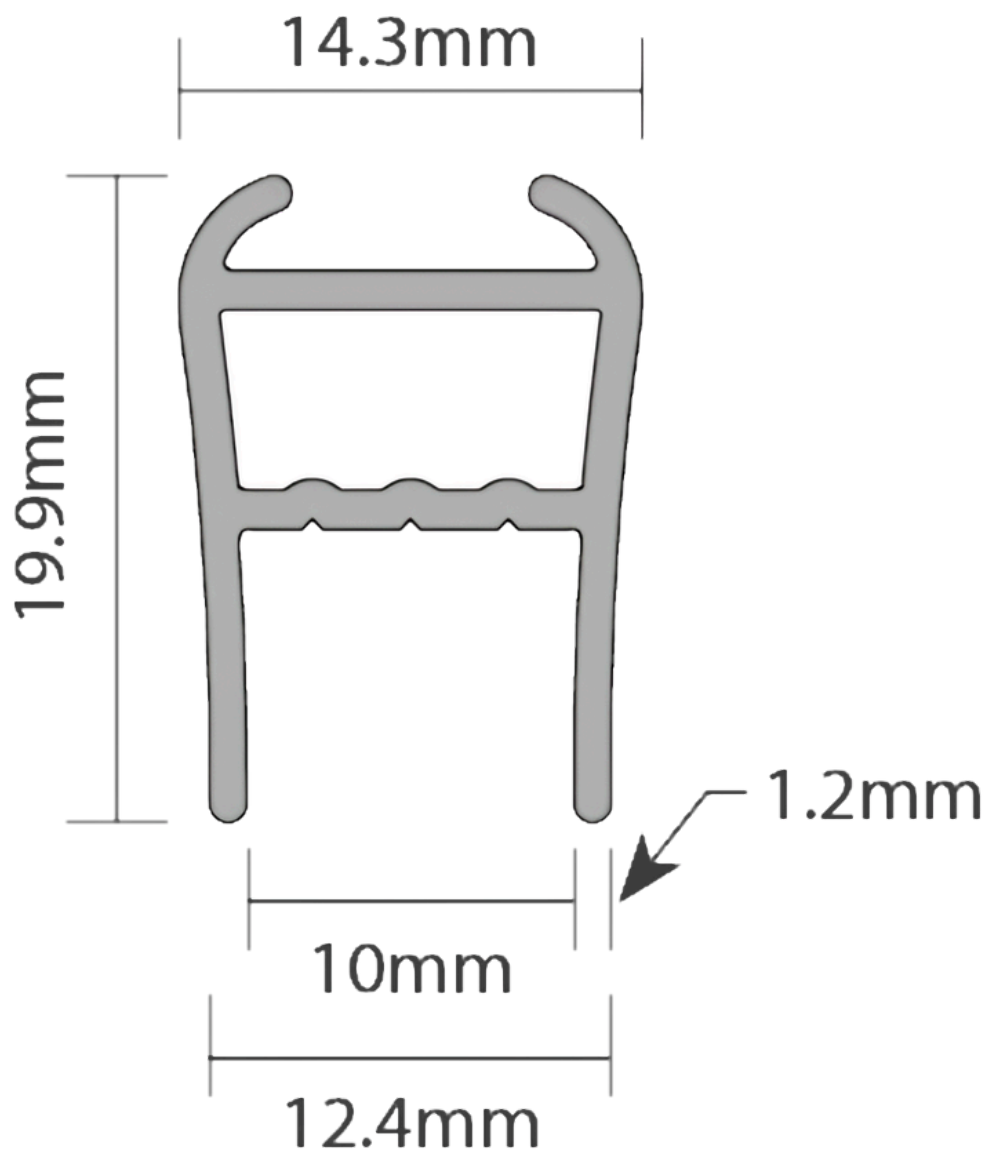


Boards fitted with a

STANDARD FRAME

INSTALLATION & USER GUIDE



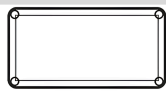
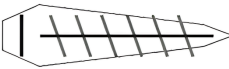
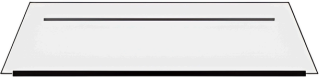
Before you begin

WARNING: WALL FIXINGS AND HIDDEN SERVICES

Before drilling, confirm the wall is suitable and locate electrical cables, water pipes and other concealed services. Use fixings rated for the wall construction and board mass. If you are unsure, stop and engage a qualified tradesperson.

- Confirm this guide matches the board: it must have four accessible corner mounting holes in a standard frame.
- Choose the final orientation, position and height before marking or drilling.
- Use two adults to hold, position and install larger or heavier boards. Keep the board supported until all four screws are secure.
- Clear the work area and protect the board surface, frame, wall and floor from damage.
- Use hand tools for final tightening. Do not overtighten or distort the frame.

