

Applies to: Front projection SMART Board interactive whiteboards

Issue

How to remove permanent marker ink on a front projection SMART Board interactive whiteboard and 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 a 70% isopropyl alcohol (IPA) solution 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 update: September 30, 2005

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