



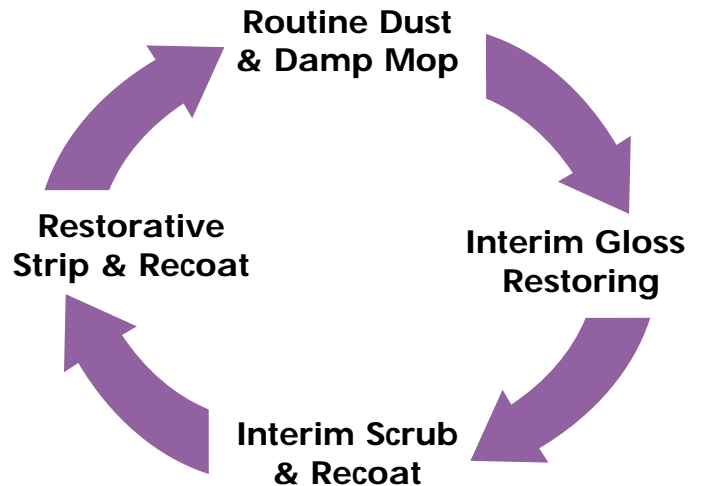
RESILIENT FLOOR CARE TRAINING GUIDE

Introduction to Resilient Floor Care

Proper maintenance of resilient floors with floor finish or sealer protects the floor surface from deterioration. The resulting clean, shiny floors also project a positive image for your facility.

Purchasing our high-quality floor care products alone cannot ensure great-looking floors. Proper procedures must be used to maintain the floors. The procedures in this Training Guide, if correctly followed, will allow you to achieve the protection and appearance level you want for your facility while minimizing labor.

Hard Floor Care Life Cycle



Maintaining resilient floors is a continuous cycle of the four different procedures shown above. Since stripping is the most costly method of floor maintenance, it should be avoided until absolutely necessary. Start with the lowest cost maintenance procedures and the least amount of labor and work up to the more costly. When doing a step no longer achieves the Acceptable Level of Appearance,



Acceptable Level of Floor Appearance

Ideally resilient floors should be clean and glossy, and free of marks, foreign matter and visible traffic lanes. We call this the Standard of Cleanliness. The Acceptable Level of Appearance is the degree to which a facility is expected to meet this standard as directed by the highest level of the facility's management.





go to the next step. By doing the lowest cost procedures regularly and often, you will reduce your overall maintenance costs and achieve the goal of maintaining the Acceptable Level of Appearance.



Tools, Accessories and Equipment

From safety equipment, mops, dust pans, caution signs, measuring cups, dilution control systems, to floor machines, wet/dry vacuums, autoscrubbers and more, WAXIE offers a complete line of all the tools, accessories and equipment that you will need to perform the resilient floor maintenance procedures discussed in this Guide.



On Preventive Maintenance

The greatest damage to finished floors comes from abrasive soils that are tracked into a facility. In fact, nearly 80% of dirt, grime and dust in a building is tracked in from the outside on people's shoes. Stop it before it enters the building by removing it from footwear with walk-off mats. A matting system designed for your facility is essential for preventing this soil from entering the facility and being worn into floors.

Contact your WAXIE Sanitary Maintenance Consultant for floor care product, matting, tool and equipment recommendations plus additional information.



Standards of Cleanliness

Floors – Should be clean and glossy and free of marks, foreign matter and visible traffic lanes

Preventive Resilient Floor Maintenance Procedure

Cleaning Procedure



1. Use Appropriate Matting System

- Remove dirt and grit with an external "scraper" mat
- Remove additional dirt and

some water with an indoor mat

- Final removal of water can be achieved with an additional mat as required
- Walk-off mats should allow for foot traffic to take a minimum of two (2) steps on the mat

Routine Resilient Floor Maintenance Dust and Damp Mop Procedures

Assemble Materials

Tools

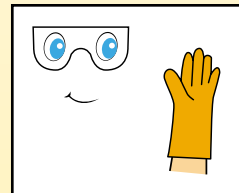
Measuring Cup (unless using dilution control)
Safety Glasses/Goggles
Gloves
Wet Floor Signs
Dust Mop, Handle and Frame
Bucket and Wringer and Cotton-Blend Mop and Handle; or Fast Glide Mopping System; or Autoscrubber

