

www.**GraffitiHotline**.co.uk

Graffiti Removal Kit

Safety and User Instructions

Contents

Section	1	Introduction	<i>page 1</i>
	2	Environmental information	<i>page 2</i>
	3	Graffiti Removal Kit contents	<i>page 2</i>
	4	Safety equipment and care instructions	<i>page 3</i>
	5	How to remove graffiti – check list	<i>page 3</i>
	6	Removing spray paint graffiti	<i>page 4</i>
	7	Removing ink and marker pen graffiti	<i>page 10</i>
	8	Further help and advice	<i>page 13</i>
	9	Ordering replacement chemicals and kit items	<i>page 13</i>
	10	Material Safety Data Sheet – Spray Paint Graffiti Remover	<i>page 14</i>
	11	Material Safety Data Sheet – Ink and Marker Pen Graffiti Remover	<i>page 18</i>

1 Introduction

This kit is designed to remove graffiti written with spray paint or marker pens from non-porous surfaces – tiles, metals, some painted surfaces, glass, plastics, etc. This accounts for half of all graffiti. It is typically found in communal areas and in our streets on street furniture and buildings. This kit includes two different chemicals, one for each type of marking.

Large-scale graffiti and graffiti on porous surfaces such as brick and untreated wood requires the use of more aggressive chemicals and water jetting equipment. This is best left to professional graffiti removal teams. You can find out if your local authority will undertake the removal of graffiti free of charge on www.graffitihotline.co.uk

This kit represents fifteen years of graffiti removal experience and uses the same chemicals, equipment and techniques that are used by our professional graffiti removal teams. It is important to spend a few minutes reading the instructions before attempting to remove any graffiti.

2 Environmental Information

The chemicals have no detrimental effect on the environment, are 100% biodegradable and completely neutralised by water. The graffiti wipes can be disposed of with general waste.

3 Graffiti Removal Kit contents

Safety and User Instructions booklet in polythene pouch
Carry box
Gloves
Safety glasses
Bottle of Ink and Marker Pen Graffiti Remover
Bottle of Spray Paint Graffiti Remover
Bottle of Rinse Water – refill with tap water as needed
Soft bristle paint brush
Scrubbing brush
Wipes in polythene bag
Re-useable polythene waste disposal bag

Other items required:

Plain white kitchen roll

This kit comes with a starter pack of wipes. When they run out, we recommend that you use standard white kitchen roll, which works well and is economical. Do not use printed kitchen roll, as the colours will be removed by the chemicals and make cleaning more difficult.

Tap water

The rinse water bottle can be refilled with tap water.

Bags for waste

The polythene bag included is reusable and useful to keep with the kit. The used wipes can be emptied into a used carrier bag prior to disposal.

4 Safety equipment and care instructions

Safety glasses

These should always be worn when undertaking graffiti removal. It is a good habit to keep them on all the time. Avoid placing them face down on surfaces since this can cause scratches to the lens. The glasses can be worn over spectacles to ensure that you are fully protected whilst still being able to see clearly. When graffiti removal is complete wash the glasses in water, dry them and store back in the box.

Gloves

The gloves are designed to provide protection for your hands against the two chemicals in the kit. They should be worn at all times when removing graffiti. After use they should be washed in water. It is important that checks are made for cuts and holes each time after use and that the gloves are replaced if necessary. Filling each glove with water to see if there are any leaks is a good checking procedure. Dry the gloves and store back in the box ready for the next time the kit is needed.

5 How to remove graffiti – check list

These are five steps for the safe and effective removal of graffiti.

- Step 1 Check and put on safety glasses and gloves
- Step 2 Clean away dirt from in and around graffiti to be removed
- Step 3 Clean a small test area
- Step 4 Remove graffiti a small area at a time
- Step 5 Wash, check, dry and put away kit ready for next time

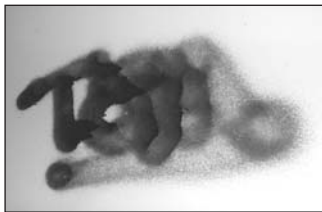
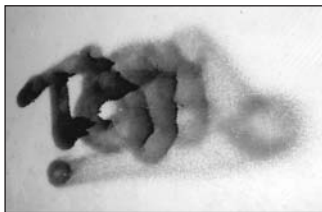
Please read and understand sections 6 and 7 (below) before removing any graffiti.

