



# Sensitive Surface Remover

For the quick, safe and non damaging removal of GRAFFITI, GREASE and GRIME from 'Sensitive Surfaces'

## Product Data Sheet

Product Code: WB0020

Issued: August 8, 2016

### PRODUCT DESCRIPTION

Sensitive Surface Remover (SSR) has been designed as a 'brush on wipe off' type product for the removal of graffiti, grease and grime from painted and other sensitive surfaces without damage.

It is designed to remove spray can paints, felt pen and wax crayon markers water and oil based staining pens, overspray, grease, grime and scuff marks from painted and coated surfaces such as painted walls, powder coat, stainless steel, aluminum, vinyl fences, signage, clear acrylic, plastics, windows, playground equipment and many more.



### FEATURES & BENEFITS

- Versatile multi use product for removing graffiti and other marks from paintwork.
- Fast acting penetrating formula encapsulates and suspends graffiti and other marks so you can wipe away easily without smearing / smudging or re-depositing into coated surface.
- Brush on / wipe off or spray and agitate with soft bristled brush or scourer.
- Pleasant smelling and non toxic.
- Safe and effective to use on most smooth surfaces.
- Biodegradable
- Cleans and disinfects (kills) staphylococcus, streptococcus, E. coli and salmonella



### INSTRUCTIONS FOR USE

#### Removing Graffiti and marks from Painted and Coated Surfaces

Experience has shown that the best technique in using this product, is as follows:

1. Pour a small quantity of the remover into a small plastic bucket.
2. Choosing a small area of graffiti, apply the remover to the graffiti using a nylon brush.
3. Agitate the graffiti with the brush as if you were writing with it. You can use a white soft scourer if suitable or if there is no risk of abrasion.
4. Wipe the dissolved graffiti away by using a DAMP toweling cloth.



Brush on



Agitate



Wipe away

**FOR EXPERT TECHNICAL ADVICE ON YOUR REMOVAL JOB,  
PLEASE CALL 1-818-247-2555 OR  
EMAIL SALES@GRAFFITIREMOVALINC.COM**



Urban Restoration Group US Inc. (URG US INC) maintains Safety Data Sheets (SDS) on all of its products. The SDS contain information that you will need to protect yourself, your employees and customers against health or safety hazards associated with our products. URG US INC requires that you obtain a copy of the respective SDS prior to using or transporting our products. The information in this Product Data Sheet is based on data that we believe to be reliable and is offered in good faith, but without guarantee, and subject to the terms and conditions set forth in URG US INC's Product Data Sheet and any additional documentation provided by URG US INC's, as ultimately the conditions and methods of the use of URG US INC's products are beyond URG US INC's control.

URBAN RESTORATION GROUP US INC MAIL: 1146 N Central Ave. #531, Glendale CA 91202 USA. WAREHOUSE: 5439 San Fernando Rd. W, Los Angeles CA 90039 USA. TEL: 1-818-247-2555. FAX: 1-818-247-2515. EMAIL: sales@graffitiremovalinc.com. WEB: www.graffitiremovalinc.com



# Sensitive Surface Remover

For the quick, safe and non damaging removal of GRAFFITI, GREASE and GRIME from 'Sensitive Surfaces'

## Product Data Sheet

Product Code: WB0020

Issued: August 8, 2016

### Removing Graffiti and marks from Painted and Coated Surfaces cont...

Keep your cloths clean by rinsing often and turning the cloth over as you wipe the dissolved graffiti away. (Hold your cloth under the brush as you agitate the graffiti, to avoid the remover running down the surface).

Feltpens will almost certainly dissolve immediately, but wax crayons may take a little longer. Spray can paints will require even further agitation and longer dwell times.

Try to work in small areas at a time no bigger than the size of your hand.

If the area you are cleaning is becoming very dirty with the dissolved graffiti, and by wiping it is not leaving the area clean, then your remover has become too contaminated with ink/dyes. Pour out the dirty remover into another container (for less important use later) and quickly repeat the above method using fresh remover and a clean damp cloth. For this very reason it is best to work with small amounts of remover at any one time.

Do not worry if every marker stain is not removed. Any remaining 'shadows' will be easily removed with FELTPEN FADEOUT (FPFO). See example below.



