



**RESTROOM CARE
TRAINING GUIDE**

Introduction to Restroom Care



Clean, fresh-scented, germ-free and properly stocked restrooms are a must in today's society. This goal can be achieved with proper routine maintenance and by cleaning with products specifically designed for the surfaces and soils involved.

WAXIE's proven products, combined with correctly following the procedures in this Training Guide, will meet user expectations, keep your restrooms clean and sanitary, and project a positive image for your facility.



Odor Control

Odors in restrooms fall into two categories: unavoidable transient odors that can only be controlled by air freshening/deodorant systems, and residual odors that originate from concentrations of odorous proteins, especially those found in grout and on walls and floors around toilets and urinals.

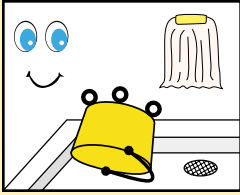
For transient odor problems, choose from WAXIE's large selection of odor control products and systems. An automated system that regularly refreshes the air is highly recommended.

Residual odors from continuously contaminated surfaces will regularly reoccur, unless proper routine maintenance techniques using effective products (such as Liquid Enzyme) that are specifically formulated for the surface and soil load are used. Routine use of the products and cleaning techniques in this Training Guide are the solution to residual odors.



Skin Care

Attractive soap dispensers filled with the latest in soap technology create a positive hygienic environment and reinforce the perception of cleanliness in your restrooms. WAXIE offers a large variety of skin care formulas – from lotion soap, hair and body shampoo and antimicrobial liquids, to heavy-duty hand cleaners, hand sanitizers, hand lotions and our luxurious FoamSoap line – all to meet your every need.



12. Clean Up Equipment

- Rinse out mop using **neutralizer/conditioner** solution several times, if necessary

- Rinse out bowl mop
- Empty and rinse out mop bucket and wet/dry vacuum, if used
- Turn mop bucket upside down in mop sink to dry
- Return supplies to storage area
- Rinse off squeegee
- Rinse out hand and swivel scrub brushes
- Rinse out rotary scrub brush or clean pad
- Wipe down floor machine and wet/dry vacuum, if used
- Wipe down cord on floor machine and wet/dry vacuum, if used
- Remove drive pad or brush from 175 RPM floor machine and hang it on the machine's handle or a hook

Specialty Cleaners



Citrus HydroxyClean & 250 Citrus HydroxyClean

Dilution Control

Versatile do-it-all cleaner is excellent for heavy-duty cleaning of grout and tile

Enzymatic Luster Creme

Heavy-duty scouring compound with enzymes and no harsh abrasives

Knock Out Mildew Stain Remover

Eliminates mildew and mold stains

Limelite Lime and Scale Remover

Dilutable, heavy-duty phosphoric acid cleaner for showers, fixtures, tile, grout, etc.



Jelled Rite-Away Vandalism Mark Remover Aerosol

Removes ink, paint, markers, lipstick, etc.

Graffiti Wipes

Remove most paints, inks, markers, etc.



Metal Cleaners



Metal Sheen Stainless Steel Cleaner & Polish Aerosol

Oil-based emulsion cleans, shines and leaves a protective coating

Metal Brite Stainless Steel Maintainer & Polish Aerosol

Water-based emulsion cleans, shines and protects

Metal Star Cleaner & Polish

Liquid cleaner and polish for metal



Drain Maintenance Products



Tempered Liquid Digest

86% sulfuric acid for clogged drains

Liquid Enzyme

Spring Green, Mango & Orange Plus



Bio-Base® FloorWash®

Enzyme cleaner pouches

Our newest systems include dispensers that optimize space for larger refills, so you spend less time restocking them. Dispensers are designed to coordinate with nearly every décor and are available in different sizes and colors. Of course, expert installation is available.

Disposables

Even the cleanest restroom will leave a user with a bad impression if it is out of towels or tissue. WAXIE offers a large selection of paper products for the restroom including high-capacity towel and tissue systems as well as touch-free dispenser options.

From trash bags, towels and toilet tissue, to seat covers, batteries and feminine hygiene products, WAXIE has all your needed restroom consumables in stock for immediate delivery.



