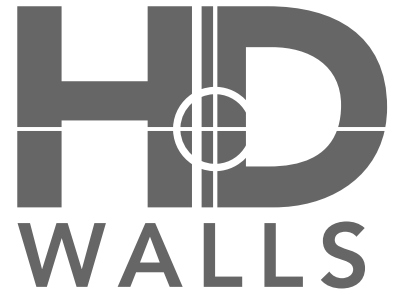


# CLEANING HD WALLS DIGITAL MURALS



## 1.0 GENERAL CONDITIONS, REMOVING DAY-TO-DAY SOIL

Ordinary dirt and smudges can be removed with a mild soap and warm water. Clean from bottom of wall upward. Rinse thoroughly with clean water from the top down using a sponge. Deeply embossed wallcoverings need extra attention to remove suds or loosened dirt that may lodge in the embossing. Dry wallcovering with a soft lint free cloth or towel.

For more difficult stains that are only surface deep, the use of a stronger detergent is recommended. Always test an inconspicuous area with the stronger detergent to be sure that the surface and ink are not damaged.

**DO NOT USE** steel wool or powdered abrasives because they can damage the image and textured surface.

**DO NOT USE** solvents, alcohol, pine oil, or cleaners that contain these kinds of products as they can remove the image and damage the textured surface.

When cleaning, always take measures to prevent water from dripping behind molding.

**NEVER MIX CLEANING AGENTS TOGETHER, VIOLENT REACTIONS MAY OCCUR.**

## 2.0 SURFACE PROTECTION

HD walls prints using durable UV inks that are easily cleaned and highly resistant to abrasion from surface contact.

We recommend DreamGuard Protex 3 for an extra measure of protection where surfaces are exposed to frequent collisions, scuffing, food stains, etc. DreamGuard Protex 3 is a water-based, non-hazardous topcoat that can be applied with commercial liquid laminating equipment as well as with a paint roller. Surfaces treated with DreamGuard Protex3 are significantly more durable in heavy wear areas.

## 3.0 ADDITIONAL CLEANING - DISINFECTANTS

In the aftermath of the Novel Coronavirus, HD Walls has received numerous questions from customers as well as end-users regarding what Covid-19 approved cleaners will assist in minimizing the spread of Covid-19 while at the same time not damage our wallcovering.

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HD Walls cannot advise you regarding whether any particular cleaning product is effective in removing the Covid-19 Virus from our wallcovering. Specific guidance regarding the growth, transmission and ability to remove COVID-19 from physical articles as of this writing can only be described as speculation at best. To date there is a lack of available industrial based testing that could determine these factors, and it is clear that even government entities such as the CDC have not definitively been able to determine how long this pathogen remains active on different surfaces.

HD Walls cannot provide assurances that any particular cleaning product will not adversely affect our wallcovering because HD Walls does not control the formulation, or more importantly any particular formulation changes made to these products over time. However, HD Walls can summarize those cleaning solutions that are known to have been used to successfully clean our wallcovering. Some are recommended for general cleaning, and some only for limited spot cleaning. Most have some established use on viruses as disinfectants. Always follow manufacturer's directions for the maximum safety and efficacy of these cleaning products.

### Soap and Detergent

HD Walls wallcovering passes Type II testing for soap and detergent. HD Walls standard cleaning instructions recommend mild soap and water for cleaning all of our wallcovering. Soap and water has been recommended by the CDC as a cleaning agent on surfaces for Covid-19. Unfortunately, we have no testing method or guidance to date as to the effectiveness of soap and water against Covid-19 on our wallcovering.

### Diluted Bleach

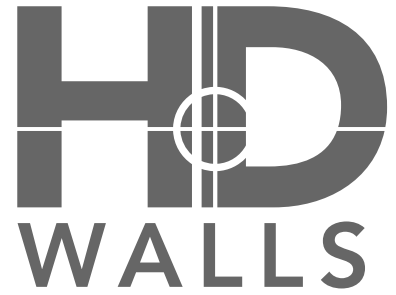
Diluted Bleach - Type II testing does NOT specifically include diluted bleach and diluted bleach should be avoided unless absolutely necessary. That being said, diluted bleach is an alkaline and HD Walls Wallcovering does pass the alkaline testing for Type II (1% NaOH). Thus, the use of diluted bleach (No stronger than 20:1 dilution) can be used if absolutely necessary with the procedure set forth below:

Please select an inconspicuous spot for test cleaning;  
Carefully rub the spot (and avoid vigorously rubbing the product with diluted bleach or any caustics).

Note: CDC recommends 48:1 dilution for disinfecting with bleach.

Note: Follow all manufacturer directions for mixing any bleach products

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### Alcohol (Ethanol and/or Isopropanol)

ETHANOL- HD Walls wallcovering passes Type II testing for 50% Ethanol.

Note: CDC recommends that 60% Ethanol is used for hand sanitizer.

ISOPROPANOL- Type II testing does NOT specifically include Isopropanol (rubbing alcohol). But 70% isopropanol has been recommended for years for use as a spot cleaner. As with diluted bleach (no stronger than 20:1 bleach dilution), when using alcohol products, an inconspicuous spot should be chosen first for test cleaning.

### Disinfecting wipes / Quaternary Ammonium / Ammonium Chloride Cleaners

As of this writing, disinfecting wipes, like Lysol and Clorox, have not been formally tested on HD Walls printed wallcoverings. However, they are generally considered gentler than diluted bleach solutions. As such, they may be used for spot cleaning using the same precautions set forth above for diluted bleach cleaning.

Solutions containing Quaternary Ammonium, like Virex 256 and Lysol Multi Surface Cleaner, may be used under the same restrictions governing diluted bleach and alcohol cleaners:

Follow manufacturer's instructions for dilution and use.

Select an inconspicuous spot for test cleaning.

Repeated long term usage of Quaternary Ammonium over the same area should be avoided, if possible.

### Hydrogen Peroxide (<5%)

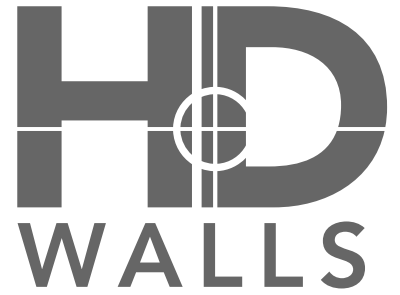
Solutions of Hydrogen Peroxide, less than 5%, may also be considered for spot cleaning. The same precautions must be observed when using hydrogen peroxide solutions.

Follow manufacturer's instructions for dilution and use.

Select an inconspicuous spot for test cleaning.

Repeated long term usage of Hydrogen Peroxide solutions over the same area should be avoided, if possible.

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### Other chemicals

Kerosene, naphtha, turpentine, should not be used for general cleaning or for repeated cleaning. However, they may be used for spot cleaning.

IMPORTANT NOTE: The results for the cleaners/disinfectants listed above does not imply a “warranty” or that the results are guaranteed. Customers should first determine if products are appropriate for use by testing a spot in an inconspicuous area as outlined above. After each application of these cleaners on the wallcovering surface, the surface must be wiped with clean water and dried with a clean towel to remove any chemical residue that could eventually discolor or degrade the material surface. Failure to follow the above dilution recommendations when using these types of cleaners/disinfectants or the failure to apply a clean water rinse after each application (and after the recommended contact time as recommended by the product mfr.) can expedite a product failure and will void any warranty claim.

Rev C - 5/14/2020