Check the components and tools

COMPONENT	DESCRIPTION	QTY	VIEW
Board	Standard frame with four corner mounting holes	1	
Screws	Frame-to-wall fixing screws	4	
Wall plugs	Use only when suitable for the wall construction	4	
Screw covers	Fit over the four screw heads	4	
Pen tray*	Clips to the lower frame, where supplied	1	

* Pen trays are only supplied with whiteboards where specified.

Tools and protective equipment

- Pencil, tape measure and spirit level
- Drill and drill bit suitable for the selected wall fixing
- Correctly fitting screwdriver
- Suitable hidden-service detector and any available site drawings
- Safety glasses and other protection required by the drill and fixing manufacturers
- A helper for larger or heavier boards

When this guide does not apply

- Do not use this guide for boards fitted with concealed brackets, hanging rails, adhesive backing, alternative frame systems or fewer than four corner mounting points.
- Follow the installation guide supplied for that system.

SUPPLIED FIXINGS MAY NOT SUIT EVERY WALL

The installer must select fixings suitable for the wall material, condition and board mass. Do not use a plug or screw simply because it was packed with the board.

Position and mark the board

Step 1 Check the wall and location

Confirm the board orientation and required clearance.

- The wall must be flat, sound and capable of supporting the complete board.
- Check that all four frame fixing points can sit flat against the wall.
- Do not install onto a damaged, loose, damp or unsuitable surface.

Step 2 Check for concealed services

Use appropriate detection equipment and available site information.

- Check the full drilling area for electrical cables, water pipes, gas lines and other services.
- Do not drill until every fixing position is confirmed safe.
- If the wall construction or service location is uncertain, engage a qualified tradesperson.

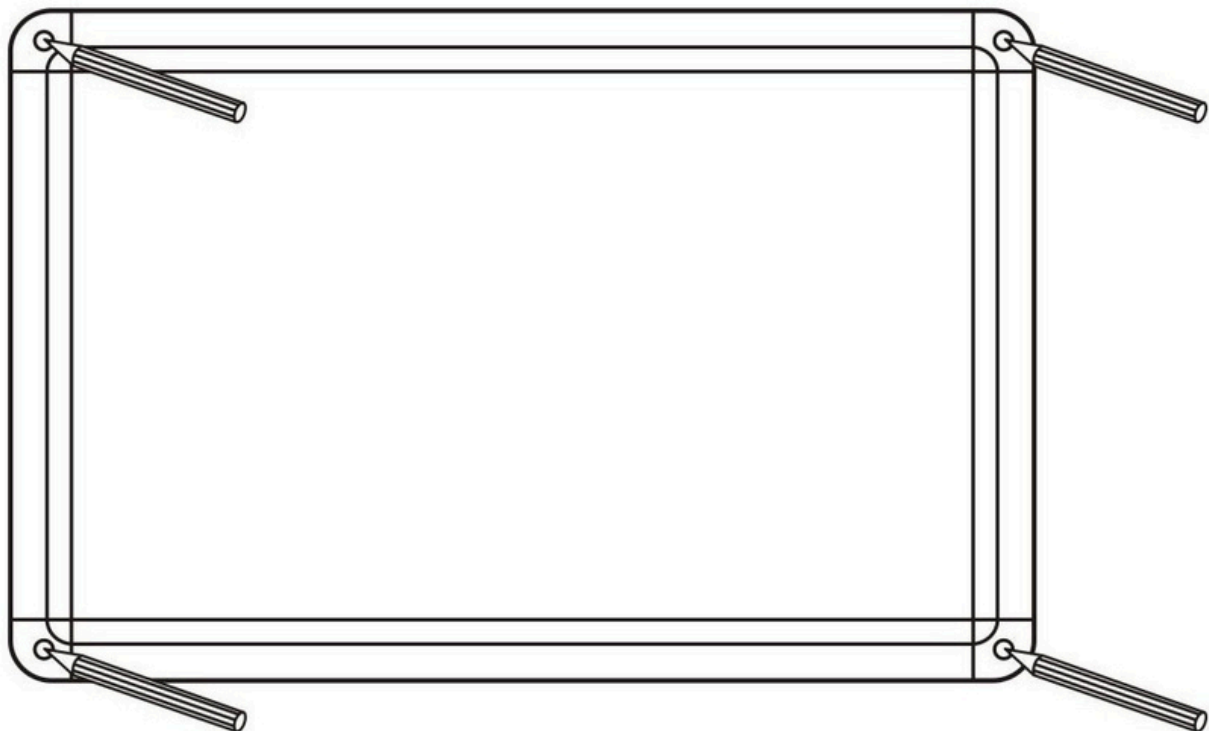
Step 3 Hold and level the board

Use: spirit level, pencil and a helper where required.