Tools and Equipment

Using the right tools and equipment helps ensure that cleaning tasks are done properly and with the least amount of labor. WAXIE has all the cleaning equipment and accessories you need to achieve and maintain the Standards of Cleanliness described in this Training Guide. We carry a full line of mops, buckets and wringers, bowl mops and brushes, safety supplies, foam guns, sponges and power cleaning equipment.

In addition, we can supply washroom accessories like partitions, dispensers, grab bars, automatic faucets and flushers, trash receptacles, and more.

Contact your WAXIE Sanitary Maintenance Consultant for more information about our Odor Control, Skin Care and Disposable Products, Systems, Tools and Equipment.

Standards of Cleanliness For Restrooms

- Walls and Partitions** – Should be free of dust, dirt, foreign matter and marks
- Ceilings** – Should be free of dust, cobwebs, marks and stains
- Mirrors** – Should be free of smudges, fingerprints and streaks
- Floors** – Should be free of dust, dirt and debris; grout should have a clean and uniform appearance throughout
- Porcelain** – Should be free of dirt, debris and hard water deposits
- Stainless Steel** – Should have a clean even look and be free of dust, dirt and an oily appearance
- Chrome** – Should be bright and free of dirt, rust and hard water deposits
- Exhaust and Air Vents** – Should be free of dust and dirt
- Plastic Laminated Surfaces** – Should have an even look with no oil or polish residue and be free of dust, dirt and marks
- Trash Receptacles** – Should have a clean liner and be free of dust, dirt, and marks
- Lights** – Bulbs should be operational; lens covers should be free of dust, dirt, water and insects
- Dispensers** – Should be filled and operational

Daily Restroom Cleaning Procedure

Assemble Materials

Tools

Measuring Cup (if not using dilution control)
Safety Glasses/Goggles
Gloves
Wet Floor Sign(s) and/or "Closed for Cleaning" Pole(s) or Sign(s)
Detail Brush
Extendable Duster
Wiping Cloths
Broom
Dust Pan
Bowl Mop
Bucket and Wringer and Mop and Handle, or Fast Glide Mopping System
Swivel Scrub Brush and Handle
Trash Collection Cart
Hand Pad or Scrub Sponge
Opaque Tape (to disable automatic flushers if present)
Utility Pail or Bucket (optional)
Spray Bottle and Foaming Trigger Sprayer (optional)

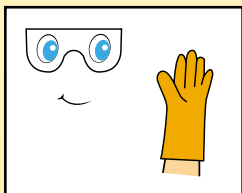
Supplies

Hand Towels
Toilet Paper
Hand Soap
Deodorant Refills
Trash Liners
Sanitary Napkin
Receptacle Liners*
Feminine Hygiene Products*
Seat Covers*
Automatic Fixture Cleaning Refills*
Batteries (if battery-operated dispensers are present but not operating)*
**If used in the restroom*

Chemicals

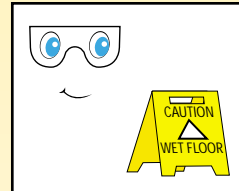
Bowl Cleaner
Glass Cleaner
Disinfectant Cleaner
Nonacid or Mild Acid Cleaner (use mild acid for more stubborn stains or soils)
Enzyme Cleaner (weekly or more often as required)
Neutralizer/Conditioner

Cleaning Procedure



1. Use Appropriate Safety Equipment

- Put on safety glasses/goggles when using chemicals
- Put on gloves when working in the restroom



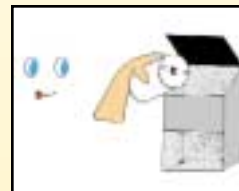
2. Post Wet Floor Sign(s) and/or "Closed for Cleaning" Pole(s) or Sign(s)

- Put at all entrances



3. Inspect and Dust Lights and Vents

- Turn on lights and exhaust fan
- Listen for fan operating efficiency
- Report any burned out or broken bulbs
- Use extendable duster to dust light fixtures, fans, and partition braces



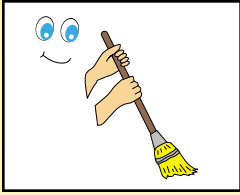
4. Replenish Supplies

- Check dispenser product levels
- Make sure all dispensers work properly
- Replace batteries if needed
- Fill empty dispensers according to dispenser instructions



5. Empty Waste Receptacles

- Remove and discard any used feminine hygiene products in disposal units and replace liners
 - Pull liner out of waste receptacle, tie sides together and discard
 - Put new liner in waste receptacle
- CAUTION: Never push trash down with your hands or feet.



