

# Chemeco™ Floor Care Solutions

## ARMOR PLATE FLOOR SEALER FINISH



**EXTENDED PERFORMANCE FLOOR FINISH**



**18-36 MONTH EXTENDED  
MAINTENANCE PROGRAM**

**EXCLUSIVE & REVOLUTIONARY HARD FLOOR CARE RANGE**



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**18-36 MONTH EXTENDED  
MAINTENANCE PROGRAM**

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# 18-36 MONTH EXTENDED MAINTENANCE PROGRAM

## OVERVIEW

**Stripping** is the first step in the Floor Care Life Cycle. Initially strip the floor to remove all existing floor finish and seal. If the flooring is brand new, strip to remove any coatings applied at the factory. Thorough stripping ensures starting with a clean, well prepared surface. Thoroughly rinsing and allowing the floor to dry completes the stripping step. The floor is now ready for the application of floor finish.

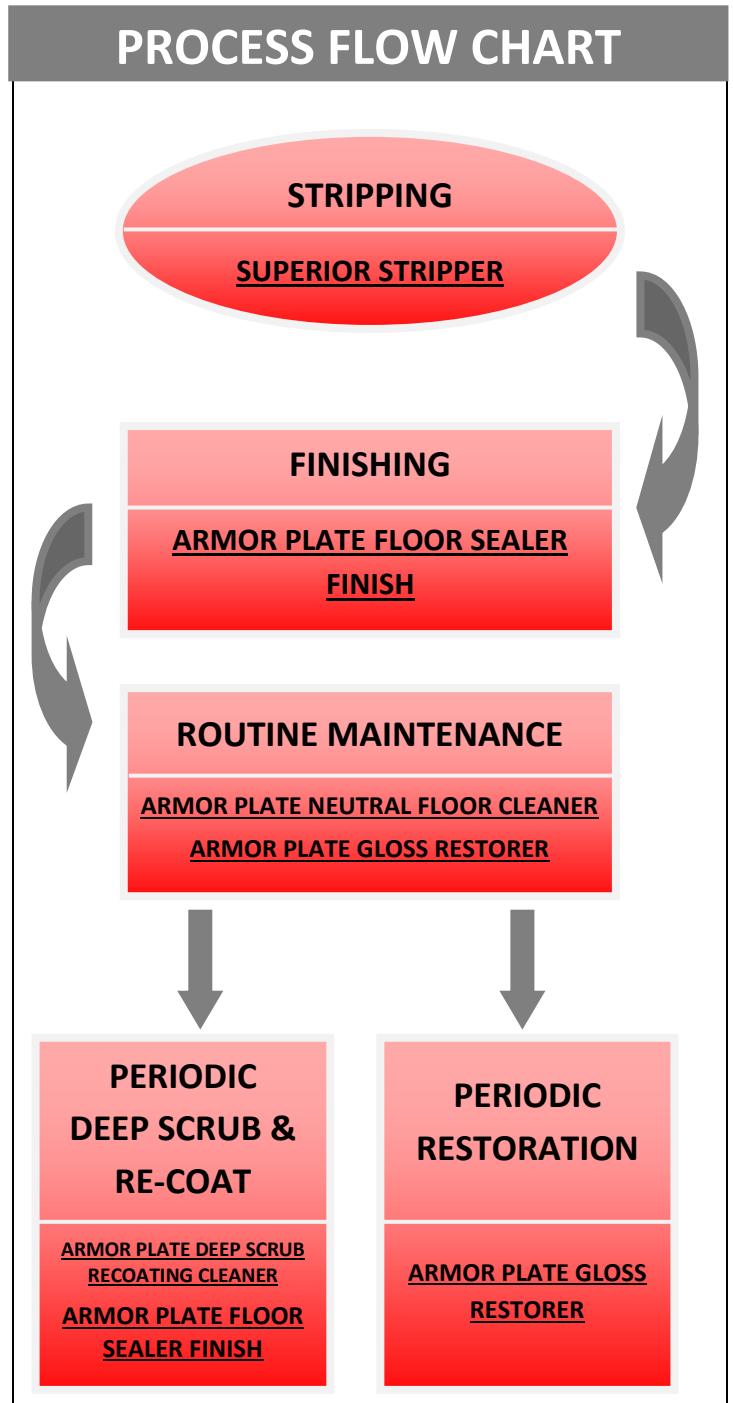
**Coating** is the next step in the Floor Care Life Cycle. When applying floor finish, using proper coating technique is critical to long term, satisfactory results. Applying three thin, uniform coats and allowing adequate drying time result in the best film formation and provide the best overall, long term performance.

**Routine Maintenance** is the next step in the Floor Care Life Cycle. Routine maintenance procedures are designed to remove dirt /foreign material from the floor. Keeping the floor clean reduces damage from foreign material which improves the appearance and extends the lifetime of the coating. Routine maintenance includes both dry methods (matting, dust mopping, sweeping, burnishing) and wet methods (mopping, automatic scrubbing).

**Periodic Restoration** is the next step in the Floor Care Life Cycle and is performed when routine maintenance no longer provides the desired level of appearance. Periodic restoration with a mop on restorer is a quick, easy and simple method of extending the lifetime of the coating.

**Periodic Deep Scrub and Re-coat** is the next step in the Floor Care Life Cycle. This process consists of top scrubbing to remove any imbedded dirt/foreign material and re-applying finish to renew and extend the lifetime of the coating.

### PROCESS FLOW CHART



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# FLOOR CARE PROGRAM SCHEDULE

	Vacuum walk off mats	Remove trash, Sweep, Dust Mop	Spot Mop or Auto-scrub	Periodic Routine Maintenance	Periodic Scrub and Re-coat	Strip and Re-Finish
Daily						
Weekly						
Semi-Annual						
18-36 months						



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# FLOOR PRODUCT DESCRIPTIONS

### ARMOR PLATE FLOOR SEALER FINISH Extended Performance Floor Finish

A wet-look gloss floor finish incorporating proprietary MMT™ polymer technology producing outstanding long-term clarity, excellent abrasion resistance and extended durability. Excellent scrub and re-coat performance easily extends the time between stripping cycles from 18 to 36 months.