Scraper or Putty Knife
Dust Pan
Broom or Counter Brush

Chemicals

Dust Mop Treatment (optional)
Neutral Cleaner or Neutral Disinfectant Cleaner
Neutralizer/Conditioner

Cleaning Procedure

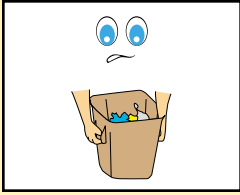


1. Use Appropriate Safety Equipment

- Put on safety glasses/goggles when using chemicals
- Put on gloves when working with chemicals

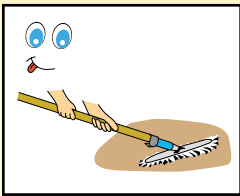


2. Assemble Equipment



3. Prepare Area

- Remove trash cans/all movable objects
- Stack chairs
- Mop up liquid spills
- Sweep out corners and crevices with broom or counter brush
- Use a putty knife or scraper to remove gum



4. Dust Mop Floor

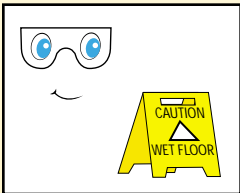
- Pick up soil with dust pan
- Dispose of soil



5. Mix Neutral Cleaner or Neutral Disinfectant Cleaner Solution

- **Neutral cleaner** requires

no rinsing (heavier soils may require a **general-purpose cleaner** and rinsing)



6. Place Wet Floor Signs

- Put Wet Floor signs at all entrances



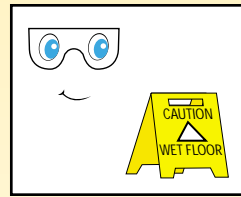
7. Damp Mop

- Damp mop daily or as often as required
- Change cleaning solution when it becomes cloudy



8. Autoscrubbing vs. Mopping

- Consider using an auto-scrubber to save labor if the area to be cleaned is 5,000 square feet or more

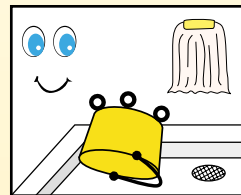


9. Remove Wet Floor Signs When Floor is Completely Dry



10. Inspect Your Work

- Replace any furniture, etc. that you moved
- Look to see that work has been accomplished
- Report concerns and preventive maintenance needs to your supervisor



11. Clean Up Equipment

- Clean dust mop by vacuuming or shaking out dirt
- Apply and allow **dust mop treatment** to cure on mop head, if applicable
- Rinse out wet mop head using **neutralizer/conditioner** several times if necessary
- Empty and rinse out mop bucket, Fast Glide Mopping System, or auto-scrubber
- Turn mop bucket upside down in mop sink to dry
- Return supplies to storage area

OR,

Interim Resilient Floor Maintenance Gloss Restoring Procedure

Assemble Materials

Tools

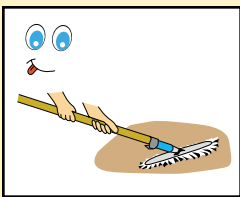
175-300 RPM Floor Machine or 1500 or more RPM Burnisher
Pad Driver
Appropriate Floor Pad for spray buffing or burnishing
Dust Pan
Broom or Counter Brush
Safety Glasses/Goggles
Gloves
Wet Floor Signs
Dust Mop, Handle and Frame
Bucket and Wringer and Cotton-Blend Mop; or Fast Glide Mopping System; or Autoscrubber
Rayon, Rayon-Blend or

Finish Mop (if using restorer without an autoscrubber)
Mop Handle(s)
Scraper or Putty Knife
Measuring Cup (if not using dilution control)
Clear Plastic Trash Liner and Mop Bucket and Wringer (if using restorer without autoscrubber)

Chemicals

Dust Mop Treatment (optional)
Neutral Cleaner or Neutral Disinfectant Cleaner
Spray Buff or Restorer Neutralizer/Conditioner

