

## **HARD FLOOR MAINTENANCE - COMMON QUESTIONS & ANSWERS**

### **HOW DO YOU CLEAN...?**

#### **a ceramic floor?**

If the floor is not too soiled machine mop with a cotton bonnet on a medium speed rotary using **NATURAL MULTI-SURFACE FLOOR CLEANER**. For a more soiled floor choose **ULTRAPAC RENOVATE** or **ALKLEEN** and scrub with a blue pad. Rinse with **PRORINSE**. The floor can then be spray burnished with **PROTREAT** using a white pad.

#### **What's the difference between a ceramic tiles and porcelain tiles?**

Porcelain is much harder and far less porous than ceramic. It can be cleaned in the same way as ceramic but where tiles are very soiled and/or greasy or there is a build up of limescale, use **STONECLEAN** with a blue pad or hard floor brush; pick up slurry with a wet/dry vacuum and finally rinse with plain water.

#### **How do I clean a concrete floor?**

Machine scrub with **ULTRAPAC RENOVATE** or **POWERCLEAN**. Rinse with **PRORINSE**.

#### **How do I get carpet adhesive off a concrete floor?**

This might prove to be very difficult if the adhesive has hardened. It is not feasible to use solvents over large areas. If the layer of adhesive is thin, "sanding" with a grit disc followed by vacuuming and then scrubbing with **POWERCLEAN** may work. If the adhesive is a tackifier, try scrubbing with **POWERCLEAN** and very hot water. Do a test area before taking on the job.

#### **How do I clean a conductive floor?**

Do not use soaps, gels, maintainers or emulsion polish on this type of floor. Use **NATURAL MULTI-SURFACE FLOOR CLEANER** or **ALKLEEN** on a dust-free floor, depending on soiling. Never burnish.

#### **How do I clean an epoxy resin floor?**

Extremely hard-wearing and chemical resistant, these floors can be cleaned with **ALKLEEN** or **ULTRAPAC RENOVATE** depending on condition, then burnished with **PROTREAT** if required.

#### **How do I clean a marble or granite floor?**

Both are non-porous stone which will take neither a seal nor a polish. Scrub with **NATURAL MULTI-SURFACE FLOOR CLEANER** neutral pH detergent, rinse well then burnish with **PROTREAT** if required. Always pre-test marble or granite with diluted solutions before proceeding.

#### **The marble (granite) has lost its shine and the customer wants it shiny again. What can I do?**

Re-polishing hard stone such as marble or granite is a specialist renovation job which has to be done with stone grinding machines. Diamond polishing pads are available for maintenance polishing or clean the marble (as above) and burnish with **PROTREAT**.

#### **How do I clean a Granwood floor in a school hall?**

This can be maintained with **PROTREAT** and burnished with a white pad if the seal is still good. If the floor is worn and needs re-sealing, it will be necessary to sand the floor and apply a suitable seal.

#### **My customer has asked me to clean some laminate floors. Which product should I use?**

Damp mop a dust-free surface with **NATURAL MULTI-SURFACE FLOOR CLEANER** or **ALKLEEN**. Use very little moisture as this could cause the floor to swell and distort. Do not apply any seals or polishes. Laminate can also be lightly spray cleaned using a micro-fibre mop.

#### How do I clean **limestone** in a kitchen?

It is best to use a neutral cleaner such as **NATURAL MULTI-SURFACE FLOOR CLEANER** on limestone. It is acid-sensitive. However, if the floor is really soiled and greasy, a one-off clean with **STONECLEAN** may be used, subject to pre-testing. Lightly scrub and rinse well with water. If the floor seems porous it needs sealing to repel both water and oil: use **STONESEAL** or **PROSEAL** if a sheen is required. Do not apply polish. Limestone can however be mopped with **PROTREAT** after sealing and burnished with a high speed rotary if a shine is required. Most customers prefer limestone to retain its natural matt aspect. In this case choose **STONESEAL** which will not alter the aspect of the stone.

#### How do I clean **linoleum**?

Use a neutral cleaner such as **NATURAL MULTI-SURFACE FLOOR CLEANER** or for more heavily soiled linoleum use **ALKLEEN**. See label instructions. If the floor is very soiled and there is a build-up of emulsion polish, first scrub strip with **POWERCLEAN** and rinse with **PRORINSE**. Linoleum is alkaline-sensitive so care should be taken not to let the Powerclean "pool" in areas longer than others. Pre-test for colour stability. Re-seal with **PROSEAL** then finish with three thin coats of **PROSHINE**.

Consider taking a Prochem Hard Floor Maintenance Course. For more information about Linoleum and how to clean it see the Prochem web site: **Cleaning Specialist, Issue 16, pages 9, 10 and 11.**

#### How do I clean a **parquet** floor?

If the floor has been sealed with a polyurethane and acrylic seal, it can be damp mopped with **PROTREAT** then buffed. If it has been waxed, only wax can be re-applied unless the floor is sanded back to the raw wood.

#### What is the best way to clean **quarry tiles**?

Use a neutral cleaner such as **NATURAL MULTI-SURFACE FLOOR CLEANER**. If the floor is very soiled, machine scrub with **POWERCLEAN** or **STONECLEAN**. A seal is not recommended but quarry tile can be maintained and burnished with **PROTREAT**.