### SUPERIOR STRIPPER No Rinse Liquifying Stripper

A 55% active speed stripper that easily cuts through multi-layers of burnished floor finish. This “true” no rinse stripper does not contain potassium hydroxide or sodium hydroxide, yet, is the fastest working liquifier on the market. Low foaming and no rinse features make this product a must for all professional floor care systems.



### ARMOR PLATE NEUTRAL FLOOR CLEANER

An alkaline-free cleaner designed for maintaining wet-look gloss floor finishes. Low to moderate foaming, this balanced detergent formula emulsifies soils for easy film free cleaning. Suitable for use through an automatic scrubber. Fresh lemon fragrance provides a pleasant scent.



### ARMOR PLATE DEEP SCRUB RECOATING CLEANER Scrub & Recoat Cleaner

A heavy-duty, water based cleaning concentrate designed for scrub / re-coat maintenance procedures with a low foam formulation. It is ideal for use in automatic scrubber equipment with proper floor pad or brush. Using a neutral pH range formulation, it aggressively removes embedded soils and scuffs in upper layers of finish film, and prepares the surface for re-coating with a minimum of rinsing, saving time and labour. May also be used for damp mopping finished floors where excessive soil is a problem.



### ARMOR PLATE GLOSS RESTORER

A revolutionary UHS burnishing product that renovates floor finish and restores floors to maximum gloss...like magic! Especially selected polishing agents and cleaners help to remove scratches and scuffs from floors while rejuvenating the floor to a brilliant lustre. Creates an ultra hard wear film. Use as a spray buff, mop-on restorer or with any automatic scrubber.



### ETC FLOOR PADS

Ultra High Speed Pads. Optimum strength and gives a “Wet Look” Shine. Used in all aspects of hard floor maintenance.

ETC Red Pads for Scrubbing

ETC Green or Blue Pads for Cutting (Re-coating process)

ETC Black Pads for Stripping

ETC Gorilla, Jaguar or Jaguar Light Pads for Burnishing



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## PRODUCT DILUTIONS / COVERAGE

Chemeco Product Name	Cleaning Task	Use Dilution	Coverage
<b>Armor Plate Floor Sealer Finish</b> <i>Extended Performance Floor Finish</i>	Floor Finish Application	Ready to Use, do not mix with water.	60 sqm / litre
<b>Armor Plate Neutral Floor Cleaner</b>	Daily damp mopping Daily Auto-scrubbing	1:80, Diluted with 1 parts chemical to 80 parts water	1000 sqm per litre of Diluted Solution
<b>Armor Plate Gloss Restorer</b>	Daily damp mopping Daily Auto-scrubbing	1:80, Diluted with 1 parts chemical to 80 parts water	1000 sqm per litre of Diluted Solution
<b>Armor Plate Deep Scrub Recoating Cleaner</b>	Deep Scrubbing – Automatic Scrubber	For Light Use 1:25, Diluted with 1 part chemical to 25 parts water  For Heavy Use 1:12, Diluted with 1 part chemical to 12 parts water	46 sqm per litre of Diluted Solution
<b>Superior Stripper</b> <i>No Rinse Liquifying Stripper</i>	Stripping	For Light Use 1:16, Diluted with 1 part chemical to 16 parts water  For Heavy Use 1:5, Diluted with 1 part chemical to 5 parts water	4-7 sqm per litre of Diluted Solution

**NOTE: Always use clear, room temperature water. Never use hot water to dilute chemicals.**



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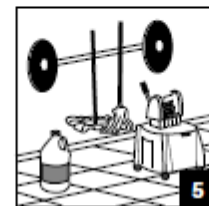
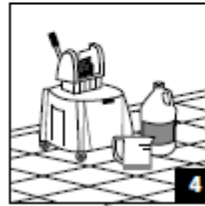
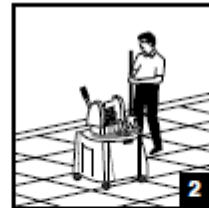
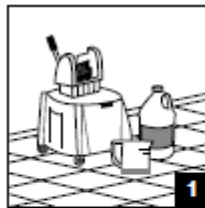
## 18-36 MONTH EXTENDED MAINTENANCE PROGRAM

# PROGRAM MAINTENANCE PROCEDURES

### Daily Maintenance:

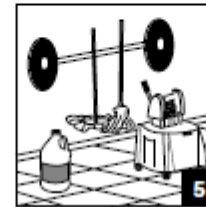
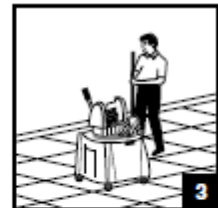
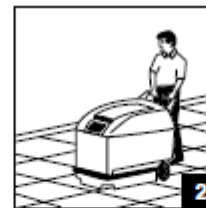
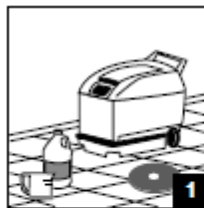
#### Damp Mop Procedures

1. Fill mop bucket with **AP Neutral Floor Cleaner** diluted at 1 part to 80 parts of cool water (1:80 ratio).
2. Start with a clean mop. Place mop into cleaning solution. Wring the mop thoroughly; it should only be damp, not dripping.
3. Damp mop an area approximately 10" x 10", using a figure 8 motion. Leave the floor as dry as possible. This will speed the drying process and allow the floor open to traffic sooner.
4. To prevent dirt from being re-deposited, change **AP Neutral Floor Cleaner** solution frequently.
5. Clean all equipment and return to storage area.



#### Auto Scrub Procedures

1. Fill the automatic scrubber with **AP Neutral Floor Cleaner** diluted at 1 part to 80 parts of cool water (1:80 ratio). Mount scrub brushes or red scrub pads on drive block.
2. With the solution valve open, brushes or ETC Red Pads down and rotating at medium pressure, squeegee down and vacuum on, scrub the floor and pick up solution in one pass.
3. Start with clean water and a clean mop, wring the mop thoroughly, it should only be damp, not dripping.
4. Pick up any trails left behind by the scrubber. Be sure to pick up any liquid around merchandise and store fixtures.
5. Clean all equipment and return to storage area.