Cleaning Procedure



1. Dust Mop and Damp Mop or Autoscrub Floor Surface

- Follow Routine Resilient Floor Maintenance steps 1-8



2. Inspect Floor Condition

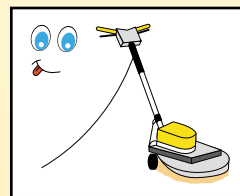
- Good clean finish – restore shine
- Dirty finish – go directly to scrub and recoat
- Worn finish – go directly to strip and recoat



3. Spray Buff Floor

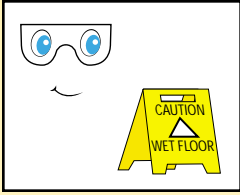
- Use 175-300 RPM floor machine
- Install clean spray buffing pad, typically red, but use white pad for very soft finishes or less aggressiveness
- Lightly mist **spray buff** in a 50-100 sq. ft. area
- Flip or replace spray buffing pads when soiled
- Dust mop again, if necessary

OR,



4. Burnish Floor

- Use 1500 or more RPM burnisher
- Place **restorer** (diluted per label instructions) in mop bucket that has been lined with a clean, clear plastic trash liner or dilute restorer in autoscrubber to be applied with red pad(s)
- Mop on or apply **restorer** with autoscrubber and let dry
- Match burnishing pad to restorer, finish and equipment (ask your WAXIE Sanitary Maintenance Consultant to recommend the right pad for your system)
- Install clean pad on burnisher
- Burnish floor
- Dust mop again, if necessary

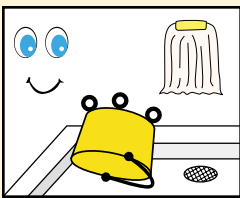


5. Remove Wet Floor Signs When You Are Finished and Floor is Completely Dry



6. Inspect Your Work

- Replace any furniture, etc. that you moved
- Look to see that work has been completed
- Report concerns and preventive maintenance needs to your supervisor



7. Clean Up Equipment

- Clean dust mop by vacuuming or shaking out dirt
- Apply and allow **dust**

mop treatment to cure on mop head, if applicable

- Rinse out wet mop(s) using **neutralizer/conditioner** several times if necessary
- 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
- Wipe down floor machine
- Wipe down cord of floor machine
- Clean or replace burnishing pad and leave on machine
- Remove spray buffing pad and rinse or clean as needed, air dry
- Remove pad driver from 175-300 RPM floor machine and hang it on the machine's handle or a hook
- Empty and rinse out autoscrubber and clean squeegee and pad(s), if used

Spray Buff



Spotlight

Ready-to-use spray buff for 175-1500 RPM procedures

Restorers



Encore

Cleaner and restorer for 1500 RPM or more programs

Hi Solids

Restorer for deep scratches for 1500 RPM or more programs



900 Finish Restorer

Dilution Control

Cleaner and restorer for 1500 RPM or more programs



Magic Gel

Burnishing compound gel cleans and polishes at 1500 RPM or more



Dust Mop Treatments



Magnet Aerosol

Water-based dust mop treatment

Dust Mop Treatment

Oil-based liquid in gallons



Interim Resilient Floor Maintenance

Scrub & Recoat Procedure

Assemble Materials

Tools

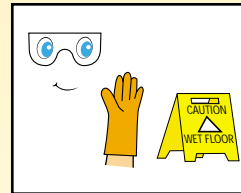
Measuring Cup (if not using dilution control)
Walk-Off Mat (place next to work area to keep adjacent/transition area clean & dry)
Non-Marking Tape (to protect doorways and edges)
Wipers/Rags
Floor Dam, Stripper Stopper, etc. (optional – to prevent liquid from entering adjacent area)
Broom or Counter Brush
Dust Pan
Safety Glasses/Goggles
Gloves
Stripping Boots
Wet Floor Signs
Dust Mop, Handle and Frame
Mop Bucket(s) and Wringer(s) (1 or 2)
Cotton-Blend Mops and Handles (2) (cleaning solution/rinse)
Blue Floor Pad(s)

175-300 RPM Floor Machine with Pad Driver, or Autoscrubber
Floor Squeegee with Handle, or Wet/Dry Vacuum with Squeegee (if not using autoscrubber)
Finish Mop; or a Low-Lint Rayon or Rayon-Blend Mop and Handle; or Fast Glide Finish System
Clear Plastic Trash Liner (unless using the Fast Glide Finish System)
Air Mover/Floor Fan(s)
1500 or more RPM Burnisher (optional)
Appropriate Floor Pad for burnishing (optional)