6. Sweep Floors

- Use broom to sweep all dust and debris into a pile
- Using a dust pan, pick up debris and put it in waste receptacle



7. Clean Inside Urinals and Toilets

NOTE: If you have automatic flushers on urinals or toilets, disable them prior to applying

cleaning chemicals. Remember to re-enable them when finished.

Inside the Urinal:

- Flush urinals
- Apply **bowl cleaner** onto bowl mop
- Swab all interior surfaces, starting under the rim and working down to the water line

NOTE: Do not flush at this time. Allow cleaner time to dissolve the hard water deposits.

In the Bowl:

- Flush the toilet
- Lower the water level by forcing the water over the trap with the bowl mop
- Squeeze out the bowl mop
- Apply **bowl cleaner** onto the bowl mop
- Swab all interior surfaces, starting under the rim and working down below the original water line

NOTE: Do not flush at this time. Allow cleaner time to dissolve the hard water deposits.

- Rinse top and bottom of toilet seats

Continues on next page

Enzyme Cleaners



Bio-Base® FloorWash®

Enzyme cleaner pouches

Liquid Enzyme

Spring Green, Mango & Orange Plus



Bowl Cleaners



BathBrite Porcelain, Tub, Tile & Bowl Cleaner

Phosphoric acid washroom cleaner

Kleen-Brite Scented Washroom Cleaner

Daily phosphoric acid cleaner for toilet bowls, urinals and other washroom surfaces



KleenLine Bowl Cleaner

Daily toilet bowl cleaner packets

Kleen White Emulsion Bowl Cleaner

Heavy-duty, 23%-hydrochloric acid toilet bowl and urinal cleaner



Traffic Signal Thickened Disinfectant Bowl Cleaner

Daily 9½%-hydrochloric acid toilet and urinal cleaner

Glass Cleaners



50 & 500 Glass & Surface Cleaners



For mirrors, glass and light surface cleaning

No Streak Ready-to- Use Glass Cleaner

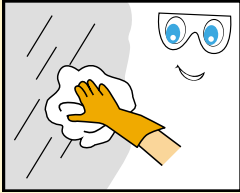
Ready-to-use cleaner for glass, mirrors and light cleaning



Sparkle Aerosol and Liquid Glass Cleaners

Glass, mirror and light-cleaning surface cleaners

Daily Restroom Cleaning Procedure continued



8. Clean and Disinfect Counter Tops, Sinks, and Mirrors

- Spray a light mist of glass cleaner on a cleaning cloth and wipe mirror(s) clean

- Remove any foreign matter from sinks and counters
- For hard water deposits, apply **nonacid** or **mild acid cleaner** (for acid use flip cap provided on bottle or a spray bottle and a foaming trigger sprayer only) and allow to work. Agitate the area with a brush or scrub sponge to remove loose scale, then rinse thoroughly

NOTE: Always rinse chrome fixtures with clear water after cleaning with a mild acid. Never use an acid on chrome unless it is specifically formulated for use on chrome fixtures. Do not use acid on marble.

- Apply **disinfectant cleaner** and wipe clean faucets, counters, sinks, and, as needed, piping under sinks, leaving surfaces wet; allow to air dry



9. Clean and Disinfect Outside of Urinals and Toilets, Fixtures, Partitions, Walls, Doors, and Hardware

- Spot clean walls, partitions, and doors with **disinfectant cleaner**, leaving surfaces wet, and allow to air dry

NOTE: Pay particular attention to areas most likely to get soiled: around urinals, toilets, door handles and push plates, and dispensers.

- Apply **disinfectant cleaner** to urinals, toilets, flush valves or handles, pipes, tanks, and both sides of toilet seats. Wipe clean from top to bottom, leaving surfaces wet, and allow to air dry

NOTE: Change cleaning cloths every restroom to avoid cross contamination. Also, use a separate cloth or sponge than the one used for toilets and urinals for "touched" surfaces such as door and flush handles, faucets, etc.

