

Limited 25 Year Warranty - Viztex Glacier Magnetic Dry Erase Boards

Floortex provides a limited 25 Year Warranty on all Viztex Glacier Magnetic Dry Erase Boards which guarantees them to be free from any defects in material and workmanship at the time of sale to original purchaser, and will not crack, chip, break or shatter under normal usage.

The warranty only applies to the original purchaser. Should any product during the warranty period, in Floortex's sole opinion, prove to be defective in material and/or workmanship under normal usage, Floortex will, at its option, replace the product at no charge (except as otherwise stated herein) provided that the product has not been subjected to abuse, misuse, misapplication, neglect, accident, disaster, alteration or modification.

This WARRANTY IS VOID under certain conditions, including but not limited to: wall hanging which is not in line with the instructions provided, application not recommended by Floortex for that particular model; cutting or altering of the dry erase board or backing in any way by any individual or company; use of incorrect pens (as detailed in our Use & Care document; or use of the dry erase board outdoors. Boards should not be positioned where they will be exposed to UV light (sunlight). Extended exposure to UV light may result in the fading of the product print over time. Fading print caused by positioning with exposure to UV light is not covered by the warranty.

Damage to the product as a result of abuse, misuse, misapplication, neglect, accident, disaster, alteration or modification will VOID THE WARRANTY.

Glacier Dry Erase boards should only be mounted on structurally stable wall locations. Normal wear and tear, including but not specifically limited to, use of incorrect or abrasive cleaning methods, is not covered under the warranty.

To apply for a replacement, submit a Warranty Claim Form complete with dated sales receipt or purchase order and an image of the board in application and of the specific damage.

Floortex reserves the right to request damaged products be returned to the factory for inspection before sending replacement product.

A shipping and handling fee will be charged for all warranty replacements.

Contact Floortex for further details using CustomerService@FloortexLLC.com. Some models may no longer be available. In warranties involving discontinued product, Floortex will provide, at its discretion, a Glacier Dry Erase Board with the specifications that most closely match the original type purchased or if no replacement is available, Floortex may retract the warranty.

After 24 months of purchase date, claims are limited to 1 replacement per product purchased, and Floortex will not be obligated to replace any product which has previously been replaced under this warranty.

This warranty does not cover damage from accidents, misuse, abuse, or improper handling. In no case shall Floortex's liability under any other remedy prescribed by law exceed the purchase price. Claim forms can be requested from CustomerService@FloortexLLC.com or can be downloaded from www.floortex.com

Viztex Glacier Magnetic Dry Erase Boards - Handling, Use & Care Introduction

Thank you for purchasing a Viztex Glacier Magnetic Dry Erase Board.

It is important that your Glacier board is handled, used and cared for in the appropriate way to ensure you get the maximum benefit from your purchase.

Please read the instructions below and save them for future reference:

Board Mounting

Ensure your board is mounted onto a structurally stable wall location following the instructions and using the fixing kit provided.

Ensure there are no gas or water pipes or electric cables concealed within the wall location chosen for mounting.

Do not mount the board in a location where it will be exposed to direct UV light as this could result in print fade over time. Print fading is not covered by the warranty

Due to the 4mm tempered glass and magnetic backing, larger boards may require two people to lift the board into its mounted position.

Use of Correct Dry Erase Pens

DO NOT USE:

- Permanent Ink Marker Pens
- Pens with metallic ink
- Colouring pens not designated as for dry erase board use.
- Highlighter pens not designated as for dry erase board use.

DO USE

- Non-permanent marker and dry erase pens designated for use on glass, whiteboards, mirrors or ceramic surfaces that do NOT contain ink with metallic content
- Chalk effect marker and dry erase pens designated for use on glass, whiteboards, mirrors or ceramic surfaces that do NOT contain ink with metallic content.

Cleaning:

Your Glacier mat can be cleaned using standard glass cleaning fluids and a soft cloth. Wipe dry with clean, dry cloth. Use a regular whiteboard eraser, clean sponge, or microfiber cloth when cleaning the glass board. Make sure that whatever material you choose is free of dirt and debris to avoid scratching the surface of the glass and damaging it. Avoid using caustic or abrasive type cleaners as these may damage the board surface of Glass Boards and invalidate the warranty. Clean the board regularly to maximize the life length.

Magnets:

Use good quality magnets designed for use on glass dry erase boards. Low strength magnets are unlikely to be effective through the 4mm glass board. Magnet strengths on N35 grade or higher are recommended together with Rare Earth specification magnets.

Board Grid Tape – Adhesive / Magnetic:

Adhesive tape is highly likely to leave residue on the board surface when removed. We do not recommend use of such tape as it could cause damage to the surface.

Magnetic grid tape is designed for non-glass board use and is highly unlikely to hold through the 4mm tempered glass surface.

Use the printed dots on the boards to create the grid design required using dry erase pens for best results.



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