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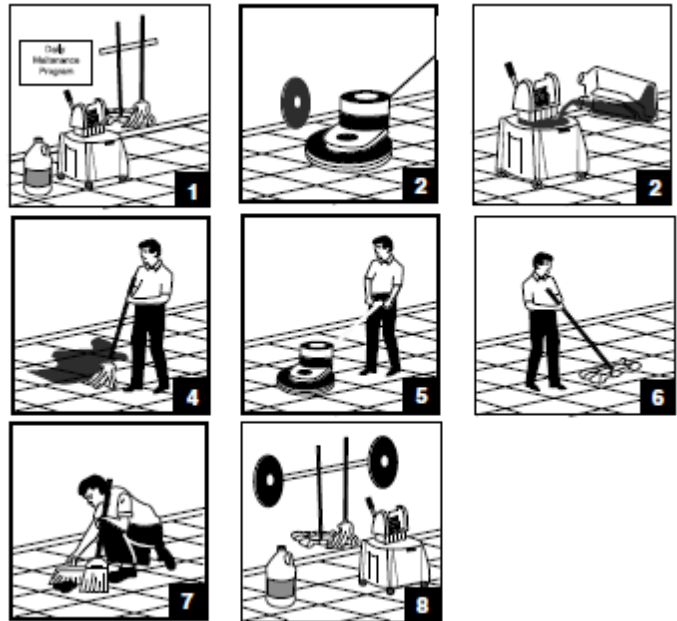
## 18-36 MONTH EXTENDED MAINTENANCE PROGRAM

# PROGRAM MAINTENANCE PROCEDURES

### Weekly Maintenance:

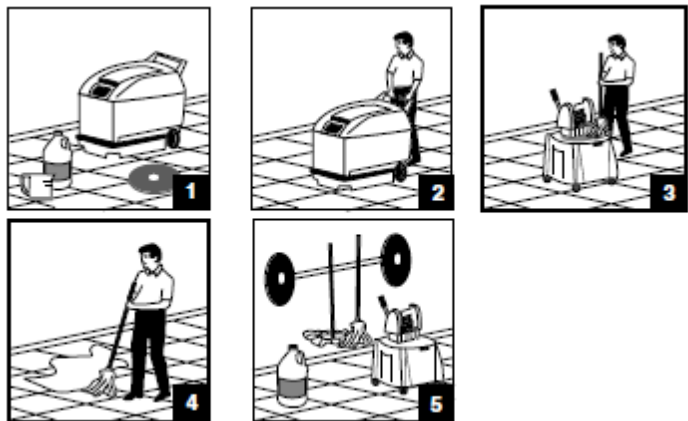
#### Mop On Restoration Procedures

1. Always perform Daily Maintenance Procedures before performing Weekly Maintenance Procedures.
2. Install ETC Jaguar high speed buffing pad on high-speed machine.
3. In a mop bucket with **AP Gloss Restorer** diluted at 1 part to 80 parts of cool water (1:80 ratio).
4. Mop **AP Gloss Restorer** solution onto the floor and allow to dry.
5. Polish until desired gloss is achieved. Repeat the process in another area.
6. Dust mop the entire area using a treated dust mop to pick up any debris created during restoration.
7. Pick up debris using broom and dust pan.
8. Clean all equipment and return to storage area.



#### Auto Scrub Procedures

1. Fill the automatic scrubber with **AP Gloss Restorer** diluted at 1 part to 80 parts of cool water (1:80 ratio). Mount scrub brushes or ETC Red Pads on drive block.
2. With the solution valve open, brushes or red pads down and rotating at medium pressure, squeegee down and vacuum on, scrub the floor and pick up solution in one pass.
3. Start with clean water and a clean mop, wring the mop thoroughly, it should only be damp, not dripping.
4. Pick up any trails left behind by the scrubber. Be sure to pick up any liquid around merchandise and store fixtures.
5. Clean all equipment and return to storage area.



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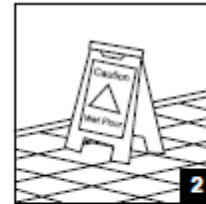
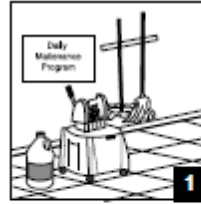


# 18-36 MONTH EXTENDED MAINTENANCE PROGRAM

## PROGRAM MAINTENANCE PROCEDURES

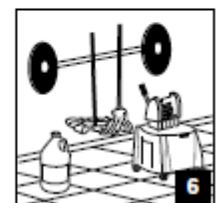
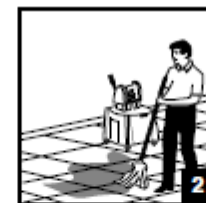
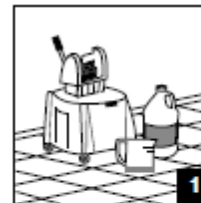
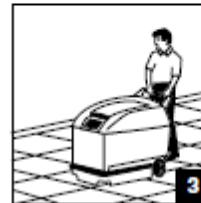
### Semi-Annual Maintenance: Scrub and Re-coat

1. Perform Daily Maintenance procedures 1 through 8.
2. Place wet floor sign close to work area.
3. Place Protective material over edge of carpet if required.
4. Machine Scrub or Auto Scrub.



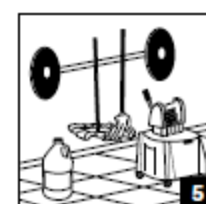
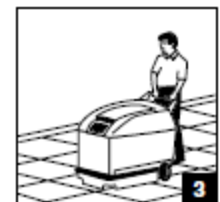
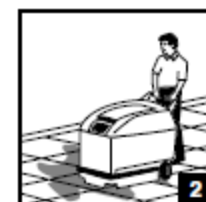
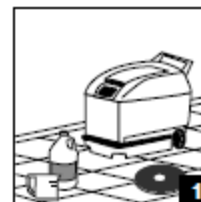
#### Machine Scrub Procedures

1. Fill mop bucket with **AP Deep Scrub Recoating Cleaner** diluted at 1 part to 12 parts of cool water (1:12 dilution ratio) for HEAVY USE or 1 part to 12 parts of cool water (1:12 dilution ratio) for LIGHT USE.
2. Apply **AP Deep Scrub Recoating Cleaner** solution to approximately 10' x 10' section of the floor.
3. Scrub with a low speed machine and blue pad. Two passes with a machine over the same floor area will assure adequate cleaning. If drying occurs re-apply cleaner solution.
4. Pick up dirty solution with a mop or a wet pick-up vacuum.
5. Rinse with clean water and a mop.
6. Proceed on to next floor section. After all sections have been machine scrubbed, follow Finish Application Procedures at the end of this section. Clean all equipment and return to storage area.