Nonacid Cleaners



30 & 300 Nonacid Bathroom Cleaners

Nonacid cleaners for wash-room surfaces



DBBC Disinfectant Bowl & Bathroom Cleaner

Ready-to-use, nonacid, hospital-grade disinfectant cleaner for washroom surfaces



Gem Nonacid Washroom Cleaner

Nonacid cleaner for wash-room surfaces

Mild Acid Cleaners



31 & 310 Mild Acid Washroom Cleaners

Mild phosphoric acid cleaners



BathBrite Porcelain, Tub, Tile & Bowl Cleaner

Phosphoric acid washroom cleaner



Kleen-Brite Scented Washroom Cleaner

Daily phosphoric acid cleaner for toilet bowls, urinals and other washroom surfaces



10. Mop Floor and Flush Drain

- Fill mop bucket with 2-4 gallons of **disinfectant cleaner** or follow the

directions for using the Fast Glide Mopping System

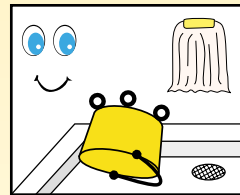
- Immerse mop in solution, lift out of bucket without wringing and hold over floor drain, allowing some of the solution to run into the drain
- Wring out the mop and wet mop the entire floor allowing it to air dry

NOTE: Start at a point farthest from the door and work towards the door. The cleaning solution should be changed when cloudy, or follow specific procedures that may exist for your facility. Depending on the size of the floor, the mop may need to be immersed and wrung out many times per floor. On grouted floors where heavy soiling (under urinals) is a problem, agitate the area with a swivel scrub brush. Use an **enzyme cleaner** weekly or as required to wet mop floors and to spray walls around urinals and toilets to help eliminate odors.



11. Inspect Your Work

- Swab interior of bowls and urinals one last time and flush
- Buff out any water spots, haze or streaks with a clean cloth
- Look to see that all work has been accomplished
- Remove Wet Floor/"Closed" sign(s) or pole(s)
- Report concerns and preventive maintenance needs to your supervisor



12. Clean Up Equipment

- Rinse out mop using **neutralizer/conditioner** solution several times if necessary
- Rinse out bowl mop
- Empty and rinse out mop bucket or Fast Glide Mopping System
- Turn mop bucket upside down in mop sink to dry
- Return supplies to storage area
- Rinse out all brushes

Disinfectant Cleaners



Solution Station Neutral Disinfectant Cleaners

320 Disinfectant Bathroom Cleaner, 700 Disinfectant Cleaner and 710 Multi-Purpose Disinfectant Cleaner



72 Disinfectant Cleaner

Hospital-grade disinfectant spray cleaner



KleenLine Powdered Detergent/Disinfectant

Hospital-grade, neutral-pH disinfectant cleaner packets

DBBC Disinfectant Bowl & Bathroom Cleaner

Ready-to-use, nonacid, hospital-grade disinfectant cleaner for washroom surfaces



Bulk WAXIE Neutral Disinfectant Cleaners

Kleen Pine #5, Quat-128 and Spring Clean Mint Odor Disinfectant

Swish Disinfectant Cleaner Aerosol

Non-abrasive foaming cleaner, disinfectant and deodorizer



Heavy-Duty Cleaners



11 & 110 HD Degreasers

Heavy-duty degreasers and spray-and-wipe cleaners



Power Blitz

Heavy-duty, ready-to-use, spray-and-wipe, power cleaner



Restroom Deep Cleaning Procedure

Assemble Materials

Tools

Safety Glasses/Goggles
Gloves
Wet Floor Sign(s) and/or
"Closed for Cleaning"
Pole(s) or Sign(s)

Utility Pail or Bucket
(optional)
Ladder or Step Stool
Spray Bottle and
Foaming Trigger
Sprayer (optional)

Detail Brush

Hand Scrub Brush
Grout Brush (optional)
175 RPM Floor Machine
Appropriate Rotary
Scrub Brush or Pad
(and Pad Driver) for
floor surface

Floor Squeegee with
Handle or Wet/Dry
Vacuum with Squeegee
Tool

Wiping Cloths

Broom

Dust Pan

Bowl Mop

Bucket and Wringer

Mop and Handle

Swivel Scrub Brush and
Handle

Air Mover/Floor Fan
(optional)

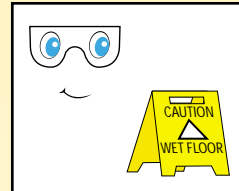
Supplies

Trash Liners
Sanitary Napkin
Receptacle Liners (if
used)

NOTE: Deep Cleaning
Procedure assumes
consumable supplies
have already been
replenished.

