

PLEASE READ ALL INSTRUCTIONS CAREFULLY BEFORE
HANGING YOUR SET.



RETAIN THIS SHEET FOR FUTURE REFERENCE.

Frequently Asked Questions Regarding Command® Strips

SURFACES

Q: To what surfaces will Command® Strips stick?

A: Painted, stained or varnished wood, tile, painted cinder block, plaster, metal, and wallboard.

Q: Will Command® Strips stick to brick or to textured walls?

A: No. Command® Strips are intended for smooth surfaces such as those listed above. However, products will stick to painted, smooth cinder block (the type found inside many school buildings).

Q: Can I use Command® Strips on fresh paint?

A: Paint should be fully cured (check paint can for manufacturer's cure time) before using Command Products. 3M recommends waiting a week. Also, isopropyl rubbing alcohol may remove or dull the surface of fresh paint.

Q: Can I use Command® Strips on wallpaper?

A: No.

CLIMATE AND TEMPERATURE

Q: Can I use Command® Strips outside in cold climates?

A: You can, but the adhesive should be applied to a clean, smooth, dry surface when the temperature is above 50°F (10°C). If the temperature is below 50°F, you can heat the surface with a hair dryer before application.

Q: Can I use Command® Strips outside in hot climates?

A: Extreme heat conditions and sunlight may cause the adhesive to eventually deteriorate, causing product failure. The adhesive could soften and lose adhesion above 105°F (40°C).

PRODUCT INFORMATION: USE AND REMOVAL

Q: How do I remove the Command® Strips?

A: NEVER pull the Command® Strip toward you. Hold the bracket gently to prevent it from snapping fingers. DO NOT press against wall. Grab tab on Command® Strip and SLOWLY stretch STRAIGHT DOWN along wall at least 12 inches until bracket and strip release.

Q: What happens if I pull too hard and the strip breaks?

A: Simply heat up the base plate with a hair dryer to soften the adhesive. Then use dental floss to gently cut through the foam to remove the base plate or bracket from the surface. Stretch or peel off the remaining adhesive. DO NOT ATTEMPT TO PRY THE BRACKET(S) OFF YOUR WALL, AS THIS WILL CAUSE DAMAGE.

Q: Why is it recommended that I wait an hour before using the product?

A: The 1-hour wait ensures that the adhesive has had enough time to build strong adhesion to the wall or surface.

If cleaning is necessary, 3M recommends using isopropyl rubbing alcohol.

Q: Why can't I clean the surface with a household cleaner?

A: Many household cleaners leave behind a very thin layer of residue that affects how strongly the adhesive will bond to the surface. 3M recommends using isopropyl rubbing alcohol.

Q: Is there latex in Command® Strips?

A: No. Command® Strips contain an adhesive that is a synthetic rubber resin and does not contain natural rubber latex.

For further information or questions visit service.mattel.com or call 1-800-524-8697 (US and Canada Only).



WORKS BEST ON SMOOTH SURFACES.

DO NOT USE WITH WALLPAPER.

MAY NOT ADHERE WELL TO VINYL SURFACES.

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