

a³™ CeramicSteel Sans: FAQs

Questions? Contact [Christy Smith](#)

Product Insight

- **What is CeramicSteel?** [PolyVision CeramicSteel](#) is produced by means of a continuous coilcoating process. A thin cold rolled low 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.
- **What are the feature differences between a³ CeramicSteel Sans and the existing Steelcase Premium Whiteboard (PWB) line?** CeramicSteel Sans is a frameless collaboration board. It's intended to compete with glass boards. The surface is available in a variety of colors and finishes.
- **What is the difference in price between a³ CeramicSteel Sans and the existing Steelcase PWB line?** Costs of both products are comparable but the ordering and installation process is much easier. The overall install cost is about 50%.
- **Can the product be customized?** Custom graphics and artwork may be applied to the standard Flow product using finish code 7699. Contact a Designtex Imaging Specialist to begin the process.
- **What colors are offered as a standard?** The standard options for a³ CeramicSteel Sans are: White (Finish # 7664), Gray Chalk (Finish # 7661), Black Gloss (Finish # 7663), and Blue Gloss (Finish # 7662).
- **What are the standard sizes for each product?** a³ CeramicSteel Sans is offered in 3 standard sizes: 47”H x 48”W, 47”H x 72”W and 47”H x 95”W.
- **What are the frame features?** a³ CeramicSteel Sans is a frameless product.
- **What type of core do these boards have?** a³ CeramicSteel Sans is made with 12 mm waterresistant MDF laminated to a galvanized steel backer.
- **Are these products magnetic?** Yes, a³ CeramicSteel Sans is magnetic.

Marketing, Sales and Support

- **What is the product availability date?** The product went live on June 19, 2017. Ordering can be completed through Hedberg.
- **What is the product lead-time?** The product [lead time](#) is 4 weeks. Expedited shipping can be treated on a case by case basis. Customized products carry an extended lead time and is determined during the specials process.

- **Are any product resources available on Village?** Yes, the a³ CeramicSteel Sans has a dedicated resource page on Village.
- **How may I obtain Revit files for these products?** Revit files are available on Steelcase.com.
- **Who is the sales representative for the product?** PolyVision and Designtex partner to represent the a³ CeramicSteel Sans. [Joe Wagner](#) is the PolyVision product sales manager and is the primary contact for the line. Local Designtex reps will also actively promote the brand.
- **Who will have access to the standard a³ CeramicSteel Sans product?** Only Steelcase dealers have access to the standard product.
- **How do we get pricing?** Pricing is available in Hedberg.
- **How do we request additional discounting?** All special pricing is managed through the Steelcase CDA process. Contact your DBM.
- **Are these products on any contracts?** Yes, a³ CeramicSteel Sans will be added to many of our existing GPO agreements and continuing agreements with many of our corporate clients. Contact [Joe Wagner](#) with any questions related to specific agreements.
- **How do we find marketing material for the products?** Marketing materials, such as brochures and can be found on polyvision.com and steelcase.com. Contact PolyVision [customer service](#) for literature support.
- **Do you offer samples?** Samples can be requested on polyvision.com by completing the [sample request form](#).
- **Are these products displayed in any Steelcase showrooms?** a³ CeramicSteel Sans applications can be found around the world in Steelcase showrooms. Most notably, the Steelcase Learning Center, Atlanta, New York, Hong Kong, and Munich.
- **Does PolyVision have a showroom?** PolyVision does have two showrooms. Visit PolyVision's New York Experience Center at the Designtex HQ or the Belgium Customer Experience Center to learn more about the a³ CeramicSteel Flow product.
- **How do we request additional accessories?** All accessories are available in Hedberg.
- **Are photos available for these products on Village?** Yes, there are a variety of product collections and spotlights to view on the [Photo + Video](#) library.
- **Where can I find technical documents, such as spec sheets?** All technical documents can be found on the Steelcase Village resource page and Steelcase.com.
- **Is the product available in a Steelcase spec guide?** Products are listed in the Steelcase [Meeting Spaces Spec Guide](#) under the Premium Whiteboard section.

Certification, Surface Care and Warranty

- **What is the warranty?** a³ CeramicSteel Sans has a [limited warranty](#) for 20 and 10 years, valid from the date of shipment. **Surface:** 20 year limited warranty. PolyVision warrants that our surfaces, under normal atmospheric conditions and when sealed from moisture, will not fade, stain, discolor, craze, crack, flake, corrode or peel for a period of 20 years. **Panel Construction:** 10 year limited warranty. PolyVision warrants that our panels, under normal atmospheric conditions and when sealed from moisture, will not delaminate from the substrate or warp for a period of 10 years.
- **What is the recommended cleaning and care procedure?** Wipe surface with a clean cloth moistened with a high-quality whiteboard cleaner or warm water. Note: Using a non-appropriate cleaner may result in poor dry erasability due to the build-up of residues from the cleaner on the surface. Rinse with clean, warm water to remove any cleaner residue. Wipe surface dry with a clean cloth. Surfaces used moderately should be cleaned two to three times per week. Surfaces used more intensely may require daily cleaning. To quickly and easily remove permanent marker, trace over the top of the writing with a dry-erase marker. Then, simply erase. In most cases, this will remove the marker. If deeper cleaning is required: Moisten a clean, dry cloth with rubbing alcohol. Wipe the surface in a circular motion to loosen marker residue. Rinse with clean water and dry with a clean cloth. Repeat these steps as necessary to remove all residue.
- **What is the fire rating for a³ CeramicSteel Sans panels?** a³ CeramicSteel Sans panels have a Class A flame spread index and smoke developed index in accordance with ASTM E84-16.
- **Does the PolyVision a³ material have any accreditations or certifications?** PolyVision a³ CeramicSteel Sans fulfills the following specifications:
 - ISO 28762 (Vitreous and Porcelain Enamels Characteristics)
 - ISO 9001 (Quality)
 - ISO 14001 (Environment)
 - OHSAS 18001 (Health & Safety)
 - European Enamel Authority EEA 2004 7.13 & 7.14
 - Porcelain Enamel Institute PEI 1001
 - SCS IAQ Gold
- **What are the performance characteristics of CeramicSteel vs. glass boards?** CeramicSteel is highly resistant to scratching, forceful impact, staining or ghosting, is magnetic and can be provided with digitally printed imagery. CeramicSteel provides the optimal writing experience. Glass boards often have dry-erase ink shadowing when written on.
- **How is a³ CeramicSteel Sans packaged for shipment?** The surface of the panel is protected by a plastic covering. Each panel is securely packaged inside the box. The edges are covered with foam support, the corners have plastic corner protectors,

styrofoam is placed around the product as a buffer between the box and panel. Within the box, you will also find the accessory kit and mounting hardware.

- **Do warranty claimed products ship sooner than the standard lead time?** All claims should be initiated through [Steelcase Laser](#). Replacement products typically ship within 2 weeks of the claim request.