

Porcelain Whiteboards

Our Porcelain Whiteboards (also referred to as Porcelain Whiteboards) are supplied with an exceptional 25-year writing warranty.

The surface is a steel sheet with an amazingly durable porcelain layer 'fused onto it under extreme heat. The surface is cured to form a glass-like top writing layer.

We offer our Vitreous Enamel Whiteboards in two surfaces: Standard and Projection

Note: The Projection surface offers 60% less gloss, making it more suitable to projection.

The warranty applies to the actual writing surface of the whiteboards.

The warranty provides that the manufacturer will replace the defective product and supply a new item of the same size in return.

Care Instructions

The Projection surface whiteboards require cleaning once a week with a damp cloth.

What is not covered by this warranty

- Damage caused by accident, abuse or misuse, that may arise from handling and installation e.g. scratches, dents or 'bubbling' of the surface.
- Inappropriate cleaning of the whiteboard surface. Such inappropriate cleaning would include but would not be limited to: the use of scouring creams, powders, pads, acids, industrial thinners, gum or paint removers. Such items may strip or impair the whiteboard surface.
- Whiteboard pens 'ghosting' on the surface. Ghosting is not evidence of a faulty surface. Ghosting may be caused by a variety of conditions, most of which are external. Ghosting is generally removed successfully with approved whiteboard cleaning methods.
- Inappropriate use of permanent marker pens.
- The manufacturer (Visionchart) nor any affiliate shall be liable for any special, incidental or consequential damages caused by the use or misuse, or inability to use the product.

Making a Warranty Claim and Returning a Product

In proceeding with your warranty claim you or your supplier must obtain a RAN (Return Authorisation Number) from our office. This RAN must be attached to the goods when returned to your supplier. The RAN must also specifically mention the purchase date, so please keep a copy of your invoice. This is your warranty validation record.

New boards supplied under this RAN will be delivered to the supplier where you purchased the product. It is your responsibility to organise delivery from this point.