

Lumiere Magnetic Glassboards

The Lumiere Magnetic Glassboards are provided with an exceptional 25 years surface warranty.

Our Lumiere Magnetic Glassboards are manufactured from a 4mm safety tempered glass. They are painted and baked white on the back of the glass, then nixed with a 0.2mm sheet of steel which provides magnetic functionality. Extra strong neodymium magnets are supplied with each board, capable of holding up to 4 A4 sheets of paper. Standard magnets are not suitable.

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

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 glass surface is stain resistant, so all whiteboard markers may be used. Cleaning the boards requires a normal whiteboard eraser or cloth. The surface will not ghost or stain. If marks become a little harder to remove (this may happen if marker has been left on the surface for a few days or more) whiteboard cleaning fluids may be used. If permanent markers are used on the surface, these will require cleaning fluids to effectively remove them. Cleaning fluids such as 'ClearVision' will not harm the writing surface. Other commercially available fluids may be used, however may leave a film on the surface due to ammonia in the product.

Do not:

- Use cleaners containing Hydrochloric acid or Phosphoric acid as these are corrosive and will damage the surface of the glassboard
- Spray cool fluids onto a hot surface or in direct sunlight
- Use abrasive or powder-based cleaners
- Scourer pads
- Store or place other materials in contact with the glass as this may cause a 'thermal trap' which could cause thermal breakage

Professional installation and handling of the glassboard is recommended. The glassboard, if dropped or impacted, will in most instances crack. The safety glass and steel backing sheet will ensure that the glass is held together into a single unit which could then be safely disposed of. During installation, care must be taken to not over-tighten the installation fittings. Damage caused this way is not covered under warranty.

For glassboards over 20kg, we recommend that two persons lift and position the board. Larger sizes are heavy, and care must be taken to not drop the glassboard directly onto the floor or feet.

It is recommended that the location of the glassboard when installed is not exposed to strong direct sunlight or directly under air conditioning as the temperature variance could cause the glassboard surface to crack. Care must be taken to not lean on the glass surface or exert extended pressure when used and writing. If the pen tray is installed, do not lean on or place excessive weight on this item.

warranty

What is not covered by this warranty

The warranty does not apply to:

- Damage caused by accident, abuse or misuse, that may arise from handling and installation e.g. scratches, cracks or dents.
- Inappropriate cleaning of the glassboard 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 surface.
- The manufacturer (Visionchart) nor any affiliate shall be liable for any special, incidental or consequential damages cause 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.