



PRODUCT OWNERSHIP GUIDE

2023 EDITION

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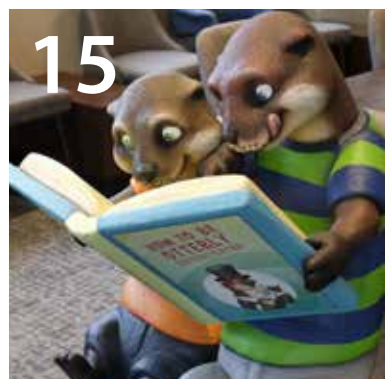
BENCHES & UPHOLSTERY



FREQUENTLY ASKED
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DAMAGE & WARRANTY



PROJECT LOG

CARE & MAINTENANCE: IDS THEMING

GENERAL GUIDELINES



For best results, wait at least two weeks before washing. Always test your cleaning solution and technique in an inconspicuous area to ensure that it does not damage the finish. Avoid using abrasive cleaners on all surfaces and clean ONLY with a soft, damp (not soaking wet) sponge or cloth.

Do not overwork the surface as ink loss may occur. This could potentially void all warranty.

MURALS: INTERIOR & EXTERIOR

CLEANING



Use a soft cloth or sponge with **mild, soapy water**. Apply gentle pressure when wiping. Wash your murals from top to bottom and avoid unnecessary scrubbing. Rinse with clean water.

Do not overwork the surface, as ink loss may occur. This could potentially void all warranty.

3D PROPS: INTERIOR

DAY TO DAY, HEAVY SOILING, AND GRAFFITI



Use a soft cloth or sponge with **mild, soapy water** to a **general-purpose household cleaner**. Apply gentle pressure when wiping. Heavy duty cleaning, penetrating stains, and marks may be removed by carefully using a **nonabrasive cleaner** and water or **solution of household bleach diluted with water**. Rinse with clean water.

Do not overwork the surface, as ink loss may occur. This could potentially void all warranty.

3D PROPS: EXTERIOR

CLEANING OUTDOORS



Remove dirt using a soft bristle brush and [detergent solution](#) by working in smooth up-and-down or side-to-side motion. Rinse thoroughly. Repeat if necessary. Heavy duty cleaning, penetrating stains, and marks may be removed by carefully using a [nonabrasive cleaner and water](#) or [solution of household bleach diluted with water](#). Rinse with clean water.

[Do not overwork the surface, as ink loss may occur. This could potentially void all warranty.](#)

FOLIAGE

CLEANING



Run over artificial foliage with a **feather duster**. Attach a cleaning brush to a **vacuum** and suck up dust, dirt, and debris. Wipe down leaves and stems with a **dry microfiber cloth or wet rag**. Avoid using abrasive cleaners on all surfaces of foliage.

Do not overwork the surface, as leaf loss may occur. This could potentially void all warranty.

ELECTRONICS: NunoErin

CLEANING



Spray the top and side surfaces with a multi-surface cleaner and wipe using a soft cloth. Recommended cleaners include Fantastik household cleaner, and Formula 409 household cleaner.

For disinfecting SaniCloth® AF3 Germicidal Disposable Wipes, Steris Coverage Plus® and Clorox Healthcare® Hydrogen Peroxide Cleaner Disinfectant Wipes are also recommended.

Do **not** use strong acidic or solvent based cleaners, such as methyl chloride or acetone. Superficial scratches on the top surface only can be removed by rubbing a wet #7448 Scotch Brite pad in a circular motion until the scratches disappear, followed by spraying with a multi-surface cleaner and wiping dry with a soft cloth. Never use abrasive cleaners on the laminate sides, which will dull or damage the finish.

If you have any questions regarding your NunoErin unit, please call NunoErin customer service at 601.944.0023.

ELECTRONICS: NunoErin

CLEANING TABLET SCREENS



Note: Ensure that the tablet is powered off during cleaning

For cleaning the housing parts and bracket, please use a clean soft cloth and alcohol with a 75% concentration.

To clean the tablet screen, use a neutral detergent or isopropyl alcohol on a clean soft cloth. Do not use any kind of chemical solvent, acidic or alkali solution.

Spray the top and side surfaces with a multi-surface cleaner and wipe using a soft cloth.

If you have any questions regarding your NunoErin unit, please call NunoErin customer service at 601.944.0023.