- Hold the board in its final position.
- Place the spirit level along the top edge and adjust the board until the bubble is centred.
- Keep the frame flat against the wall.

Step 4 Mark all four fixing points

- While the board remains level and supported, mark the wall through each corner mounting hole.
- Make one clear mark at every fixing point.
- Do not allow the board to move between marks.



Step 5 Remove the board and recheck

- Move the board to a clean, protected location.
- Confirm there are four correctly spaced marks and every drilling point remains clear of concealed services.
- Do not use the board as a drilling template.

Drill the wall and fit the fixings

Step 6 Select the correct fixing and drill bit

- Confirm the plug, screw, drill-bit diameter, hole depth and load capacity are suitable for the wall construction and complete board mass.
- Replace the supplied fixings when they are not suitable.

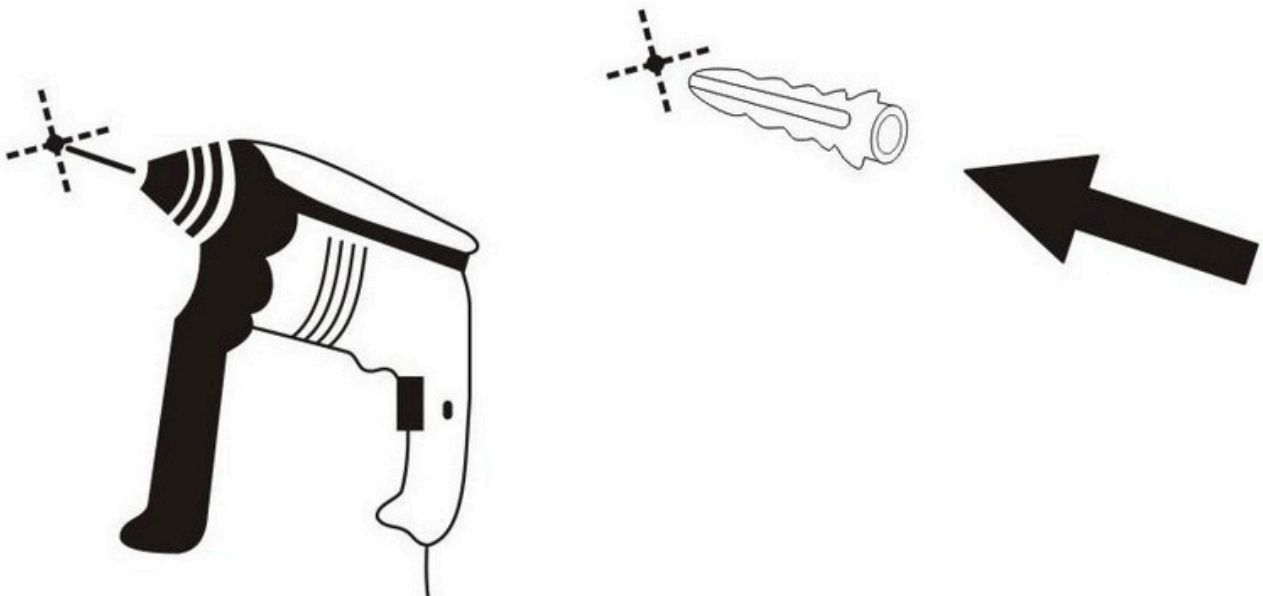
Typical wall considerations

- **Masonry or concrete:** use a fixing specifically approved for the substrate and installed hole.
- **Hollow plasterboard:** use a purpose-designed hollow-wall anchor rated for the board and installation conditions. Do not rely on an unsuitable general-purpose plug.
- **Timber stud or solid blocking:** use a suitable screw that engages the structural timber by the fixing manufacturer's required depth.
- **Unknown, weak or damaged wall:** do not proceed. Obtain advice from a qualified tradesperson.

Step 7 Drill the four holes

Wear eye protection and follow the drill manufacturer's instructions.

- Drill square to the wall at each confirmed mark.
- Use the specified diameter and depth.
- Control dust and prevent it from entering the drill or contacting the board.



Step 8 Insert the wall plugs, where required

- Clean loose dust from the holes as required by the fixing manufacturer.
- Insert one suitable plug into each hole.
- Each plug must be secure and sit flush with the wall without spinning, crushing or falling into the cavity.

