

## FREQUENTLY ASKED QUESTIONS

### PRODUCT INSIGHT

#### What is CeramicSteel?

CeramicSteel is produced by means of a continuous coil-coating process. A thin cold rolled carbon steel substrate is coated on both sides with porcelain enamel. This ceramic surface is fused to the steel at temperatures in the range of 700 – 900 °C (1292 – 1652 °F). CeramicSteel is used for magnet-retaining markerboard or chalkboard applications (known as e<sup>3</sup>™ CeramicSteel) as well as architectural cladding (known as a<sup>3</sup>™ CeramicSteel).

#### Why choose e<sup>3</sup> CeramicSteel?

PolyVision's e<sup>3</sup> CeramicSteel provides a durable glass-like surface that outperforms other writing surfaces. The long lasting surface complies with the principle international standards related to porcelain enameled steel set by organizations like ISO (International Organization for Standardization), EN (European Normalization), EEA (European Enamel Authority), CEN (European Committee for Standardization) and PEI (Porcelain Enamel Institute). It is clean air certified, 99% recyclable and comes with a Forever Warranty. e<sup>3</sup> CeramicSteel premium writing surfaces are engineered for optimal writing and erasing with minimal deterioration in performance over time.

#### What various product options do you offer?

PolyVision fabricators offer a wide variety of product options with e<sup>3</sup> CeramicSteel. Our partners focus on various types of premium writing boards, floor to ceiling whiteboards, anti-graffiti surfaces and other unique applications. Contact your regional sales manager for more information.

#### What are the key features of e<sup>3</sup> CeramicSteel?

- Magnetic
- Glass-like surface
- Difficult to scratch
- Remove graffiti and stains with no residue
- Defies aggressive and polluted environments
- Color and graphics will not fade
- Forever Warranty
- Surface Imaging can embed images and graphics into the CeramicSteel
- Available in different gloss levels

## What surface can I use for projection?

Any surface mentioned above can be used for projection, but color and glare may diminish the visibility, depending on the projector, lighting or size of the room. Type P e<sup>3</sup> CeramicSteel is a dedicated projection surfaces that requires wet-erase. Additionally, e<sup>3</sup> CeramicSteel duo, optimized for projection and dry erase, is designed especially for interactive projection technologies like infrared frames and camera-based solutions to blend digital and analog channels in any learning environment

## What are the key benefits of e<sup>3</sup> CeramicSteel?

- Sharp, clear and distinct marker and chalk lines provide maximum color contrast for optimum visibility
- Smooth writing
- Can quickly erase while presenting
- Easy to clean thoroughly after a class or meeting
- No staining or ghosting over time
- Permanent marker can be removed
- Works with projection, including interactive projectors
- Safe and clean: Cradle to Cradle Certified™ (C2C), releases no harmful chemicals into the environment, 99% recyclable

## What are the differences in the writing surface finishes?

High gloss markerboard surfaces are identified as Type H (High Gloss) and Type U (Ultra Gloss). These are recommended for meeting rooms and classrooms that focus on sharing information, collaboration spaces or anywhere writing and erasing is done frequently.

Low gloss markerboard surfaces are identified as Type L (Low Gloss) and Type S (Satin). These writing surfaces have less distortion from light reflection and are recommended for rooms with bright light. Secondly, Types L and S can also be used as a projection surface.

PolyVision's projection surface is identified as Type P and is optimized for projectors, but does not dry erase. That is, water or solvents may be required to erase markings, even with a dry erase marker. PolyVision's e<sup>3</sup> CeramicSteel duo surface is designed for both projection and dry erase. This surface makes the transition between projection and writing seamless, with no need to close blinds or darken the room to reduce glare.

Chalkboard surfaces, Type C, feature a low gloss - matte finish that erases chalk easily with a dry cloth or standard chalk eraser. The surface retains minimal residual chalk dust and will not leave "ghost writing".

## Can I use CeramicSteel for custom applications?

CeramicSteel can be used as writing surfaces, a wide range of interior panel applications, and exterior cladding. Contact your regional sales manager to discuss any projects or applications. A list of regional sales contacts is located on PolyVision's website.