6 Removing spray paint graffiti



Step 1

Put on the protective gloves and glasses supplied. The glasses can be worn over spectacles to ensure that you are fully protected whilst still being able to see clearly.



Step 2

Clean the surface with rinse water and a wipe to remove dirt and debris. Both the area with the graffiti and the area surrounding it need to be clean and dry.

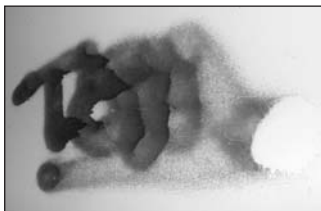


Step 3

Clean a small test area. Using the paint brush, apply the Spray Paint Graffiti Remover to a small test area measuring no more than 25mm x 25mm (1" x 1"). Agitate the chemical with the paint brush and keep a close eye on the

Removing spray paint graffiti (continued)

surface from which the graffiti is being removed. If the underlying surface shows signs of damage, then stop cleaning immediately. Wipe off the chemical, neutralise with rinse water and then dry. Graffiti removal will not be possible – the surface will need to be replaced or re-coated.



If no damage to the underlying surface occurs, then agitate the chemical until the graffiti has emulsified. This may take between 30 seconds and 6 minutes. Then wipe off the chemical using a clean wipe, neutralise the surface with rinse water and dry it. Take another close look at the cleaned surface and if no damage has occurred then continue with the removal.

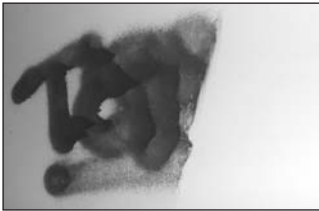
Step 4

Remove the graffiti from a small area at a time – no more than 20cm x 20cm (8" x 8"). Apply the chemical with the paint brush and agitate.

Removing spray paint graffiti (continued)



When the paint has emulsified wipe clean, making sure that a clean area of the wipe is used each time.



Neutralise the surface with the rinse water and dry it with a wipe.



Apply the chemical to the next section of the graffiti, again no more than 20cm x 20cm (8" x 8"), and agitate using the paintbrush.



When the paint has emulsified wipe clean, making sure that a clean area of the wipe is used each time.

Removing spray paint graffiti (continued)



Neutralise the surface with the rinse water and dry it with a wipe.

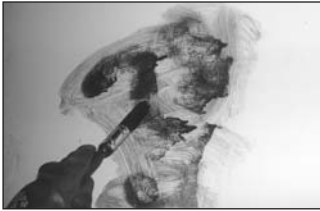


If stains and residues remain then apply the Spray Paint Graffiti Remover directly onto the wipe and clean the surface ensuring that a clean area of wipe is used for each pass.

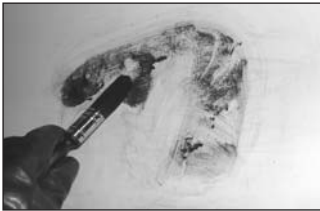


Neutralise the surface with the rinse water and dry it with a wipe.

Removing spray paint graffiti (continued)



Continue to clean the graffiti section by section, each section no more than 20cm x 20cm (8" x 8").



There may be areas where the spray paint is thicker. The chemical will need to be re-applied to these areas and left for up to 6 minutes with regular agitation using the paint brush. The scrubbing brush can also be used for these areas but this must be used lightly. Do not use scourers or other abrasive materials – these may work more quickly but once the graffiti has been removed and the surface has dried, the scratches created can be clearly visible.



Removing spray paint graffiti (continued)



Once again, if stains and residues remain, then apply the Spray Paint Graffiti Remover directly onto the wipe and clean the surface ensuring that a clean area of wipe is used for each pass.



The graffiti has been successfully removed with no damage to the underlying surface.