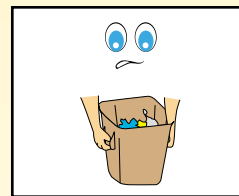
Chemicals

Bowl Cleaner
Disinfectant Cleaner
Mild Acid Cleaner
Heavy-Duty Cleaner
Specialty Cleaners as
needed (Enzyme
Cleaner, Cleanser, etc.)
Neutralizer/Conditioner



2. Post Wet Floor Sign(s) and/or "Closed for Cleaning" Pole(s) or Sign(s)

- Put at all entrances



3. Prepare Restroom

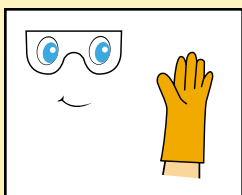
- Remove all furniture (chairs, trash cans, etc.)
- Raise and block skirts on the bottom of partitions
- Sweep floor



4. Deep Clean Waste Receptacles and Disposal Units

- Remove liners from waste receptacles and disposal units and discard
- Scrub both inside and outside of waste receptacles and disposal units with **heavy-duty cleaner**
- Rinse and wipe dry
- Apply **disinfectant cleaner** to all surfaces of waste receptacles and disposal units and allow to air dry
- Replace liners in disposal units and waste receptacles

Cleaning Procedure



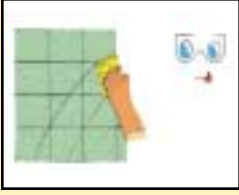
1. Use Appropriate Safety Equipment and Adequate Ventilation

- Put on safety glasses/goggles and gloves when using chemicals



5. Deep Clean Ceiling and Vents

- Wet clean the ceiling using **heavy-duty cleaner**
- Wet clean all of the vents using **heavy-duty cleaner**



6. Deep Clean Partitions, Walls, and Doors

- Thoroughly wet clean walls, partitions, and doors with **disinfectant cleaner** and allow to air dry

NOTE: For heavy dirt, grease, marks, etc. use **heavy-duty cleaner** or a **graffiti remover** as needed prior to using **disinfectant cleaner**.



7. Deep Clean Urinals

NOTE: If you have automatic flushers on the urinals, disable them prior to applying cleaning chemicals. Remember to re-enable them when finished.

Inside the Urinal:

- Flush urinals
- Apply **bowl cleaner** onto bowl mop
- Swab all interior surfaces, starting under the rim and working down to the water line
- Using a detail brush and **mild acid cleaner** remove all hard water deposits from the flush valves and pipes
- Using a hand held brush and **mild acid cleaner** thoroughly clean the outside of the urinal; pay particular attention to the under side of the urinal
- Thoroughly rinse exterior with clear water, especially chrome flush valves and pipes
- Wipe exterior from top to bottom
- Apply **disinfectant cleaner** to exterior and allow to air dry

NOTE: Do not flush at this time. Allow cleaner time to dissolve the hard water deposits.



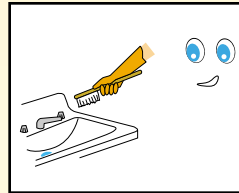
8. Deep Clean Toilets

NOTE: If you have automatic flushers on the toilets, disable them prior to applying cleaning chemicals. Remember to re-enable them when finished.

- Flush the toilet
- Remove as much water as possible by forcing the water over the trap with the bowl mop
- Squeeze out the bowl mop
- Apply **bowl cleaner** onto the bowl mop

- Swab all interior surfaces, starting under the rim and working down below the original water line
- Using a detail brush and **mild acid cleaner** remove all hard water deposits from the flush valves and pipes
- Using a hand held brush and **mild acid cleaner** thoroughly clean the outside of the bowl; pay particular attention to the area where the bowl attaches to the floor
- Thoroughly rinse exterior of toilet and both sides of toilet seat with clear water, especially chrome flush valves and pipes
- Wipe exterior from top to bottom
- Apply **disinfectant cleaner** to exterior of toilet and both sides of toilet seats and allow to air dry

NOTE: Do not flush at this time. Allow cleaner time to dissolve the hard water deposits.