Chemicals

General-Purpose Cleaner
Neutralizer/Conditioner
Floor Finish
Dust Mop Treatment (optional)

Cleaning Procedure

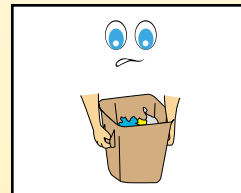


1. Use Appropriate Safety Equipment

- Put on safety glasses/goggles when using chemicals
- Put on gloves when working with chemicals
- Place work shoes into stripping boots to prevent slip-and fall accidents

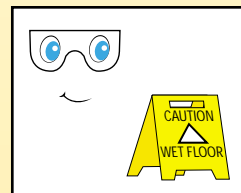


2. Assemble Equipment



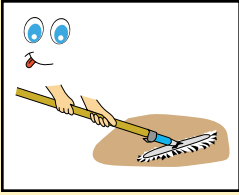
3. Prepare Area

- Remove trash cans/all movable objects
- Stack chairs



4. Post Wet Floor Signs

- Put Wet Floor signs at all entrances



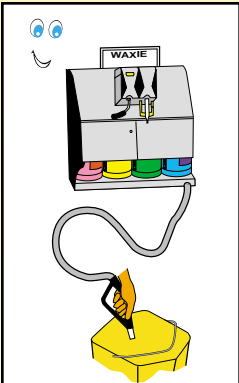
5. Dust Mop

- Remove gum and/or tape
- Dispose of soil



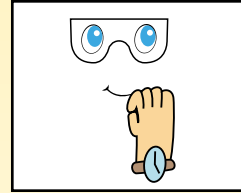
10. Thoroughly Rinse Floor

- Wet mop floor with **neutralizer/conditioner**
- Then wet mop floor with clean water one or more times as needed



6. Prepare Scrub Cleaner – Adjust the Dilution Rate to Determine the Depth of Scrub

- General-purpose cleaner
Light Dilution – 1 coat
Medium Dilution – 2 coats
- Use a blue pad



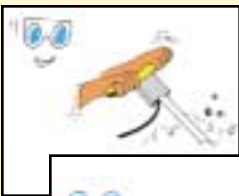
11. Allow Floor to Dry



7. Apply Cleaning Solution Liberally



12. Apply Finish



8. Scrub Floor with Cleaning Pad



9. Pick Up Slurry Before it Dries

- Mop and bucket – use floor squeegee
- Wet/dry vacuum with floor

squeegee and wand or front-mount squeegee

- Autoscrubber (rinse at the same time)

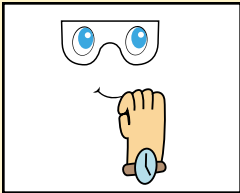
- Select the **finish** for your needs
- Use a clean finish mop or a low-lint rayon or rayon-blend mop or the Fast Glide Finish System

blend mop or the Fast Glide Finish System

- Presoak brand new mops in plain water and wring out well prior to use
- Use a finish mop for applying **finish** only, not for other mopping procedures
- Line mop bucket with a clean, clear plastic trash liner to prevent contamination of **finish** and finish buildup in the bucket; AND
- Carefully pour **finish** into lined bucket; do not fill more than half full; AND
- Immerse mop in **finish**, wring out bottom half, OR use the Fast Glide Finish System
- Never pour **finish** back into the original container (unless using the Fast Glide Finish System)
- Make sure the area you are working is a manageable size (50-100 square feet)
- Outline area by lightly applying **finish** in a straight line to edges and corners on every other coat. Stay away from walls on other coats by 3-9". Vary this distance for each coat to blend in finish. Use caution to avoid getting finish on baseboards, etc.
- Fill in outlined area with a figure "8" motion
- Lay **finish** in even, thin to medium coats
- Turn mop over to access more **finish**
- Apply 2 to 4 coats

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Interim Resilient Floor Maintenance continued



13. Dry Time

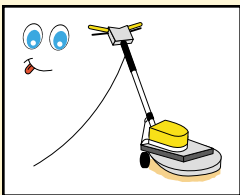
- Recoat 10 minutes after the entire floor is dry to the touch



14. Use an Air Mover/Floor Fan(s)

- Let finish dry at least 5-10 minutes then use indirect air movement for faster drying

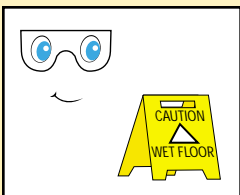
time (direct air mover upward or away from work area)
NOTE: Check for dust and loose items before using air mover.