Step 5

When all graffiti has been removed wash brushes, gloves and safety glasses in water, check for damage, dry and put back in to the box ready for use next time.

7 Removing ink and marker pen graffiti



Step 1

Put on the protective gloves and glasses supplied. The glasses can be worn over spectacles to ensure that you are fully protected whilst still being able to see clearly.



Step 2

Clean the surface with rinse water and a wipe to remove dirt and debris. Both the area with the graffiti and the area surrounding it need to be clean and dry.



Step 3

Clean a small test area. Using the paint brush, apply the Ink and Marker Pen Graffiti Remover to a small test area measuring no more than 25mm x 25mm (1" x 1"). Agitate the chemical with the paint brush and keep a close

Removing ink and marker pen graffiti (continued)



eye on the surface from which the graffiti is being removed. If the underlying surface shows signs of damage, then stop cleaning immediately. Wipe off the chemical, neutralise with rinse water and then dry. Graffiti removal will not be possible – the surface will need to be replaced or re-coated.



If no damage to the underlying surface occurs, then agitate the chemical until the graffiti has emulsified. This may take between 5 seconds and 2 minutes. Then remove the chemical using a clean wipe and neutralise the surface with rinse water and dry it. If no damage has occurred then continue with the removal.



Step 4

Remove the graffiti from a small area at a time – no more than 20cm x 20cm (8" x 8"). Apply the chemical with the paint brush and agitate. Ink and marker pen graffiti tends to be smaller than spray paint graffiti and removal can often be undertaken in one go following the test area results. When the graffiti has emulsified wipe clean making sure that a clean area of the wipe is used each time.

Removing ink and marker pen graffiti (continued)



Neutralise the surface with the rinse water and dry it with a wipe.



If stains and residues remain, then apply the Ink and Marker Pen Graffiti Remover directly onto the wipe and clean the surface ensuring that a clean area of wipe is used for each pass.



Neutralise the surface with the rinse water and dry it with a wipe.

The graffiti has been successfully removed with no damage to the underlying surface.



Step 5

When all graffiti has been removed wash brushes, gloves and safety glasses in water, check for damage, dry and put back in to the box ready for use next time.

8 Further help and advice

If you require further advice on any aspect of the Graffiti Removal Kit or graffiti removal in general, please visit our website at www.graffitihotline.co.uk – information is also provided on graffiti prevention. Alternatively you can contact us by telephone on 0845 330 3103 or by e-mail: admin@graffitihotline.co.uk

9 Ordering replacement chemicals and kit items

Replacement chemicals and kit items may be available from the organisation or company that supplied the original Graffiti Removal Kit.

Alternatively, replacements can be ordered from the manufacturers by telephone on 0845 330 3103 by e-mail: admin@graffitihotline.co.uk or by post to: GraffitiHotline, Proud Industrial Limited, Unit 12A Isleworth Business Complex, St John's Road, Isleworth, Middlesex TW7 6NL.

Replacement items can also be ordered directly through the website: www.graffitihotline.co.uk/graffitiremovalkits

10 Material Safety Data Sheet — Spray Paint Graffiti Remover

1 IDENTIFICATION OF THE SUBSTANCE

PRODUCT NAME: Spray Paint Graffiti Remover

2 INFORMATION ON INGREDIENTS

INGREDIENT NAME:	CAS No:	CONTENT:	HEALTH:	RISK:
Orange Terpenes	8028-48-6	30-60%	Xi, F	10, 36/38
N-MethylPyrrolidone	872-50-4	10-30%	Xi	36/38
Non-ionic surfactants	68439-45-2	5-15%	Xn	

3 HAZARDS IDENTIFICATION

Irritating to skin and eyes. Flammable

4 FIRST AID MEASURES

INHALATION:	Move the exposed person to fresh air at once and keep warm and at rest. Rinse nose and mouth with clean water. Get medical attention if discomfort continues.
INGESTION:	Remove affected person immediately from source of exposure. Rinse mouth thoroughly with clean water. Drink plenty of water or milk. Do not induce vomiting. Get medical attention.
SKIN:	Remove affected person from source of contamination and remove contaminated clothing. Wash the skin immediately with soap and clean water. Get medical attention if irritation persists after washing.
EYES:	Make sure to remove any contact lenses from eyes before rinsing. Promptly wash eyes with plenty of clean water while lifting the eyelids. Continue to rinse for at least fifteen minutes. Get medical attention if discomfort continues.