#### Auto Scrub Procedures

1. Fill the automatic scrubber with **AP Deep Scrub Recoating Cleaner** at 1 part to 80 parts of cool water (1:80 ratio). Mount scrub pads on drive block. Place wet floor sign close to work area.
2. Make the first pass with the solution valve open, brushes or ETC Green or Blue Pads down and rotating at medium pressure to scrub the floor.
3. Make a second pass over the area with the brushes or blue pads down and rotating at medium pressure, squeegee down and vacuum on, scrub floor and pick up cleaning solution.
4. Rinse with clean water and a mop.
5. After all sections have been auto-scrubbed, follow Finish Application Procedures at the end of this section. Clean all equipment and return to storage area.



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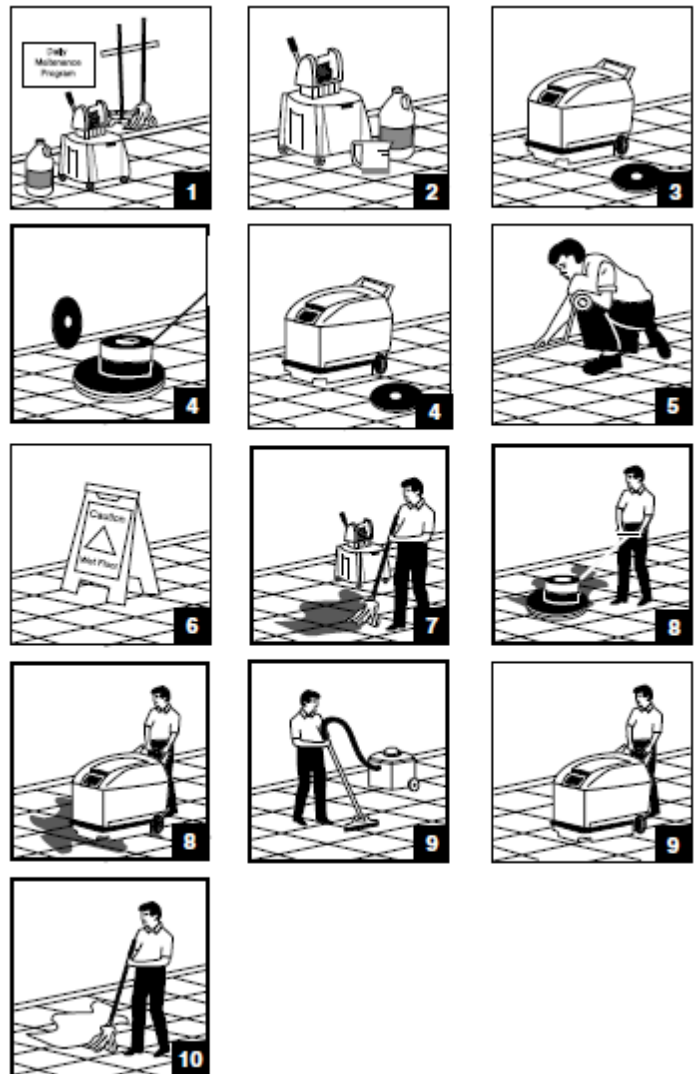
## 18-36 MONTH EXTENDED MAINTENANCE PROGRAM

# PROGRAM MAINTENANCE PROCEDURES

### Every 18–36 Months: Strip and Finish

#### Floor Stripping Procedure

1. Perform Daily Maintenance procedures 1 through 8.
2. Fill mop bucket with **SUPERIOR STRIPPER** diluted at 1 part to 5 parts of cool water (1:5 dilution ratio) for HEAVY USE or 1 part to 16 parts of cool water (1:16 dilution ratio) for LIGHT USE.
3. Fill second mop bucket with clean cool water (will be used for rinsing). If using an automatic scrubber, fill the automatic scrubber with cool water in place of the second mop bucket.
4. Install black stripping pads on drive block for LOW SPEED MACHINE. If using automatic scrubber for stripping machine, install ETC Black Stripping Pads on the drive blocks for the automatic scrubber.
5. Place protective material over edge of any carpet that might be contacted.
6. Place wet floor sign close to work area.
7. Apply **SUPERIOR STRIPPER** solution to approximately 10' x 10' section of the floor.
8. Strip with the low speed machine and appropriate pad. Multiple passes over the same floor area will assure adequate stripping. If drying occurs re-apply stripper solution. If using automatic scrubber to strip, make the first pass with the brushes or pads down and rotating at high pressure to strip the floor.
9. Pick up dirty solution with a mop, wet pick-up vacuum, or automatic scrubber. If using automatic scrubber, pass over the floor with solution valve open, brushes or pads down, squeegee down and vacuum on, rinse the floor.
10. Rinse floor with clean water and a mop.
11. Proceed on to next floor section. After all sections have been machine scrubbed, follow Finish application steps below.