## Can PolyVision reproduce imagery in CeramicSteel?

PolyVision offers Surface Imaging, which fuses an image to the surface and provides the same characteristics as unprinted CeramicSteel. This can be used to enhance a premium writing surface with grids, lines, music staves or other teaching aids. Just like the CeramicSteel surface itself, graphics and patterns are fired in the range of 700 – 900 °C (1292 – 1652 °F) and are integrated into the top ceramic coating. This results in a pattern that remains visible but will not interfere when writing or erasing on a chalkboard or markerboard surface. In addition, full color printing can bring graphic design, photographic images, logos or messaging to a CeramicSteel wall panel.

## How do I know whether my board has an e<sup>3</sup> CeramicSteel surface?

First, test to see if the surface retains magnets – all CeramicSteel surfaces are magnetic. Next, scratch the surface in an inconspicuous location, such as a corner, with a coin or key. If you can easily create a visible mark, it is not CeramicSteel.

## What is the difference between P<sup>3</sup> and e<sup>3</sup>?

The product was re-engineered in 2009 for improved environmental stewardship. All PolyVision writing surfaces since that date are Cradle to Cradle Certified for environmental friendliness. The transition was done without affecting the performance characteristics.

## What colors do you offer?

CeramicSteel is offered in a variety of colors. Markerboard surfaces are available in four colors (white, light gray, beige and pastel yellow-greenish) and four different gloss levels (L, S, H, U). There are two projection surfaces (P and duo) available as well as four colors of chalkboard surfaces (green, black, slate and blue). Custom colors can be developed upon request.

## CERTIFICATION AND WARRANTY

### What is the warranty?

PolyVision warrants that the e<sup>3</sup> CeramicSteel writing surface sold by PolyVision (excluding PolyVision a<sup>3</sup> architectural products) will retain its writing and erasing qualities, maintain its gloss variance, and color consistency for the life of the building or for as long as the product is in use; whichever comes first. Find the complete warranty on [polyvision.com](http://polyvision.com).

### What is Cradle to Cradle? Why does it matter?

PolyVision CeramicSteel, which contains no VOCs and is 99.9% recyclable, is the only CeramicSteel surface to achieve global Cradle to Cradle Certified Bronze. The Cradle to Cradle Certified program focuses on the characteristics of sustainable materials, products and systems. The process places major emphasis on the human and ecological health impacts of a product's ingredients as well as the ability of that product to be truly recycled or safely composted. The type of energy used to create a product, water quantity and quality, and social responsibility are also essential sustainability characteristics on which the Cradle to Cradle Certified program is focused.

## What does MBDC represent?

McDonough Braungart Design Chemistry (MBDC) originated from the Cradle to Cradle® design framework that helps companies go beyond minimizing harm and move towards creating a wholly positive impact on the planet. MBDC leads companies beyond sustainability toward positive growth by integrating the Cradle to Cradle framework into corporate strategy, communications, operations, supply chains, and product designs.

## What is LEED? Why does it matter?

LEED, or Leadership in Energy & Environmental Design, is a green building certification program that recognizes best-in-class building strategies and practices. To receive LEED certification, building projects satisfy pre-requisites and earn points to achieve different levels of certification. PolyVision e<sup>3</sup> CeramicSteel is LEED certified.

## What is Indoor Advantage Gold?

PolyVision e<sup>3</sup> CeramicSteel is certified by SCS Global Services as Indoor Advantage™ Gold. Indoor Advantage Gold certification assures that building material products support a healthy indoor environment by meeting strict indoor air quality (IAQ) chemical emission limits for volatile organic compounds (VOCs). To be certified, products must be tested by independent labs for compliance with CDPH/EHLB Standard Method V1-1 for VOC emissions of concerns. (Paints, coatings, sealants and adhesives must also meet VOC content requirement in addition to the IAQ emission standard.)

## Do we have any accreditations or certifications?

PolyVision holds the following certifications:

- ISO 9001 (Quality)
- ISO 14001 (Environment)
- OHSAS 18001 (Health & Safety)
- Cradle to Cradle Certified Bronze
- Indoor Advantage Gold
- ISO 28762 (vitreous and porcelain enamels specification)
- European Enamel Authority EEA 7.13-7.17
- Porcelain Enamel Institute PEI 1001 & 1002

## MARKETING, SALES AND SUPPORT

### Can you assist with marketing materials tailored for our specific market?

PolyVision will make marketing resources and assets available for the purpose of marketing the partner and PolyVision solutions. Marketing guidance and support is available for the creation and distribution of PolyVision materials.