5 FIRE FIGHTING MEASURES

EXTINGUISHING MEDIA: Product is combustible. Foam (cream), water spray (red), CO₂ (black) and dry powder (blue) extinguishers are all suitable. Water jets are unsuitable. May create oxides of carbon if involved in a fire. Fire fighters

should wear self contained breathing apparatus and suitable protective clothing including gloves and eye/face protection. Keep runoff out of sewers and water sources.

6 ACCIDENTAL RELEASE MEASURES

SPILL CLEANUP METHODS: Wear necessary protective clothing (gloves and eye/face protection). Isolate the spillage and ventilate the area. Extinguish all naked flames and avoid sparks. Absorb in vermiculite, dry sand or earth and place into a container. Do not contaminate water course or sewer. Flush with plenty of water to clean spillage area. If water is contaminated inform the relevant authority immediately.

7 HANDLING AND STORAGE

HANDLING PRECAUTIONS: Contact with eyes and skin should be avoided. Wash and dry hands after handling.

STORAGE PRECAUTIONS: Do not mix with other chemicals. Keep in cool, frost free, dry, ventilated storage area in closed containers. Keep upright in original containers. Keep away from children.

8 EXPOSURE CONTROLS AND PERSONAL PROTECTION

INGREDIENT NAME	CAS No	STD:	LT EXP.	8 HRS ST EXP.	15MIN
Orange Terpenes		OES	100ppm	150ppm	
N-MethylPyrrolidone	87-50-4	OES	25ppm	75ppm	

PROTECTIVE EQUIPMENT: Wear solvent resistant gloves
BS Approved safety glasses or face shield

VENTILATION: Use in well ventilated areas

RESPIRATORS: No specific recommendation made, but respiratory protection must be used if the general level exceeds the Occupational Exposure Level (OEL)

PROTECTIVE GLOVES: Use solvent resistant gloves

EYE PROTECTION: Use BS Approved safety goggles or face shield

OTHER PROTECTION: Wear appropriate clothing to prevent any possibility of skin contact

HYGIENIC

WORK PRACTICES: DO NOT SMOKE IN WORK AREA! Wash at the end of each work shift and before eating, smoking and using the toilet. Wash promptly with soap and water if skin becomes contaminated. Promptly remove any clothing that becomes contaminated. Use appropriate skin cream to prevent drying of skin. No eating or drinking while working with this material.

9 PHYSICAL AND CHEMICAL PROPERTIES

APPEARANCE:	Pale straw, clear liquid
ODOUR:	Citrus
PH:	Not applicable
DENSITY (@20°C)	0.94
FLASH POINT:	55°C
SOLUBILITY IN WATER:	Emulsifiable

10 STABILITY AND REACTIVITY

STABILITY:	Normally stable
CONDITIONS TO AVOID:	Oxidising and reducing agents. Mixing with other chemicals. Avoid exposure to heat and sources of ignition.
HAZARDOUS DECOMP. PRODUCTS:	No specific hazardous decomposition products noted

11 TOXOLOGICAL INFORMATION

INHALATION:	Causes headaches and drowsiness if exposure is continuous for long periods
INGESTION:	May cause severe discomfort and pain
SKIN:	Defatting action leads to soreness, dryness and cracking
EYES:	Causes irritation and redness

12 ECOLOGICAL INFORMATION

ECOLOGICAL INFORMATION: The product has no detrimental effect on the environment, is 100% biodegradable and completely neutralised by water.