15. Burnish with Floor Pad if Recommended

- Some finishes can be dry burnished for enhanced gloss (1500 RPM or more) after the last coat is dry

- Do not spray buff floor for at least 24 hours
- Dust mop again, if necessary

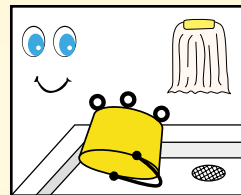


16. Remove Wet Floor Signs When Floor is Completely Dry



17. Inspect Your Work

- Replace any furniture, etc. that you moved
- Look to see that work has been accomplished
- Report concerns and preventive maintenance needs to your supervisor



18. Clean Up Equipment

- Clean dust mop by vacuuming or shaking out dirt
- Apply and allow **dust**

mop treatment to cure on mop head, if applicable

- Rinse out cleaning solution and rinse mops using **neutralizer/conditioner** several times if necessary
- Empty and rinse out mop bucket(s)
- Turn mop bucket(s) upside down in mop sink to dry
- Return supplies to storage area
- Wipe down floor machine
- Wipe down cord of floor machine and wet/dry vacuum
- Remove blue pad(s) and rinse or clean as needed, air dry
- Remove drive pad or brush from 175 RPM floor machine and hang it on the machine's handle or a hook
- Remove slurry from wet/dry vacuum or autoscrubber
- Rinse out wet/dry vacuum or autoscrubber and clean squeegee and exterior
- Seal up finish mop in a clear plastic bag
- Clean or replace burnishing pad and leave on machine, if used

General-Purpose Cleaners



Fast Act

All-purpose cleaner for heavy soil and scrub and recoat for low-speed floors

Multi-Scrub

Low-foam cleaner/degreaser and scrub and recoat for high-speed floors



200 General Purpose Cleaner Dilution Control

All-purpose cleaner for heavy soil and scrub and recoat for low-speed floors

100 Degreaser Dilution Control

Versatile cleaner and degreaser removes the heaviest of soils for deep scrubbing prior to recoating on high-speed floors



Neutral Cleaners



Balance

pH-neutral daily floor cleaner

210 Neutral Cleaner Dilution Control

pH-neutral daily floor cleaner



Neutral Disinfectant Cleaners



Bulk WAXIE Neutral Disinfectant Cleaners

Kleen Pine #5 and Quat-128

Solution Station Dilution Control Neutral Disinfectant Cleaners

700 Disinfectant Cleaner and 710 Multi-Purpose Disinfectant Cleaner



Strippers



W-400

Economical stripper for all finishes



Re-Mov-It

Heavy-duty stripper



Bombers

Industrial strength stripper



Wax Buster

No-scrub no-rinse stripper



220 Floor Stripper Dilution Control

Heavy-duty stripper

Baseboard Stripper



Edge Off Aerosol

Baseboard cleaner and wax stripper

Restorative Resilient Floor Maintenance Strip & Coat Procedure

Assemble Materials

Tools

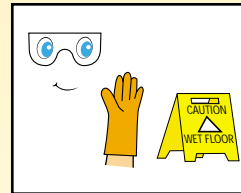
Safety Glasses/Goggles
Gloves
Stripping Boots
Wet Floor Signs
Dust Mop, Handle and Frame
Measuring Cup (unless using dilution control)
Mop Bucket(s) and Wringer(s) (1 or 2)
Mop Handles (2 or 3)
Cotton-Blend Mops (2) (stripper/rinse)
Finish Mop; or a Low-Lint Rayon or Rayon-Blend Mop and Handle; or Fast Glide Finish System
Clear Plastic Trash Liner (unless using the Fast Glide Finish System)
Doodlebug Holder with Handle
Hi Pro/Brown Doodlebug Pad(s)
Wipers/Rags
Walk-Off Mat (place next to work area to keep adjacent/transition area clean and dry)
Non-Marking Tape (to protect doorways and edges)