Remove with SSR

Brush on FPFO

Wipe away with damp cloth

### TIPS FOR EFFECTIVE USE OF SENSITIVE SURFACE REMOVER (SSR)

**TIP 1** SSR may not appear to work immediately on some spraycan paints, suggesting a threatened failure. Sometimes several minutes dwell time is required before the paint "crinkles", so be patient. We find the use of a white soft Scotch-Brite scourer agitated on the graffiti as the product is applied breaks through the glossy hard paint more easily. Only use light agitation, as the purpose is to break the film of the paint rather than scour the paint off, risking a "scratched" finish on the surface.



**TIP 2** A small amount of BARE BRICK, STONE AND MASONRY REMOVER (BBSM) can be added to SSR to increase the effectiveness and speed of the removal of some stubborn spray can paints on painted surfaces. This can be especially helpful in cold weather if SS appears to be a little slow. Work quickly, and on small areas at a time, to avoid any damage to the underlying surface. The use of a Scotch-Brite scourer is definitely of help in this instance to increase the removal speed.



Brush on new mix



Agitate with brush



Wipe away with damp cloth

### SAFETY ISSUES

While SSR is very safe to use in comparison to most graffiti removal products, the intended use for the product is stripping paint, waxes and oils from building surfaces and is thus can be more aggressive on skin and eyes than normal every day cleaners.

Flammable liquid: Keep away from heat, hot surfaces, sparks, open flames and other ignition sources.

Wear gloves and protective glasses to avoid eye and skin contact. Use in well-ventilated areas.



Urban Restoration Group US Inc. (URG US INC) maintains Safety Data Sheets (SDS) on all of its products. The SDS contain information that you will need to protect yourself, your employees and customers against health or safety hazards associated with our products. URG US INC requires that you obtain a copy of the respective SDS prior to using or transporting our products. The information in this Product Data Sheet is based on data that we believe to be reliable and is offered in good faith, but without guarantee, and subject to the terms and conditions set forth in URG US INC's Product Data Sheet and any additional documentation provided by URG US INC's, as ultimately the conditions and methods of the use of URG US INC's products are beyond URG US INC's control.

URBAN RESTORATION GROUP US INC MAIL: 1146 N Central Ave. #531, Glendale CA 91202 USA. WAREHOUSE: 5439 San Fernando Rd. W, Los Angeles CA 90039 USA. TEL: 1-818-247-2555. FAX: 1-818-247-2515. EMAIL: sales@graffitiremovalinc.com. WEB: www.graffitiremovalinc.com



# Sensitive Surface Remover

For the quick, safe and non damaging removal of GRAFFITI, GREASE and GRIME from 'Sensitive Surfaces'

## Product Data Sheet

Product Code: WB0020

Issued: August 8, 2016

### LIMITATIONS

SENSITIVE SURFACE GRAFFITI REMOVER (SSR) is designed for smooth surfaces and may not be suitable for soft furnishings.

Vinyl siding and some plastics can occasionally be vulnerable to damage.

### CAUTION

Before commencing any large scale use, always test first in an inconspicuous area. This product is designed to remove all types of markers and stains, and may have an unpredictable or even damaging result on certain man-made or stained surfaces. If necessary wait for surface to dry to ensure perfect results.

### COVERAGE GUIDELINES

1 gallon will remove up to approx. 2000 sq ft of typical graffiti tags.

Exact coverage varies depending on type of stain and the porosity of surface material.

### TEMPERATURE USAGE

Expect considerably slower reaction times in weather below 40° F / 5°C.

### TECHNICAL DATA

#### Composition

SSR is a premium blend of natural alcohols and citrus oils designed to dissolve and suspend graffiti and other marks so they can be wiped away with a damp toweling cloth.

#### Properties

Color: Pink or clear liquid.

Odor: Citrus odor.

PH: 7.8

Storage: Store in a cold dry place away from heat or flames.

Shelf Life: 5 years or longer in unopened container.

Precaution: Flammable.

DOT Markings: UN1993, Flammable liquid, n.o.s.

(Terpene Hydrocarbon, Ethyl Alcohol), 3, PG III

### ENVIRONMENTAL CARE

SSR is BIODEGRADABLE and conforms to all statutory environmental requirements for graffiti removal including VOC limits. Designed to be fast, effective and non damaging to paintwork and other smooth surfaces.

See SDS for further information.

### LEGAL DISCLAIMER

Read and follow label directions and observe all safety precautions in the use of this product. Because conditions of product use are outside of our control and vary widely, the following is made in lieu of all express or implied warranties: This product will conform to Urban Restoration Group US, Inc.'s published product specifications and be free from defects in material and manufacture on the date of purchase.