13 DISPOSAL CONSIDERATIONS

DISPOSAL METHODS:	This product is not classified as hazardous waste under the special waste (amendment) regulation (SI 1996/2019). Dispose of in accordance with Local Authority requirements. Recycle packaging and containers wherever possible. Do not allow product to enter the surface drainage system.
-------------------	--

14 TRANSPORT INFORMATION

LABEL FOR TRANSPORT: Irritant Class 3. Flammable Class 3

15 REGULATORY INFORMATION

LABEL FOR SUPPLY: Irritant. Flammable
RISK PHRASES: R36/38 – Irritating to eyes and skin
R10 – Flammable
SAFETY PHRASES: S37/39 – Wear suitable gloves and eye/face protection
EU DIRECTIVES: Systems of specific information relating to Dangerous Preparations
91/155/EEC as amended by directive 93/112/EEC.
Dangerous Preparations Directive 88/379/EEC.
Dangerous substances directive 67/548/EEC as amended 92/32/EEC.
STATUTORY INSTRUMENTS: Chemicals (Hazard Information and Packaging) Regulations.
Control of Substances Hazardous to Health.
Environmental Protection Act. Health and Safety at Work Act.
APPROVED CODE
OF PRACTICE: Classification and Labelling of Substances and Preparations
Dangerous for Supply
GUIDANCE NOTES: Occupational Exposure Liability Limits EH40
Introduction to Local Exhaust Ventilation HS (G) 37
CHIP for everyone (108)

16 OTHER INFORMATION

REVISION DATE: 14/3/06
PREPARED BY: Proud Industrial Limited
Unit 12A Isleworth Business Complex
St John's Road
Isleworth
Middlesex
TW7 6NL
Tel: 0845 3303103
Fax: 0845 3303104
Email: admin@graffithotline.co.uk

This information is based on our present state of knowledge and is intended to describe our products from the point of view of the safety requirements. It should not be construed as guaranteeing specific properties.

11 Material Safety Data Sheet — Ink and Marker Pen Graffiti Remover

1 IDENTIFICATION OF THE SUBSTANCE

PRODUCT NAME: Ink and Marker Pen Graffiti Remover

2 INFORMATION ON INGREDIENTS

INGREDIENT NAME:	CONTENT:	HEALTH:	RISK:
N-Methyl-2-Pyrrolidone	60-100%	Xi	R36/38

3 HAZARDS IDENTIFICATION

Irritating to skin and eyes

4 FIRST AID MEASURES

INHALATION:	Move the exposed person to fresh air at once and keep warm and at rest. Rinse nose and mouth with clean water. Get medical attention if discomfort continues.
INGESTION:	Remove affected person immediately from source of exposure. Rinse mouth thoroughly with clean water. Drink plenty of water or milk. Do not induce vomiting. Get medical attention.
SKIN:	Remove affected person from source of contamination and remove contaminated clothing. Wash the skin immediately with soap and clean water. Get medical attention if irritation persists after washing.
EYES:	Make sure to remove any contact lenses from eyes before rinsing. Promptly wash eyes with plenty of clean water while lifting the eyelids. Continue to rinse for at least fifteen minutes. Get medical attention if discomfort continues.

5 FIRE FIGHTING MEASURES

EXTINGUISHING MEDIA: Product is combustible. Foam (cream), CO₂ (black) and dry powder (blue) extinguishers are suitable. Water jets are unsuitable. May evolve toxic fumes if involved in a fire. Fire fighters should wear self contained breathing apparatus and suitable protective clothing including gloves and eye/face protection. Keep runoff out of sewers and water sources.

6 ACCIDENTAL RELEASE MEASURES

SPILL CLEANUP METHODS: Wear necessary protective clothing (gloves and eye/face protection). Isolate the spillage and ventilate the area. Absorb in vermiculite, dry sand or earth and place into a container. Do not contaminate water course or sewer. Flush with plenty of water to clean spillage area. If water is contaminated inform the relevant authority immediately.

7 HANDLING AND STORAGE

HANDLING PRECAUTIONS: Contact with eyes and skin should be avoided. Wash and dry hands after handling.

STORAGE PRECAUTIONS: Do not mix with other chemicals. Keep in cool, frost free, dry, ventilated storage area in closed containers. Keep upright in original containers. Keep away from children.