### How do I access PolyVision's logos and collateral?

Contact [marketing@polyvision.com](mailto:marketing@polyvision.com) for files and assets.

## **What regions does your sales support cover?**

The PolyVision sales team supports both North and South America, Asia-Pacific, Europe, Middle East and Africa. Find a list of our regional sales managers on [polyvision.com](http://polyvision.com).

## **Where can I buy a board with an e<sup>3</sup> CeramicSteel writing surface?**

Manufacturers around the world choose PolyVision CeramicSteel to make high-quality, durable whiteboards and chalkboards. Contact our customer service or sales team to find fabricators and distributors in the Americas, Asia-Pacific, Europe, Middle East and Africa.

## **Do you have any showrooms?**

Steelcase, PolyVision's parent company, has showrooms around the world where CeramicSteel is used in a wide variety of products. PolyVision's main showroom is located in Genk, Belgium. If you are interested in visiting a facility contact your regional sales representative for more information.

## **Do you offer samples?**

Samples are available for both premium writing surfaces and architectural surfaces. They can be requested through customer service. A request form, an email, and a phone number (by region) for the appropriate customer service team can be found on [polyvision.com](http://polyvision.com).

## **How do I install e<sup>3</sup> CeramicSteel?**

Installation can be arranged directly with the fabricator during the time of purchase. Installation methods and systems will vary depending on the product and application used.

## **My CeramicSteel surface is damaged (dented and/or chipped). Can I repair it?**

PolyVision can recommend color match touch-up paints. However, this will not provide the dry erasability of the original surface. If the warranty is applicable, PolyVision will replace the surface directly through a fabricator.

## **I have a problem with an e<sup>3</sup> CeramicSteel board, who can I contact?**

Please contact the supplier who furnished your board before reaching out to PolyVision directly. PolyVision will require the original order information to verify information and/or process any claims.

## **How do you specify color?**

In Europe, PolyVision specifies and measures color using the ISO 7724 method. In the United States, the ASTM D4422-15a method is used. Both systems use a three-dimensional L\*a\*b space.

## **SURFACE CARE AND CLEANING**

### **I bought a markerboard with e<sup>3</sup> CeramicSteel writing surface but it doesn't erase well.**

#### **What should I do?**

By following proper cleaning and care recommendations you can maximize the writing and erasing capabilities of your CeramicSteel surface. Complete instructions can be found on [polyvision.com](http://polyvision.com). Most problems can be resolved by cleaning with a solvent, rinsing with water and then drying with a microfiber cloth.

## **I bought a chalkboard with e<sup>3</sup> CeramicSteel writing surface but it doesn't erase well.**

### **What should I do?**

By following proper cleaning and care recommendations, you can maximize the writing and erasing capabilities of your CeramicSteel surface. Complete instructions can be found on [polyvision.com](http://polyvision.com). Most problems can be resolved by cleaning with a solvent, rinsing with water and then drying with a microfiber cloth. Afterwards, chalk and erase the entire surface.

### **What accessories are recommended for use on an e<sup>3</sup> CeramicSteel writing surface?**

- Use high-quality, (avoid low odor) dry-erase markers to avoid poor erasability.
- Replace markers when almost dry to avoid poor erasability.
- Use a microfiber cloth and/or eraser to maximize the erasing performance of your surface.
- If using a felt eraser, replace the felt regularly. Dirty felt or erasers will result in poor erasability.
- CeramicSteel chalkboard surfaces work best with white (champagne) chalk without a wax surface.

## **You can still see traces of the writing, or “ghosting” on my board after erasing.**

### **How do I get rid of that?**

Be sure to complete the initial cleaning when you receive the product and use the recommended accessories. Cleaning and care instructions are available for all PolyVision surfaces on [polyvision.com](http://polyvision.com). Most problems can be resolved by cleaning with a solvent, rinsing with water and then drying with a microfiber cloth.

### **How often do you recommend to clean the board and how?**

Surfaces used moderately should be cleaned two to three times per week. Surfaces heavily used may require daily cleaning. Cleaning and care instructions are available for all PolyVision surfaces on [polyvision.com](http://polyvision.com).