9. Deep Clean Sinks and Counter Tops

- Apply **mild acid cleaner** to fixtures and porcelain using flip cap provided on

bottle or a spray bottle and a foaming trigger sprayer

- Allow the cleaner time to dissolve the hard water deposits
- Using a nylon detail brush, work the crevices around the fixtures, then rinse thoroughly

NOTE: Always rinse chrome fixtures with clear water after cleaning with a mild acid. Never use an acid on chrome unless it is specifically formulated for use on chrome fixtures. Do not use acid on marble.

NOTE: For heavy dirt and grease use **heavy-duty cleaner** and repeat the above process.

- Apply **disinfectant cleaner** and allow to air dry

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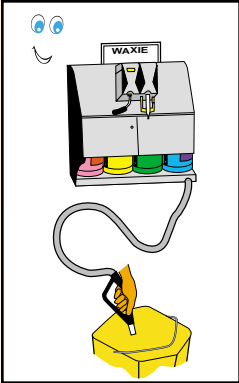
Neutralizer/Conditioner



Kleenline Floor Conditioner and Neutralizer

Neutralizes odors and removes alkaline residue from mops and floors; eliminates dulling, discoloring and hazing; helps reduce odors around toilets and urinals

Restroom Deep Cleaning Procedure continued



10. Deep Scrub Floor

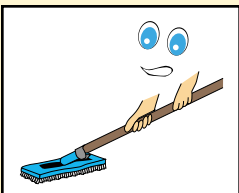
- Fill mop bucket with 3-4 gallons of **heavy-duty cleaner** or a **specialty cleaner** such as Citrus HydroxyClean or Bio-Base FloorWash



- Immerse mop in solution, lift out of bucket without wringing and apply to a large area of the floor



- Leave solution on the floor for 5-10 minutes



- Do edge work with a swivel scrub brush and a grout brush if necessary



- Scrub floor with a floor machine and a rotary scrub brush or pad



- Squeegee the solution into the floor drain or pick up the solution with a wet/dry vacuum or mop and bucket



- Rinse the scrubbed area with clear water



- Squeegee the rinse water into the drain or pick it up with a wet/dry vacuum or mop and bucket



- Spot mop any puddles



- Make sure to clean any solution from the baseboards and bottoms of the partitions
NOTE: Repeat above procedures if any of the dirt was not removed.



11. Inspect Your Work

- Swab interior of bowls and urinals one last time and flush
- Buff out any water spots, haze or streaks with a clean cloth
- Replace all furniture, etc. removed prior to cleaning and lower partition skirts
- Look to see that all work has been accomplished
- Remove Wet Floor and/or "Closed for Cleaning" sign(s) or pole(s)
- Report concerns and preventive maintenance needs to your supervisor



WAXIE's Training

The first step to beautiful restrooms is proper training.

- Our trained Sanitary Maintenance Consultants offer on-site analysis and consulting
- WAXIE has a dedicated staff of Chemical and Machine Specialists to offer you more specialized assistance
- Seminars and training are available at WAXIE's state-of-the-art training centers or at your location

WAXIE is at the leading edge in maintenance technology, offering our customers cost-effective, cutting-edge solutions to their maintenance problems.

WAXIE's Support

On-Site Support

Besides our trained Sanitary Maintenance Consultants, WAXIE also has Chemical and Machine Specialists available. And, if needed, technical expertise and assistance can be provided by our manufacturers' representatives.

Facility Management Software

WAXIE has software programs that use database technology to analyze manpower allocation, labor costs, tasks and frequencies, inventory control, employee management and more.

Customer Service

Just call 1-800-995-4466 to reach a live Customer Service Representative at the WAXIE location nearest you to:

- Assist with product information or cleaning techniques
- Receive Material Safety Data Sheets or literature by fax or mail
- Place product orders for next day delivery in most metropolitan areas



800-995-4466

www.waxie.com