ELECTRONICS: KIDZPACE

CLEANING SCREENS & CASES



Use a soft cloth or sponge with **mild, soapy water** to a **general-purpose household cleaner** on the cabinet. Apply gentle pressure when wiping. Rinse the soap off with fresh water from a damp, soft cloth and towel dry. Blow dust out of fans/vents with a **compressed air duster** approved for electronics.

If you have any questions regarding your Kidzpace unit, please call Kidzpace customer service at 1.800.668.0206.

KIDS PLAY: PLAY PANELS

CLEANING



Use a soft cloth or sponge with **mild, soapy water**. Apply gentle pressure when wiping. Rinse the soap off with fresh water from a damp, soft cloth and towel dry.

If you have any questions regarding your play panel, please call Keebee at 705.528.6930.

BENCHES: UPHOLSTERY

CLEANING



Use a soft cloth or sponge with **mild, soapy water**. Apply gentle pressure when wiping. Rinse the soap off with fresh water from a damp, soft cloth and towel dry. Do not allow liquid to pool on the surface.

Do not overwork the surface, as color loss may occur. This could potentially void all warranty.

FREQUENTLY ASKED QUESTIONS



Q. WHO DO I CALL IF I HAVE QUESTIONS?

A: Please contact NunoErin (tablets & touch screens) customer service (601.944.0023) or Kidzpace (touch screens & console gaming) (1.800.668.0206) for any questions you may have regarding your gaming units.

Q. WHY ISN'T MY TABLET WORKING?

A: Verify both the power source and cable are in working condition. If this does not resolve the issue, please contact NunoErin (601.944.0023) or Kidzpace (1.800.668.0206) to access their customer service team.

Q. HOW DO I ENSURE MY TABLET STAYS SECURE DURING UNSUPERVISED USE?

A: Keeping the Wi-Fi turned off on the device will prevent unintended downloads and/or purchases.

Q. WHAT IF I FORGOT THE PASSCODE TO MY TABLET/ACCOUNT?

A: Please contact NunoErin (601.944.0023) or Kidzpace (1.800.668.0206) to access their customer service team.

WARRANTY: CONTACT INFORMATION

HOW LONG IS THE WARRANTY?

2D Murals: Limited Lifetime Warranty

3D Sculptures: Limited Lifetime Warranty

NunoErin: 2 years (Manufacture Warranty)

Kidzpace: 1 year Euro Series & Touch2Play; 120 days for Controllers (Manufacture Warranty)

KeeBee: 2 years (Manufacture Warranty)

WHO DO I CONTACT FOR A WARRANTY ISSUE?

2D MURAL & 3D PROPS

Imagination Design Studios

Call us: 1.888.884.4102

Email us: warrantydept@idskids.com

ELECTRONICS

NunoErin (Tablets/Touch Screens)

Call them: 601.944.0023

Email them: info@nunoerin.com

Product details & tech support: www.nunoerin.com

Kidzpace (Touch Screens/Gaming Consoles)

Call them: 1.800.668.0206

Email them: info@kidzpace.com

Product details & tech support: www.kidzpace.com

PLAY PANELS

KeeBee

Call them: 705.528.6930

Email them: help@keebee.com

Product details & tech support: www.keebee.com

WARRANTY: NEED TO MAKE A CLAIM?

I NEED TO MAKE A CLAIM

If you require repairs and fall within the warranty parameters, please email us with the following:

- Name
- Original Client Name (If someone other than client emailing)
- Office Name
- Phone Number
- Email
- Year Installed
- Information about damage (who/what/when/where/how)
- Pictures of damage

Once we have assessed the damage, we will have one of our customer care representatives contact you.

IDS cares about their clients. If you require any additional information, please contact us at warrantydept@idskids.com, and someone from our customer care team will respond as quickly as possible.



WARRANTY/REPAIR INTAKE FORM

NAME: _____
(IF NOT ORIGINAL CLIENT)

PHONE NUMBER: _____

ORIGINAL CLIENT NAME: _____

EMAIL ADDRESS: _____

OFFICE NAME: _____

OFFICE ADDRESS: _____

YEAR INSTALLED (IF KNOWN): _____

INFORMATION ABOUT DAMAGE:

ADDITIONAL INFORMATION:

ids

www.IDSkids.com