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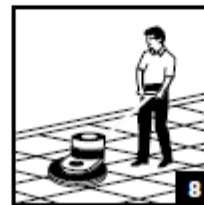
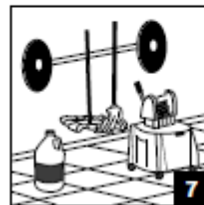
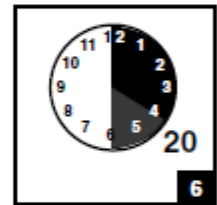
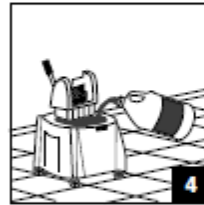
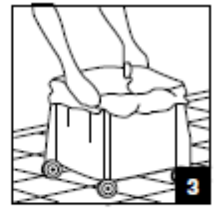
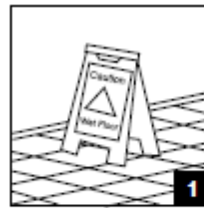
## 18-36 MONTH EXTENDED MAINTENANCE PROGRAM

# PROGRAM MAINTENANCE PROCEDURES

### Every 18–36 Months: Strip and Finish cont.

#### Finish Application Procedures

1. Place wet floor sign close to work area.
2. Place protective material over edge of carpet.
3. Line mop bucket with plastic bag.
4. Pour **ARMOR PLATE Floor Sealer Finish** into the lined bucket.
5. Apply **ARMOR PLATE Floor Finish**. For Scrub and Re-coat cycles apply 2 coats maximum, for Strip and Finish Cycles apply 6 coats maximum. For best results, apply thin, uniform coats of floor finish.
6. Allow 30 minutes drying time between each coat.
7. Clean all equipment and return it to storage.
8. Let dry overnight and buff with ETC Jaguar or Jaguar Light Pad after performing daily maintenance.



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## 18-36 MONTH EXTENDED MAINTENANCE PROGRAM

# TROUBLE SHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	REMEDY
Powdering	<ul style="list-style-type: none"> <li>• Poor Adhesion (Bond)</li> <li>• Harsh buffing</li> <li>• Finish applied over softer finish, detergent, salt, or oil residue</li> <li>• Film applied too thin, dried too fast or on cold floor</li> <li>• Old, frozen or bacterially contaminated finish.</li> <li>• Sand or grit trackage</li> <li>• Floor too soft, flexing of floor under traffic. (Spongeback floors or sports floors.)</li> </ul>	<ul style="list-style-type: none"> <li>• Temporary - Apply 2 coats of finish until such time as the following steps can be taken, strip, rinse thoroughly, and re-apply finish.</li> <li>• Sweep and damp mop. Re-apply finish. Reduce aggressiveness of buffing pad.</li> <li>• Strip, rinse thoroughly and re-apply finish.</li> <li>• Use medium coats, reduce air flow and never apply to floors below 50°F.</li> <li>• Strip and replace with good finish.</li> <li>• Install mats at entranceways, sweep more frequently, switch to wax if necessary.</li> <li>• Use less finish or change to softer finish.</li> </ul>
Poor Gloss	<ul style="list-style-type: none"> <li>• Not enough material on floor.</li> <li>• Buffing medium to harsh.</li> <li>• Sand and grit trackage grinding off finish</li> <li>• Improper cleaner dilution or wrong daily cleaner used.</li> <li>• Thin coats of finish applied.</li> <li>• Very porous floor</li> <li>• Dirty or contaminated equipment used.</li> </ul>	<ul style="list-style-type: none"> <li>• Surface scrub, rinse and apply additional coats of material. Use higher solids product.</li> <li>• Use less aggressive pads.</li> <li>• Prevent grit from being tracked over finish.</li> <li>• Use approved cleaner only. Always measure detergent. More is not better.</li> <li>• Apply in medium coats. Don't wring out mop.</li> <li>• Apply more coats of finish, or use undercoater.</li> <li>• Strip, rinse thoroughly and re-apply finish using clean equipment.</li> </ul>
Scuff Marks	<ul style="list-style-type: none"> <li>• Soap scum, oil or detergent residue</li> <li>• Finish too soft for traffic.</li> <li>• Contamination of finish when applied.</li> <li>• Radiant heat.</li> </ul>	<ul style="list-style-type: none"> <li>• Strip, rinse thoroughly and re-apply finish. Check for source of problem and eliminate.</li> <li>• Harder polymer should be use.</li> <li>• Strip, rinse thoroughly and re-apply finish using clean equipment.</li> <li>• Wax may be in use when a polymer should be or use a harder finish.</li> </ul>



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## **Trouble Shooting Guide cont.**

<b>PROBLEM</b>	<b>POSSIBLE CAUSE</b>	<b>REMEDY</b>
Scratching	<ul style="list-style-type: none"> <li>• Excess dirt and grit on floor.</li> <li>• Buffing too harsh.</li> <li>• Not enough scrubbing, buffing or burnishing</li> </ul>	<ul style="list-style-type: none"> <li>• Dust mop frequently, vacuum entry mats and runners more often.</li> <li>• Use less aggressive floor pads.</li> <li>• Set up a program of proper daily cleaning, frequent scrubbing, restoration and re-coating.</li> </ul>
Yellowing or Darkening	<ul style="list-style-type: none"> <li>• Yellowing of finish due to oxidation of polymer.</li> <li>• Yellow due to migration of plasticizer from vinyl or rubber mats.</li> <li>• Yellowing or darkening of rubber floors due to UV from florescent lights, sunlight or highly alkaline cleaners.</li> <li>• Apply floor finish over dirty floor.</li> <li>• Damp mopping with dirty water leaving dirt which can be buffed into finish.</li> </ul>	<ul style="list-style-type: none"> <li>• Switch to finish that does not yellow with age.</li> <li>• Thoroughly strip to remove all finish. Then scrub a 1 to 1 solution of household bleach with bristle brush or red pad. Rinse thoroughly. Repeat until stain is removed. When dry, seal and refinish. Change to a tested mat that won't stain.</li> <li>• Repeat above procedure using nylon scrub pad or black strip pad for agitation with bleach. Use 2 coats of seal and 2 to 4 coats of finish.</li> <li>• Strip, rinse thoroughly and re-apply finish.</li> <li>• When damp mopping change water frequently.</li> </ul>
Streaky Appearance	<ul style="list-style-type: none"> <li>• Previous coat not dry before applying the next.</li> <li>• Too many coats applied in one day.</li> <li>• Contaminated finish poured back into original container.</li> <li>• Finish has been frozen or stored in extreme heat.</li> <li>• Floor not properly rinsed before coating.</li> <li>• Finish applied too thin.</li> <li>• Use of cotton mop heads that have not had sizing removed.</li> <li>• Oil treated dust mop run over floor prior to finish application.</li> </ul>	<ul style="list-style-type: none"> <li>• Burnish. If appearance still poor, scrub, rinse thoroughly and re-apply. Always allow adequate dry time between coats.</li> <li>• Limit the number of coats applied in one day to 4, for additional coats wait 24-48 hours.</li> <li>• Dispose of contaminated product. Strip, rinse thoroughly and re-apply. Don't use left over finish unless placed in separate container and sealed.</li> <li>• Dispose of damaged product. Strip, rinse thoroughly and re-apply new finish.</li> <li>• Rinse floor after scrubbing or stripping, before applying floor finish.</li> <li>• Burnish. If necessary, scrub, rinse thoroughly and re-apply medium coat.</li> <li>• Soak new cotton mop heads prior to first use for mopping or applying floor finish. 24 oz. Rayon mop heads are recommended for finish application.</li> <li>• Do not dust mop after scrubbing and rinsing and prior to finish application.</li> </ul>