#### How do I clean a **rubber** floor?

Clean with **PROTREAT** then burnish once dry. Rubber floors which are heavily soiled and ingrained can be scrubbed with **ULTRAPAC RENOVATE**. Rinse with **PRORINSE**. Worn rubber floors can be re-sealed with **PROSEAL** then top-coated with two thin applications of **PROSHINE**. Cleaning and maintenance of this type of floor is demonstrated on the Prochem Hard Floor Maintenance course.

#### How do I clean a **safety floor**?

Safety floors are made of PVC to which an anti-slip element has been added: this can be cork, stone chips, metal flecks etc. **ULTRAPAC RENOVATE** or **ALKLEEN** are recommended. Rinse with **PRORINSE**. Do not apply any seals or polishes as these will reduce the effectiveness of the anti-slip properties.

#### How do I clean a **slate** floor?

Lightly soiled slate can be cleaned with **NATURAL MULTI-SURFACE FLOOR CLEANER** or **ALKEEN**. If more heavily soiled, machine scrub with **POWERCLEAN** or **STONECLEAN**. Slate can be sealed with **STONE SEAL** but not polished.

#### How do I clean a **terracotta** floor?

Lightly soiled terracotta can be cleaned with **NATURAL MULTI-SURFACE FLOOR CLEANER** or **ALKEEN**. If more heavily soiled, machine scrub with **STONECLEAN** subject to pre-testing. Terracotta can be sealed with **PROSEAL** if the floor was not previously waxed. Once sealed 2 or 3 thin coats of **PROSHINE** can be applied. Terracotta can be maintained and burnished with **PROTREAT**.

#### How do I clean a **terrazzo** floor?

Lightly soiled terrazzo can be cleaned with **NATURAL MULTI-SURFACE FLOOR CLEANER** or **ALKEEN**. If more heavily soiled, machine scrub with **STONECLEAN** subject to pre-testing.

A seal is not normally applied, but if the floor has become worn and porous use **PROSEAL**. terrazzo can be maintained and burnished with **PROTREAT**.

## **TYPES OF STONE**

### **How do I tell the difference between all the different types of stone floor?**

The different types of stone all have their own characteristics but the main one to identify for a cleaner is whether they are porous, semi-porous or non porous as this will dictate the choice of treatment and cleaning product. For more information on stone cleaning see **Cleaning Specialist on our web site: Issue 15, page 19 and Issue 14 page 12.**

### **How can I tell whether a floor is porous or not?**

Always test the porosity of a floor – if it is porous it will take a seal, if not do not apply a seal as this will dry on the surface then flake off. To test: apply a small amount of water to the dry floor and observe. If the water is quickly absorbed then the floor is porous. If the water sits on top in droplets then the floor is non-porous or it has been protected with a seal.

### **How do I re-seal marble?**

Marble is non-porous and will not take a seal. Old, worn marble floors may be improved with the application of **PROTREAT** which can be burnished to a shine once dry.

## **COMMON PROBLEMS – MARKS**

### **I put a bucket of cleaning solution down on a vinyl / linoleum / tile / stone / wood floor. Now the customer says it has left a darker / lighter ring mark. Is this possible? What can I do?**

Unfortunately it is entirely possible for traces of solution on a bucket or from a leaky machine to leave marks on floors. Buckets and machines should always be placed on tarpaulins or some other kind of protection and drips should be wiped up immediately and neutralised. The marks may be permanent and irreversible. If they have been made by an alkaline solution, try neutralising with an acidic rinse and vice versa. Unfortunately it may be too late and there could be a permanent colour change or lightening of an area.

### **How do I get scuff marks from shoes or rubber track marks from trolley wheels off vinyl / linoleum?**

Sometimes scuff marks will just rub off quite easily but otherwise a specialist product such as **ULTRAPAC RENOVATE** can be used. In severe cases removal is impossible as the rubber (or rather the plasticizers in it) have been absorbed into the pores of the floor covering. Always test scuff marks at the survey stage before guaranteeing removal.

### **I cleaned a linoleum floor and now there are lighter patches in some areas. What can I do?**

Linoleum and rubber floors are sensitive to alkaline solutions. Try **PRORINSE** but there is no guarantee that the colour will be restored. Always use an acidic rinse (**PRORINSE**) after cleaning with an alkaline solution. Only use neutral solutions such as **NATURAL MULTI-SURFACE FLOOR CLEANER** or **PROTREAT** for daily maintenance.

## **OTHER PROBLEMS**

### **Do you have anything for static electricity on a hard floor?**

You can use **SHOCKAWAY** on porous or semi-porous flooring, according to label instructions. Always ensure that the floor is not left in a slippery condition, which can sometimes occur with anti-static treatments.

### **Do you have anything for a build-up of limescale on a safety floor in toilets?**

You can use **STONECLEAN** as a limescale remover.

### **Have you got anything for removing grout residues from a tiled floor?**

Scrub the tiles with **STONECLEAN**.

**Do you have anything for sanitising hard surfaces?**

For general cleaning and sanitising and for areas such as nursing homes or hospitals, use **MICROSAN**. See *Cleaning Specialist articles on the Prochem website: Issue 14, pages 18 and 19*.

**Have you got anything for cleaning fire residues off hard surfaces?**

Use **ULTRAPAC RENOVATE** according to label instructions. For ceiling cleaning **OXIBRITE** can be added to the solution. See Safety Data Sheet and observe all safety precautions.

*The above information is intended as a guide only.  
Prochem Europe Ltd cannot accept responsibility for the user's professional cleaning application.*