

Frequently Asked Questions

1. **Does the Justick surface collect dust?** – Like on any other surface dust will collect. The Justick surface has a neutral polarity to the environment so it does not attract dust to its surface. However dust that settles on the surface of Justick will remain and may resemble a pattern.
2. **How do I clean the board?** – Adhesion can be affected by a dirty surface – in most cases the board can be wiped with a dry cloth or damp cloth without the use of chemicals. To remove oil and fatty marks a small amount of normal soap can be used on a damp cloth – make sure to wipe all residue soap off with a clean damp cloth where after the board must be wiped with a dry cloth – adhesion will return to normal after a few minutes. A microfiber cloth is ideal for wiping the surface.
3. **Board Life Expectancy?** – The Justick products have been constructed from materials that will survive the expected environmental conditions, as well as wear and tear through use. Although the Justick surface is made of durable materials, avoid using sharp objects from cutting, puncturing or scarring the surface.
4. **Warranty?** – Justick products carry a standard 2 year warranty.
5. **Can the boards be harmful?** – The Justick technology is safe. The design and patents cover critical aspects of safety to ensure that it is not harmful. It is however important to follow the normal precautions with regards to installations where the AC adaptor is being used to power the unit. Follow instructions and disconnect the AC adaptor before cleaning the Justick surface.
6. **Battery life?** – The Justick board should operate continuously for up to 9 (nine) months powered by 4 – AA batteries. Batteries available on the market differ greatly and we suggest using alkaline batteries for ultimate performance. When the AC adaptor is used the batteries are left on standby and battery life is considerably longer as it is only used during the time the power is off.
7. **How do I know when the batteries run low?** – A warning light will flash as the battery power runs low giving the user enough time to change the batteries
8. **Is the battery rechargeable?** – The Justick products do not recharge the battery, although rechargeable batteries can be used

9. **Can Justick products be used outside?** – The Justick surface is not primarily designed for outdoor usage. Although it will function outdoors various conditions such as heat, humidity, rain and wind can affect the functionality.
10. **What happens when it gets wet/high humidity?** – Justick is designed to operate in humid conditions. If the Justick surface is wet it will affect the adhesion performance. More specifically, adhesion will be affected if any object such as paper becomes excessively damp.
11. **What is the effect on CD's or Credit Cards?** – Justick will not damage CD's or credit cards and their data. Justick provides an electro-adhesion force which is a non-magnetic and non-invasive force, which holds flat objects evenly and firmly across its entire surface without damaging them at all.
12. **What will stick on a Justick board?** – Any material, paper or objects with a flat surface will stick to Justick. Certain plastics and damp materials will not adhere efficiently to the surface.
13. **What options are the Justick surface available in?** – The Justick surface is currently available in either a matte black surface or a white matte surface.