8 EXPOSURE CONTROLS AND PERSONAL PROTECTION

INGREDIENT NAME	STD:	LT EXP. 8 HRS:	ST EXP. 15 MIN:
N-methyl-2-pyrrolidone	OES	25ppm	75ppm

PROTECTIVE EQUIPMENT: Rubber or chemical resistant gloves
BS Approved safety goggles or face shield

VENTILATION: Use in well ventilated areas

RESPIRATORS: No specific recommendation made, but respiratory protection must be used if the general level exceeds the Occupational Exposure Level (OEL)

PROTECTIVE GLOVES: Rubber or solvent resistant gloves

EYE PROTECTION: Use BS Approved safety goggles or face shield

OTHER PROTECTION: Wear appropriate clothing to prevent any possibility of skin contact

HYGIENIC

WORK PRACTICES: DO NOT SMOKE IN WORK AREA! Wash at the end of each work shift and before eating, smoking and using the toilet. Wash promptly with soap and water if skin becomes contaminated. Promptly remove any clothing that becomes contaminated. Use appropriate skin cream to prevent drying of skin. No eating or drinking while working with this material.

9 PHYSICAL AND CHEMICAL PROPERTIES

APPEARANCE:	Clear liquid
ODOUR:	Slight amine
FLASH POINT:	96°C

10 STABILITY AND REACTIVITY

STABILITY:	Normally stable.
CONDITIONS TO AVOID:	Mixing with other chemicals
HAZARDOUS	
DECOMP. PRODUCTS:	No specific hazardous decomposition products noted

11 TOXOLOGICAL INFORMATION

INHALATION:	Spray mist will cause irritation of the respiratory tract
INGESTION:	Causes irritation to gastro-intestinal tract
SKIN:	May cause irritation and redness on prolonged or repeated contact
EYES:	Causes irritation and redness

12 ECOLOGICAL INFORMATION

ECOLOGICAL INFORMATION: The product has no detrimental effect on the environment, is 100% biodegradable and completely neutralised by water.

13 DISPOSAL CONSIDERATIONS

DISPOSAL METHODS: This product is not classified as hazardous waste under the special waste (amendment) regulation (SI 1996/2019). Dispose of in accordance with Local Authority requirements.

14 TRANSPORT INFORMATION

LABEL FOR TRANSPORT: Irritant Class 3

15 REGULATORY INFORMATION

LABEL FOR SUPPLY:	Irritant
RISK PHRASES:	R36/38 – Irritating to eyes and skin
SAFETY PHRASES:	S24/25 – Avoid contact with skin and eyes S41 – In case of fire or explosion do not breath fumes
EU DIRECTIVES:	Systems of specific information relating to Dangerous Preparations 91/155/EEC as amended by directive 93/112/EEC. Dangerous Preparations Directive 88/379/EEC. Dangerous substances directive 67/548/EEC as amended 92/32/EEC.

STATUTORY INSTRUMENTS: Chemicals (Hazard Information and Packaging) Regulations.
Control of Substances Hazardous to Health.
Environmental Protection Act. Health and Safety at Work Act.

APPROVED

CODE OF PRACTICE: Classification and Labelling of Substances and Preparations Dangerous
for Supply

GUIDANCE NOTES: Occupational Exposure Liability Limits EH40
Introduction to Local Exhaust Ventilation HS (G) 37
CHIP for everyone (108)

16 OTHER INFORMATION

REVISION DATE: 14/3/06
PREPARED BY: Proud Industrial Limited
Unit 12A Isleworth Business Complex
St John's Road
Isleworth
Middlesex
TW7 6NL
Tel: 0845 3303103
Fax: 0845 3303104
Email: admin@graffithotline.co.uk

This information is based on our present state of knowledge and is intended to describe our products from the point of view of the safety requirements. It should not be construed as guaranteeing specific properties.

www.GraffitiHotline.co.uk

GraffitiHotline is a division of
Proud Industrial Limited
Unit 12A Isleworth Business Complex, St John's Road
Isleworth, Middlesex TW7 6NL

Telephone 0845 330 3103
Email admin@graffitihotline.co.uk

© Proud Industrial Limited 2006