



John Russell
john@schoonersales.ca
(204) 793-3071

Heritage Graffiti Remover An Operating Procedure

Precautionary Note:

It is often difficult or impossible to know the material composition of surfaces and markers. Sensitive surfaces by their very nature have to be treated gently and carefully. A surface, once damaged, may be beyond repair. Or the chemical composition of some markers especially on sensitive surfaces could mean we will never be able to remove them. If you are not sure of the exact composition or sensitivity of the surface or the tag, we always recommend a pre-test in a hidden area, before undertaking a complete removal process.

Recommended Treatment Areas:

- ❖ Untreated and unsealed brick where sensitivity is a concern
- ❖ Untreated and unsealed stone where sensitivity is a concern
- ❖ Untreated and unsealed masonry where sensitivity is a concern
- ❖ Untreated and unsealed concrete where sensitivity is a concern

For Large Area Surfaces:

Required Tools

- ❖ Large rectangular bucket
- ❖ Hand Pump Sprayer (Optional)
- ❖ Nylon nap broom with medium bristles
- ❖ White nylon household scouring pad
- ❖ Hot water pressure washer – 800 (Max) PSI/1 to 2.5 gallons per minute (recommended)
- ❖ Cold water pressure washer – 800 (Max) PSI/1 to 2.5 gallons per minute (optional)

Required Materials

- ❖ Heritage Graffiti Remover
- ❖ Water source

Suggested Method

1. Chose a small area (ie. up to 1/2 square foot) to do a test before starting the full removal process.
2. The results of this test will confirm whether you can completely remove the graffiti.
3. If you cannot remove the graffiti in the test area to your satisfaction, you will not remove it in a larger area.
4. If you are not satisfied with your test results, stop and go no further. Contact your supervisor or WBGRS representative for trouble shooting instructions. Avoid the temptation to do a larger area.
5. The test should also define the best removal process for this particular area.
6. Once you have decided on a test area, put on appropriate safety gear.
7. Pour some Heritage into a rectangular bucket or pump sprayer
8. Use the broom or pump sprayer to wet the wall with Heritage.
9. Use the nylon broom to trace and agitate the wet graffiti trail left behind the Sprayer.
10. Return often to the bucket and re-wet the broom. Keep the surface wet.
11. Allow the Heritage to dwell for at least three minutes.



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Heritage An Operating Procedure (cont.)

12. Do **not** wet or rinse the surface at this time. It is critical that full strength Heritage has the opportunity to dwell and attack the markings.
13. While dwelling, you may want to go over the graffiti area again with your broom or the white scouring pad. This helps to break the surface cap of the graffiti and speeds removal.
14. After three minutes, wet the graffiti area again with another liberal coating of Heritage.
15. Do **not** wet or rinse the surface at this time.
16. Allow the Heritage to dwell for at least 3 minutes.
17. Wet the graffiti area with a third liberal coating of Heritage.
18. Do **not** wet or rinse the surface at this time.
19. Allow the heritage to dwell for at least 3 minutes.
20. Agitate the surface of the markings with the broom head or scouring pad, as needed.
21. After three minutes, start the pressure washer and rinse the entire area. Ensure that if you are removing Heritage from a sensitive surface that your regulator is no greater than 800 PSI.
22. The pressure washer should be no closer than 6 to 8 inches from the markings. Be careful not to tiger stripe the original surface.
23. Pay particular attention to mortar joints. If mortar joints break down during the rinsing cycle, **STOP** and go no further. Contact your Supervisor.
24. Ensure that the rinse water is prevented from entering storm drains or open water areas.
25. If this test gives you a satisfactory result, then continue on using the same method.
26. Deal with spot issues, as required.
27. Troubleshoot accordingly.



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For Small Area Surfaces:

Required Tools

- ❖ Assortment of paint brushes
- ❖ Common household white nylon scouring pad
- ❖ Assortment of white plastic buckets (1/2 to 1 gallon)
- ❖ White terry cloth towels

Required Materials

- ❖ Heritage Graffiti Remover
- ❖ Large rinse pail of water

Suggested Method

1. Chose a small area (ie. up to 1/2 square foot) to do a test before starting the full removal process.
2. The results of this test will confirm whether you can completely remove the graffiti.
3. If you cannot remove the graffiti to your satisfaction, you will not remove it in a larger area.
4. If you are not satisfied with your test results, stop and go no further. Contact your supervisor or WBGRS representative for trouble shooting instructions. Avoid the temptation to do a larger area.
5. The test should also define the best removal process for this particular area.
6. Once you have decided on a test area, put on appropriate safety gear.
7. Pour enough heritage in bottom of a white plastic bucket to heavily wet the graffiti markings.
8. Wet the paint brush with Heritage. Use the brush to trace the graffiti trail.
9. Turn the brush in circles on top of the graffiti as you apply product. This helps to break the surface cap of the graffiti and speeds removal.
10. Do **not** wet or rinse the surface at this time.
11. After 3 minutes of dwell time, use the brush to apply another liberal treatment of Heritage.
12. Allow the Heritage to dwell for at least three minutes. Keep the surface wet with Heritage.
13. Do **not** rinse the surface at this time.
14. After three minutes, brush the area with another liberal coating of Heritage. Continue to agitate the surface with the brush.
15. Do **not** wet or rinse the surface at this time.
16. Allow the Heritage to dwell for at least 3 minutes.
17. After three minutes, totally wet the treated area with rinse water. Rinse until the area is clean.
18. Pay particular attention to mortar joints. If mortar joints break down during the rinsing cycle, **STOP** and go no further. Contact your Supervisor.
19. Ensure that the rinse water is prevented from entering storm drains or open water areas.
20. If this test gives you a satisfactory result, then continue on using the same method.
21. Deal with spot issues, as needed.
22. Troubleshoot accordingly.

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