tape, Stickers, etc.:**

To remove items such as tape or stickers from the Dry Erase surface, use an adhesive remover such as GooGone®. Never use anything abrasive or sharp to remove these items—not even your fingernails.

## **Use of Magnets:**

Do not slide magnets across the Dry Erase surface or use any magnets with sharp edges. Sliding magnets across the surface or using magnets with sharp edges may cause damage to the Dry Erase surface. If the Parallax Dry Erase surface is scratched, your warranty may be voided because scratching may compromise the stain resistance of the surface.

## **Recommended Products for Cleaning Your Parallax Dry Erase:**

No expensive or harsh cleaners are necessary for cleaning your Dry Erase board. Water or mild detergent are recommended.

If you have questions about cleaners, you may call our customer service department at **770-874-8500** or email [service@parallaxdigital.com](mailto:service@parallaxdigital.com)