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## Trouble Shooting Guide cont.

PROBLEM	POSSIBLE CAUSE	REMEDY
Slippery Floors	<u>Initial Application</u> <ul style="list-style-type: none"> <li>Contamination of finish with wax from mop or bucket or with oil residual from cheap cleaners.</li> <li>Radiant heated floors.</li> <li>Insufficient material on floor.</li> </ul>	<ul style="list-style-type: none"> <li>Strip, rinse thoroughly, and re-apply new material with clean equipment.</li> <li>Do not use floor wax. Use polymer finish only.</li> <li>Apply one or two more coats of finish.</li> </ul>
	<u>After Application</u> <ul style="list-style-type: none"> <li>Trackage of oil, water, soap scum, wax, dust, grit or powder residue from burnishing.</li> <li>Aerosol over spray of silicone based products or trackage of roach and bug sprays.</li> <li>Ice melting compound trackage</li> </ul>	
Black Marking	<ul style="list-style-type: none"> <li>Insufficient material on floor.</li> <li>Incorrect procedures being used.</li> <li>Asphalt or black top dressing trackage.</li> <li>Finish being worn away through use of highly alkaline cleaner or overly aggressive buffing pads.</li> </ul>	<ul style="list-style-type: none"> <li>Scrub, rinse and apply additional coats of finish.</li> <li>Set up a program of proper daily cleaning, frequent scrubbing, restoration and re-coating.</li> <li>Strip, rinse thoroughly, and re-apply finish. Use adequate walk off mats and runners at entrances.</li> <li>Strip, rinse thoroughly, and re-apply finish to affected areas. Use proper daily floor cleaner and/or less aggressive buffing pads.</li> </ul>
Salt (Contamination of finish, whitening or curd formation.)	<ul style="list-style-type: none"> <li>Magnesite floor (salt in floor).</li> <li>Ice and snow removers.</li> </ul>	<ul style="list-style-type: none"> <li>Strip with non-soap stripper, rinse thoroughly, seal with salt resistant product and apply 2-4 coats of finish.</li> <li>Dry vacuum, flood rinse with clear, warm water. Pick up with wet vac. If whitening remains, strip, rinse thoroughly, and re-apply floor finish.</li> </ul>
Bleeding Floor	<ul style="list-style-type: none"> <li>Alkaline residue from stripping or damp mopping.</li> <li>Colored pigments removed by abrasion from coarse stripping or scrubbing.</li> </ul>	<ul style="list-style-type: none"> <li>Strip, rinse with clear water, rinse with mild acid solution (1 part vinegar to 1 part water), rinse with clear water again, seal and re-finish.</li> <li>Reduce aggressiveness of floor pads.</li> </ul>



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## **Trouble Shooting Guide cont.**

<b>PROBLEM</b>	<b>POSSIBLE CAUSE</b>	<b>REMEDY</b>
Poor Lay Down / Leveling	<ul style="list-style-type: none"> <li>Floor not properly prepared. Old finish or stripper residue remains.</li> <li>Sizing not removed from cotton mops.</li> <li>Dirty equipment used in preparation and application.</li> <li>Over applying leaves streaks and puddles. Under applying dries too fast and streaks.</li> </ul>	<ul style="list-style-type: none"> <li>Re-strip, rinse thoroughly, and re-apply floor finish.</li> <li>Soak new cotton mops thoroughly to remove sizing or use rayon mops.</li> <li>Strip, rinse thoroughly and re-apply finish using clean equipment.</li> <li>Deep scrub or strip, rinse thoroughly, and re-apply finish. Apply medium coats through better control of wet mop.</li> </ul>
Poor Finish Removability	<ul style="list-style-type: none"> <li>Excessive build-up of old floor finish.</li> <li>Aged or burnished film.</li> <li>Pads butter or load up due to excessive build-up of old finish.</li> <li>Incorrect pads used for stripping. Cleaner or degreaser used to strip floor.</li> </ul>	<ul style="list-style-type: none"> <li>Repeated stripping operations and longer dwell times may be required. Or, use a more concentrated stripping solution.</li> <li>Additional wetting time should be allowed. Or use a more concentrated stripping solution.</li> <li>Allow longer dwell time, re-wet with stripper, then remove swollen finish with squeegee. Pick up with scoop shovel. Then re-apply stripper and scrub with stripping pad.</li> <li>Use more aggressive floor pad.</li> <li>Use only appropriate stripper for complete removal of finish.</li> </ul>
Whitening of Finish	<ul style="list-style-type: none"> <li>Stripper not efficient enough to completely remove all finish.</li> <li>Alkali residual on floor picked up in finish upon application.</li> <li>Salt residual or salt floor.</li> </ul>	<ul style="list-style-type: none"> <li>Use a more concentrated stripping solution and allow extended contact time, do not allow to dry.</li> <li>Strip, neutralize floor with vinegar, rinse thoroughly and re-apply finish.</li> <li>See "Salt" problems for cure.</li> </ul>
Whitening of Floor	<ul style="list-style-type: none"> <li>Harsh alkaline cleaner causes bleeding of color and eventual whitening of floor</li> <li>Too harsh a scrubbing pad causes a roughing of the surface and/or exposes the sand in asphalt and VCT giving the floor a white look.</li> <li>Whitening caused by moisture from under the floor</li> <li>Dark floors show whitening in traffic lanes when not properly maintained.</li> </ul>	<ul style="list-style-type: none"> <li>Use a lower pH cleaner. Restore asphalt floor with deep scrubbing rinse, then apply sealer and re-apply finish.</li> <li>Reduce the abrasiveness of the pad to hone the floor smooth and apply several coats of finish.</li> <li>Replace floor with a breather type floor so moisture can escape.</li> <li>Scrub, rinse thoroughly and re-apply adequate floor finish. Set up proper daily maintenance program.</li> </ul>