Wet/Dry Vacuum with Squeegee, or Floor Squeegee with Handle (if not using autoscrubber)
Scraper (and Handle, if needed)
175 RPM Floor Machine with Pad Driver, or Autoscrubber
Floor Pad(s) – Hi Pro or Black
Air Mover/Floor Fan(s)
Floor Dam, Stripper Stopper, etc. (optional – to prevent liquid from entering adjacent area)
1500 or more RPM Burnisher (optional)
Appropriate Floor Pad for burnishing (optional)

Chemicals

Stripper
Baseboard Stripper
Neutralizer/Conditioner
Floor Finish
Dust Mop Treatment (optional)
Sealer (optional – especially needed for old, worn tile or heavy-traffic areas)

Cleaning Procedure

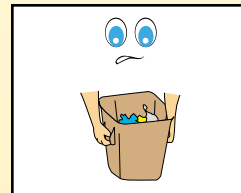


1. Use Appropriate Safety Equipment

- Put on safety glasses/goggles when using chemicals
- Put on gloves when working with chemicals
- Place work shoes into stripping boots to prevent slip-and-fall accidents

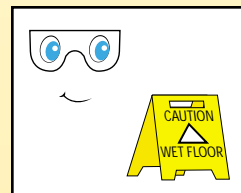


2. Assemble Equipment



3. Prepare Area

- Remove trash cans/all movable objects
- Stack chairs
- Dust mop and remove soil



4. Post Wet Floor Signs

- Put Wet Floor signs at all entrances



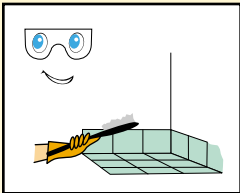
5. Select Stripper

- Match stripper to finish



6. Prepare Stripper

- Use tepid water – not hot
- Mix at appropriate dilution ratio

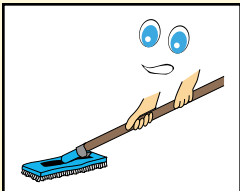


7. Strip Baseboards

- Apply **baseboard stripper** to baseboard if needed – allow stripper to work
- Scrub with brown Doodlebug

pad – Hi Pro will damage rubber baseboards

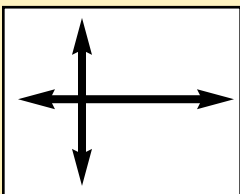
- Rinse
- Wipe residue



8. Strip Edges

- Apply **baseboard stripper** to edges – allow stripper to work
- Scrape edges with scraper

- Scrub edges with Doodlebug – Hi Pro or Brown
- Rinse
- Pick up slurry with wet/dry vacuum or mop and bucket before it dries
- Wipe splashed stripper from baseboards, walls, etc. immediately



9. Plan Floor Layout

- Determine where you start
- Determine where you end
- Blend into remaining floor



10. Strip Floor

- Apply **stripper** to an area of approximately 100 square feet
- Allow **stripper** time to work (5-10 minutes)
- Double scrub area (eliminates shadow lines)
- Autoscrubber – double scrub without picking up or rinsing
- If **stripper** becomes dry, reapply new **stripper**



11. Pick Up Slurry Before it Dries

- Mop and bucket – use floor squeegee
- Wet/dry vacuum with floor squeegee and wand or front-mount squeegee
- Autoscrubber (rinse at the same time)



12. Thoroughly Rinse Floor and Inspect Your Work

- Wet mop floor with **neutralizer/conditioner**
- Then wet mop floor with clear water one or more times as needed
- Allow to dry
- Check to make sure all finish is off (no shiny spots)
- If not, repeat steps until floor is **TOTALLY CLEAN AND FREE OF FINISH**

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Restorative Resilient Floor Maintenance continued