Except where prohibited by law, Urban Restoration Group US Inc., further disclaims, and shall not be liable for any incidental, special, consequential or indirect loss or damage and/or personal injuries including death arising from the use of this product or the cost of labor involved in its application or any reapplication of product that is replaced, regardless of the legal theory asserted.

**SELLER MAKES NO WARRANTY, EXPRESS OR IMPLIED, CONCERNING THE USE OF THIS PRODUCT OTHER THAN INDICATED ON THE LABEL. BUYER ASSUMES ALL RISK OF USE AND/OR HANDLING OF THIS PRODUCT AND MATERIAL WHEN SUCH USE AND/OR HANDLING IS CONTRARY TO LABEL INSTRUCTIONS. NO OTHER WARRANTIES ARE MADE, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION WARRANTIES AS TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN ALL EVENTS, URBAN RESTORATION GROUP US, INC'S LIABILITY SHALL BE LIMITED SOLELY TO THE REPLACEMENT OF THE PRODUCT PURCHASED.**

This limited warranty may not be modified or extended by manufacturer's representatives, distributors or dealers of Urban Restoration Group US, Inc. products.

This warranty gives the purchaser specific legal rights, as well as rights which may vary from state to state. Urban Restoration Group US, Inc. specifically disclaims any and all other obligations or liability to any party relative to the



Urban Restoration Group US Inc. (URG US INC) maintains Safety Data Sheets (SDS) on all of its products. The SDS contain information that you will need to protect yourself, your employees and customers against health or safety hazards associated with our products. URG US INC requires that you obtain a copy of the respective SDS prior to using or transporting our products. The information in this Product Data Sheet is based on data that we believe to be reliable and is offered in good faith, but without guarantee, and subject to the terms and conditions set forth in URG US INC's Product Data Sheet and any additional documentation provided by URG US INC's, as ultimately the conditions and methods of the use of URG US INC's products are beyond URG US INC's control.

URBAN RESTORATION GROUP US INC MAIL: 1146 N Central Ave. #531, Glendale CA 91202 USA. WAREHOUSE: 5439 San Fernando Rd. W, Los Angeles CA 90039 USA. TEL: 1-818-247-2555. FAX: 1-818-247-2515. EMAIL: sales@graffitiremovalinc.com. WEB: www.graffitiremovalinc.com





# Sensitive Surface Remover

For the quick, safe and non damaging removal of GRAFFITI, GREASE and GRIME from 'Sensitive Surfaces'

**Product Data Sheet**

**Product Code: WB0020**

**Issued: August 8, 2016**

sale, use or application of its products.

If this product is defective upon your receipt, your exclusive remedy shall be, at Urban Restoration Group US, Inc.'s option, to replace the product or refund the purchase price of the Urban Restoration Group US, Inc. product.

### CONTACT MANUFACTURER

Urban Restoration Group US Inc.  
5439 San Fernando Rd. W., Los Angeles CA 90039 USA  
Tel: +1-818-247-2555. Fax: +1-818-247-2515  
Email: [sales@graffitiremovalinc.com](mailto:sales@graffitiremovalinc.com)  
Web: [www.graffitiremovalinc.com](http://www.graffitiremovalinc.com)



Urban Restoration Group US Inc. (URG US INC) maintains Safety Data Sheets (SDS) on all of its products. The SDS contain information that you will need to protect yourself, your employees and customers against health or safety hazards associated with our products. URG US INC requires that you obtain a copy of the respective SDS prior to using or transporting our products. The information in this Product Data Sheet is based on data that we believe to be reliable and is offered in good faith, but without guarantee, and subject to the terms and conditions set forth in URG US INC's Product Data Sheet and any additional documentation provided by URG US INC's, as ultimately the conditions and methods of the use of URG US INC's products are beyond URG US INC's control.

URBAN RESTORATION GROUP US INC MAIL: 1146 N Central Ave. #531, Glendale CA 91202 USA. WAREHOUSE: 5439 San Fernando Rd. W, Los Angeles CA 90039 USA. TEL: 1-818-247-2555. FAX: 1-818-247-2515. EMAIL: [sales@graffitiremovalinc.com](mailto:sales@graffitiremovalinc.com). WEB: [www.graffitiremovalinc.com](http://www.graffitiremovalinc.com)