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### **Trouble Shooting Guide cont.**

PROBLEM	POSSIBLE CAUSE	REMEDY
Floor Cupping	<ul style="list-style-type: none"> <li>Excessive moisture.</li> <li>Heat from buffing with carpet or lambs wool cause tile to expand and cup.</li> <li>Laying tile in cold condition then, when building warms up, tile expands and cups.</li> </ul>	<ul style="list-style-type: none"> <li>Determine source of moisture. If from over flooding in cleaning, eliminate it. If from the ground use a breather floor.</li> <li>Relay tile and eliminate buffing.</li> <li>Relay tiles when building is warm.</li> </ul>
Furniture sticks to floor	<ul style="list-style-type: none"> <li>Furniture replaced before freshly applied finish has time to cure.</li> </ul>	<ul style="list-style-type: none"> <li>Allow longer time for finish to cure. In high humidity this may require up to several days.</li> <li>NOTE: To release stuck furniture DO NOT lift straight up. Tap legs near the floor, hitting in a horizontal direction.</li> </ul>
Mop drag	<ul style="list-style-type: none"> <li>Re-coating too soon.</li> <li>Higher than normal humidity</li> </ul>	<ul style="list-style-type: none"> <li>Allow longer dry time between coats.</li> <li>Allow longer dry time between coats.</li> </ul>
Long drying time	<ul style="list-style-type: none"> <li>Low temperature</li> <li>Application too heavy</li> <li>High humidity</li> </ul>	<ul style="list-style-type: none"> <li>Apply finish at close to normal temperature of 70°F.</li> <li>Apply in medium coats.</li> <li>After the first 10 minutes of drying, properly ventilate area. Do not aim fans directly at floor.</li> </ul>
Tacky or Sticky Film	<ul style="list-style-type: none"> <li>Mopping floor with improperly diluted disinfectant cleaner.</li> </ul>	<ul style="list-style-type: none"> <li>Follow direction on label and carefully measure disinfectant cleaner.</li> </ul>

***Proper solutions to floor problems start with correct investigation of the problem.***

***1. Be a good listener.***

***2. Write down the facts as they are related or observed.***

***3. Go over the problem as many times as necessary until you understand the whole problem.***

***4. Follow directions outlined for correcting individual problems.***



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## GLOSSARY OF TERMS

### - A -

Abrasive	Material used for grinding and polishing.
Acid	Water-based solutions that turn litmus indicators red. Any compound that can react with a base to form a salt. A pH between 0 and 7.
Acrylic Resins	Thermoplastic polymers or copolymers of Acrylic Acid, Methacrylic Acid, esters of these acids or Acrylonitrile – these resins range from soft, sticky, semi-fluid material to hard solids, well known examples of which are “Lucite” and “Plexiglas”.
Alcohol	A compound derived from a hydrocarbon containing one or more hydroxyl groups. May be used as the liquid vehicle of resins.
Alkali	Any compound of hydroxide, such as soda, potash, etc., that is soluble in water and can neutralize acids. A pH of between 7 and 14.
Anhydrous	A material entirely free from water (see Hydrated). Anhydrous materials can be either liquid or powdered. Many anhydrous powders will absorb moisture from the air if left open. This absorbing of moisture will cause caking of the material in most cases.
Anion	A negatively charged ion.
Anionic Wetting Agent	A wetting agent most effective in alkaline solutions. The ions in the solution bear a negative charge.

### - B -

Biodegradable	Term used to denote whether a detergent is capable of being broken down by bacteria in a normal decomposing process. A detergent that will break down rapidly is called “soft”. Those that will take considerable time or will not break down are called “hard”.
Buffer	A compound that regulates or stabilizes the pH of a solution.
Buffer Action	The ability of a material to maintain a nearly constant pH over a wide range of dilutions. Moderate amounts of an acid material may be added to a buffered alkaline solution without changing the pH significantly.

### - C -

Cation	A positively charged ion.
Centigrade	Temperature scale 0°C Freezing 100°C Boiling
Cleaner	A tool, device or chemical preparation for removing dirt.
Colloidal	A liquid suspension in which the particles will not settle on standing. Milk is an example of a colloidal suspension. (See Solution).
Compound	Two or more elements chemically united in definite proportions by weight. May be separated only by chemical means.
Concentration	The amount of a substance per unit volume.
Corrosion	Any detrimental chemical attack on metal surfaces. Examples of corrosion are rust on aluminum, magnesium and zinc, green to blue stain on brass and copper.



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- D -

Detergent	A material designed to clean. "Detergent" refers to the synthetic class of cleaners which does not contain soap. However in common terminology "Soap" is a considered a detergent.
Dirt	Matter in the wrong place.
Dispersing Agent	Any material added to a compound to promote the spreading of very small particles through the solution. The dispersed particles will not remain suspended indefinitely.

- E -

Efflorescent	A growth of salt crystals on a surface due to evaporation of salt laden water.
Emulsion	A stable mixture of water in oil or oil in water by the addition of a third material known as the emulsifier (usually a surfactant).
Enzymes	A large class of complex proteinaceous molecules, which act as catalysts in biochemical reactions.

- F -

Fahrenheit	Temperature scale 32°F Freezing 212°F Boiling
Flash Point	The temperature at which the material will flash but will not burn on application of a flame.
Finish	A compound designed to produce a surface film, usually high in gloss.