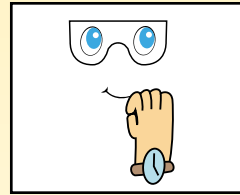


13. Apply Sealer (optional) and Finish

- Select the **sealer** (optional) and/or **finish** for your needs
- Use a clean finish mop or a

low-lint rayon or rayon-blend mop or the Fast Glide Finish System

- Presoak brand new mops in plain water and wring out well prior to use
- Use a finish mop for applying **finish** only, not for other mopping procedures
- Line mop bucket with a clean, clear plastic trash liner to prevent contamination of **finish** and finish buildup in the bucket; AND
- Carefully pour **finish** into lined bucket; do not fill more than half full; AND
- Immerse mop in **finish**, wring out bottom half, OR use the Fast Glide Finish System
- Never pour **finish** back into the original container (unless using the Fast Glide Finish System)
- Make sure the area you are working is a manageable size (50-100 square feet)
- Outline area by lightly applying **finish** in a straight line to edges and corners on every other coat. Stay away from walls on other coats by 3-9". Vary this distance for each coat to blend in finish. Use caution to avoid getting finish on baseboards, etc.
- Fill in outlined area with a figure "8" motion
- Lay **finish** in even, thin to medium coats
- Turn mop over to access more **finish**
- Apply as many coats as possible (usually 2-5 for most applications), but no more than 6 per day (if using **sealer**, apply 2 coats then use **finish** for the rest)



14. Dry Time

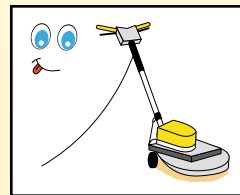
- Recoat 10 minutes after the entire floor is dry to the touch



15. Use an Air Mover/Floor Fan(s)

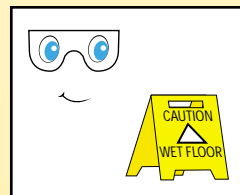
- Let finish dry at least 5-10 minutes then use indirect air movement for faster drying

(direct air mover upward or away from work area)
NOTE: Check for dust and loose items before using air mover.



16. Burnish with Floor Pad if Recommended

- Some finishes can be dry burnished for enhanced gloss (1500 RPM or more) after the last coat is dry
- Do not spray buff floor for at least 24 hours
- Dust mop again, if necessary

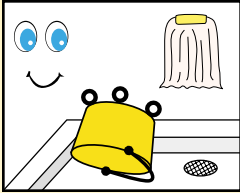


17. Remove Wet Floor Signs when Floor is Completely Dry



18. Inspect Your Work

- Look to see that work has been accomplished
- Report concerns and preventive maintenance needs to your supervisor



19. Clean Up Equipment

- Clean dust mop by vacuuming or shaking out dirt
- Apply and allow **dust**

mop treatment to cure on mop head, if applicable

- Rinse stripper and rinse mops using **neutralizer/conditioner** several times if necessary
- Empty and rinse mop bucket(s)
- Turn mop bucket(s) upside down in mop sink to dry
- Return supplies to storage area
- Wipe down floor machine
- Wipe down cord of floor machine and wet/dry vacuum
- Remove stripping pad and rinse or clean as needed, air dry
- Remove drive pad or brush from 175 RPM floor machine and hang it on the machine's handle or a hook
- Remove slurry from wet/dry vacuum or autoscrubber
- Rinse wet/dry vacuum or autoscrubber and clean squeegee and exterior
- Rinse/clean Doodlebug pad and holder
- Seal up finish mop in a clear plastic bag
- Clean or replace burnishing pad and leave on machine, if used

Neutralizer/Conditioner



KleenLine Floor Conditioner and Neutralizer

Conditions floors for better sealer and finish adhesion; neutralizes odors and removes alkaline residue from mops, solution tanks, spray jets/tips and more

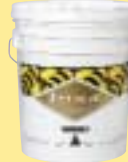
Sealer



Center Stage

Sealer for high-traffic or worn floors before applying finish

Floor Finish



Image

Economical finish for no maintenance and 175-1500 RPM programs

Super Gloss

Durable finish for no maintenance and 175-1500 RPM systems



S.O.S.

Finish for problem floors using no maintenance or 175-1500 RPM procedures



Floor Star

Our best finish for no or infrequent maintenance, but can be used with any floor maintenance system



Tight

For extreme slip resistance and 1500 RPM or more programs; responds beautifully to frequent UHS burnishing



Innovation

Premium finish for frequent UHS burnishing at 1500 RPM or more



Sunglasses

Our best finish for infrequent UHS burnishing at 1500 RPM or more, but can be used with any floor maintenance system





WAXIE's Training

The first step to beautiful floors 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
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