STOP IF A HOLE BREAKS OUT, A PLUG SPINS OR THE WALL CRUMBLES

Do not enlarge the hole or pack around a loose fixing. Select an approved alternative fixing or obtain qualified advice.

Secure and finish the board

Step 9 Reposition and support the board

Use two adults for larger or heavier boards.

- Place the board against the wall and align all four frame holes with the prepared fixing points.
- Keep the board level, flat and fully supported.

Step 10 Start all four screws

Use: 4 suitable screws and a correctly fitting screwdriver.

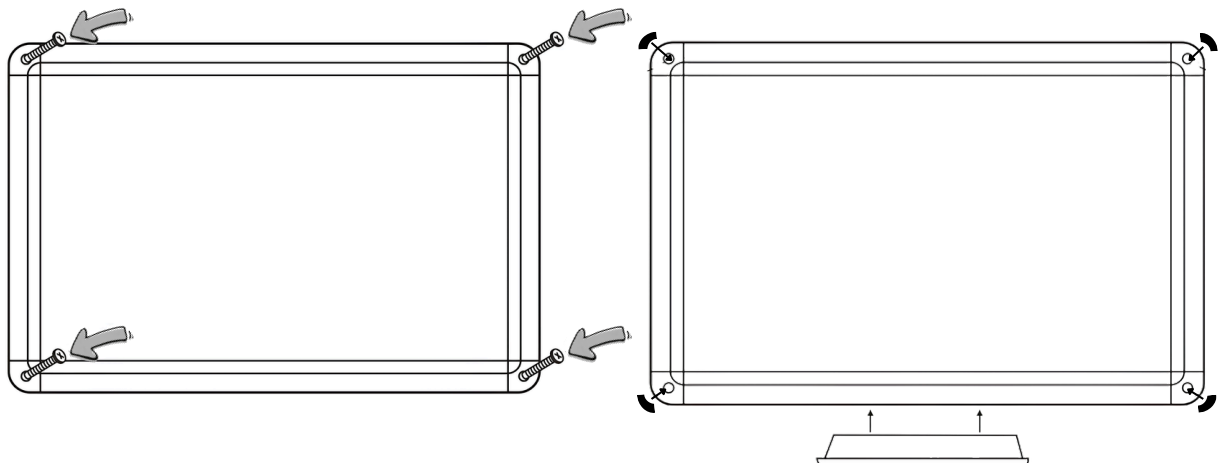
- Insert each screw through the frame hole and into its fixing.
- Start every screw before tightening any one screw fully.
- Confirm the frame remains level and sits flat against the wall.

Step 11 Tighten progressively

- Tighten the screws gradually in a diagonal sequence until the board is secure.
- Do not overtighten, crush the frame, pull a fixing through the wall or distort the board.

Step 12 Fit the screw covers

- Press one cover over each screw head.
- Check all four covers are fully seated and cannot fall away during normal use.



Step 13 Fit the pen tray, where supplied

- Centre the tray on the lower frame and engage it evenly with the frame profile.
- Press or clip it into place as shown.
- Check it sits straight and feels secure.
- Do not force a tray that does not match the frame.

Final checks, use and support

Before use

- The board is level, sits flat against the wall and does not move when checked gently.
- All four screws are secure without visible frame distortion or wall damage.
- All four screw covers are fully seated.
- The pen tray, where supplied, is straight, secure and lightly loaded only.
- The work area has been cleared of drilling dust, tools and loose fixings.

Use and care

- Do not hang from, climb on, pull or place body weight on the board or pen tray.
- Use only dry-erase markers, pins, cleaners and accessories approved for the specific board surface.
- **For whiteboards**, use quality dry-erase markers and clean with a microfibre cloth and suitable whiteboard cleaner.
- **For pinboards**, use suitable pins and remove loose or damaged pins promptly. Keep pins away from young children.
- Check the board, frame, fixings, covers and tray regularly. Stop using the board if it becomes loose, damaged or unstable.

Troubleshooting

Issue	Action
Board is not level	Support the board, loosen the screws slightly, adjust the position and retighten progressively.
Plug spins or pulls out	Remove load from the fixing. Do not reuse the hole until an approved repair or alternative fixing is confirmed.
Screw will not tighten	Check alignment and fixing condition. Do not force the screw or continue with a damaged fixing.
Frame bows or distorts	Stop tightening. Support the board and check the wall flatness, fixing depth and screw seating.
Pen tray feels loose	Remove and refit it evenly. Do not use the tray if it still does not engage securely.

Need help?

Contact the supplier you purchased the board with a standard frame from or Visionchart. Quote product code and describe the issue. Keep your proof of purchase available.

www.visionchart.com.au | service@visionchart.com.au