- H -

Hard – Soft	See Biodegradable
Hard Water	Water containing dissolved calcium and magnesium compounds. Degree of hardness is expressed as grains of calcium carbonate per gallon water. (One grain per gallon is equal to 17.1 parts per million). Water containing up to 5 grains is considered soft. Over 30 grains is very hard.
Humidity	The weight of water vapor per unit of volume of air. Dampness of air.
Hydrous	A material containing water. Hydrous materials can be either liquid or powdered. Powdered hydrous materials tend to cake.

- I -

Indicator	A substance which changes color at a definite hydrogen ion concentration.
Inhibitor	That which prevents a reaction from happening.
Inorganic	Involving neither organic life nor the products of organic life.



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- M -

**Melting Point** The temperature at which the solid and liquid state of a substance are in equilibrium.  
**Monomer** A molecule or compound usually containing carbon and of a relatively low molecular weight and simple structure which is capable of conversion into polymers, plastics or synthetic resins or elastomers by combination with itself or other similar molecules or compounds. Thus, styrene is the monomer from which Polystyrene resins are produced.

- N -

**Neutralization** The action of an acid and a base (alkali) to produce salt and water. To make a solution chemically neutral.

**Non Ionic Wetting Agent** A wetting agent affective in either alkaline or acid solutions. These materials are neutral in nature when placed in solution.

**Non-Resilient** Hard floors, such as marble,  
Floors terrazzo, concrete, magnesite, slate.

**Non-Volatile** Residual solids after water and volatile components evaporate.

- O -

**Organic Of**, pertaining to or derived from living organisms.

- P -

**pH** Unit for measuring acidity and alkalinity: 0 – 7; represents degree of acidity; 7 neutral point; 7 – 14 represents degree of alkalinity.

**pH Scale** A means of expressing the degree of alkalinity or acidity of a solution.

**Plastic** Any various non-metallic compounds, synthetically produced which can be moulded into various forms and hardened for commercial use. Various trade mark names for plastics are: Lucite, Bakelite, Nylon, etc.

**Plasticizer** Any of various substances added to plastics or other materials to keep them soft or pliable.

**Poly** A prefix signifying many – for example, a polymer is an aggregate formed by a combination of a number of single (mono) molecules.

**Polymer** A substance (often synthetic) composed of giant molecules that have been formed by the union of a considerable number of simple molecules with one another. The number of simple molecules that unite to form a polymer molecule vary from two to hundreds or thousands. The simple molecules that will undergo such a change are known as monomers and their union is called polymerization. The monomer molecules may be all alike or there may be two or more varieties of monomer involved in the formation of a particular polymer. Thus, ethylene molecules can be united with themselves to form polyethylene plastic, which is a polymer.

**Polish** A product designed to protect and beautify floors. A Finish.



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- R -

Resin	Natural & synthetic components in floor finishes, added to improve levelling and gloss characteristics.
Resins – Natural	Any of numerous clear to translucent yellow or brown solid or semisolid viscous substances of plant origin. Gums which are insoluble in water.
Resins – Synthetic	Amorphous, organic, semi-solid materials produced by union (polymerization or condensation) of a large number of molecules, of one, two, frequently three, relatively simple compounds. Properties vary widely with the raw materials, their proportions and the conditions of formation of the resin. The term synthetic resin is also sometimes applied to chemically modified natural resins. Resins are broadly classified as thermoplastic or thermosetting according as they soften or harden with application of heat.
Resilient Floors	Soft floors – rubber, linoleum, asphalt, vinyl, etc.

- S -

Saponification	Formation of soap by mixing caustic (alkali) and fat or oil (vegetable or animal) together.
Seal	A substance to penetrate the floor material and fill pores rather than to produce a surface finish.
Sequestrant	A substance used in soap solutions to prevent the formation of metal soaps or soap scum.
Soaps	Products formed by saponification of caustic and fats or oils (vegetable or animal).
Soap Scum	The insoluble precipitate that forms when soap is used in hard water. Synonymous with soap curd and lime soap.
Solution	A mixture wherein a solid is completely dissolved in a liquid. (Example: sugar in water – a solution will be clear while a colloidal suspension will be hazy when held up to the light).
Solvent Action	The action of a liquid when dissolving oils, grease, waxes, etc.
Solvents	<ol style="list-style-type: none"><li>1. Aliphatic Solvents – Organic compounds which are derived from petroleum hydrocarbons and are generally used for dissolving paraffin oils. Examples of aliphatic solvents are kerosene and mineral spirits. These solvents are usually safe on Plexiglas.</li><li>2. Aromatic Solvents – Organic compounds which are derived from coal tars. The word “aromatic” means “bad odour”. Examples of aromatic solvents are toluene, benzene, xylol and naphtha. These solvents will usually craze Plexiglas.</li></ol>
Spalling	The act of unsealed concrete to dust, flake, chip or crumble.
Surface Tension	A chemical force by which the surface of a liquid acts as an elastic film. Lowering the surface tension by adding a detergent will aid materially in the penetrating and rinsing of soils.



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- T -

**Thermoplastic** Term applied particularly to synthetic resins that may be softened by heat, and then regain their original properties upon cooling. Vinyl resins, polystyrene and acrylate resins are of this type.

- V -

**Viscosity** A measure of the thickness of a liquid.

**VOC's** Volatile Organic Compounds are solvents that evaporate into the air during the drying process. VOC's react with atmospheric nitrogen oxides in the presence of sunlight to produce ozone, a major component of smog.

**Volatile** That which will evaporate.

- W -

**Water Miscible** Capable of being mixed in water.

**Wax** Variably viscous to solid substances, having a characteristic waxy luster, which are insoluble in water but soluble in most organic solvent; they are extremely susceptible to changes in temperature and their origin, composition and colour are variable. Waxes are usually grouped according to their origin as follows:  
A. Animal – Spermaceti, Beeswax, etc.  
B. Mineral – Ozocerite, Montain, Paraffi n, etc.  
C. Vegetable – Carnauba, Jopan, Candelilla, etc.  
D. Synthetic – Man made as well as waxes obtained from the distillation of paraffi n base petroleum.

**Wetting Action** The ability of a solution to penetrate or “wet” a surface.

**Wetting Agent** A substance used to make water wetter – surface active. A wetting agent will normally lower the surface tension of a liquid.



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