



The Cleaning Basics 101 Series:

Professional

Custodial Basics

Part 2

Hard Floor Care

by Cleaning industry Author Mark W. Exner

Textbook and Course # 3002

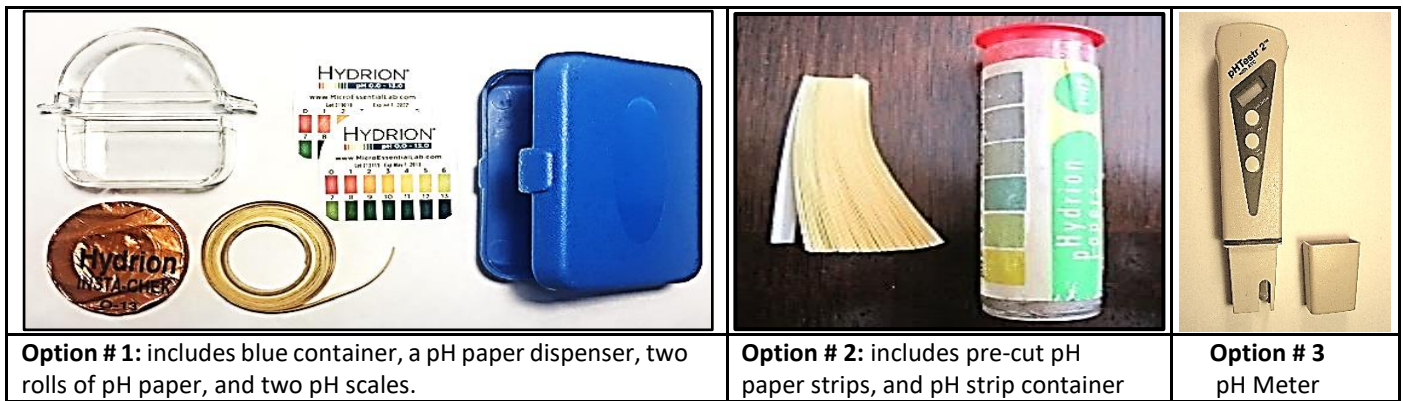
Table of Contents

MODULE	MODULE TITLE	PAGES
	Additional Training and Textbook Offerings	2
1	HARD FLOOR CLEANING REASONS AND OPPORTUNITIES	6
2	CHEMISTRY: A SIMPLE GUIDE	7 - 8
3	SOILS WE REMOVE	9 -10
4	THE BASIC HARD FLOOR CHEMICALS	11
5	THE HARD FLOOR EQUIPMENT AND TOOLS	12 - 17
6	APPYING THE T.A.C.T. THEORY	18 - 19
7	GENERAL AND DAILY FLOOR MAINTENANCE GUIDELINES	20 - 23
8	BASIC FLOOR IDENTIFICATION	24 - 25
9	WOOD FLOOR CARE	26 - 28
10	LAMINATE FLOOR CARE	29
11	LUXURY VINYL FLOOR CARE	30 - 31
12	SHEET VINYL FLOOR CARE	32 - 33
13	VINYL COMPOSITION TILE FLOOR CARE	34 - 35
14	LIMESTONE AND TRAVERTINE FLOOR CARE	36 - 39
15	MARBLE FLOOR CARE	40 - 41
16	GRANITE FLOOR CARE	42 - 43
17	CONCRETE FLOOR CARE	44 - 45
18	CERAMIC FLOOR CARE	46 - 47
19	PORCELAIN FLOOR CARE	48 - 49
20	TERRAZZO FLOOR CARE	50
21	RUBBER FLOOR CARE	50
22	COMBINATION FLOOR CARE	52
23	STRIPPING AND REFINISHING	53 - 60
24	GROUT CLEANING AND RESTORATION	61 - 65
25	PROTECTING FLOORS AND GROUT AFTER CLEANING	66
26	HEALTH AND SAFETY GUIDELINES	67 - 70
	Acknowledgements & Looking Back at Custodial Basics Part 1 and Part 2	71
	Course Notes	71 - 75
	IICRC Continuing Education Form (CEC)	76

COPYRIGHTED MATERIAL WARNING:

© Copyright August 2022 All rights reserved. No part of this publication may be reproduced, transmitted, in any form or by any means, electronic, mechanical, photocopy, recording, or otherwise, without prior written permission of the publisher, or Restoration Training Services. The copyrights to this material and all Restoration Training Services publications will be strongly defended against intrusions of our copyrights.

pH paper and containers are available in two types:



* pH paper is also known as “litmus paper.”

Additional pH Facts to Help You:

- Selecting cleaning products by pH alone may be a mistake. Other factors like concentration, ingredients, and multi-purpose usage should also be considered.
 - Fresh, wet urine is an acidic 4 pH, yet dried urine is a 12 alkaline.
 - Stone floors are easily damaged with both acidic cleaning solutions, and acidic pH drink spills
 - Non-stone floors and non-stone floor grouting may be restored using strong acidic solution.
- ✓ You have the responsibility to know the pH of all the chemicals you are using.
 - ✓ The test kits above cost only \$15 - \$25.00 they will last for 1-2 years.
 - ✓ An inexpensive way to clarify your chemistry strengths, chemistry requirements, and lessen your liability regarding damages you may cause.

General Guideline: Samples of Floor Cleaning Chemicals

TYPE OF FLOOR CLEANING CHEMICAL	COMMON pH RANGE	Use On These Floors
1. Neutral Floor Cleaner	Neutral 7 pH	All floors
2. Alkaline Floor Cleaner	7.5 –to 10 pH	7 -7.5 ok for all floors
3. Floor Degreaser	9 to 13 pH	No wood, all others
4. Floor Stripping Agent	9 to 13 pH	All stone, VCT
5. Floor Stripper Neutralizer	2 to 5.5 pH	All floors except stone
6. Tile Grout Cleaner (Acidic type)	2 to 4 pH (never for stone floors)	No wood, no stone. Grout restoration only
7. Tile Grout Cleaner (Alkaline Type)	10 to 13 pH	All stone, ceramic, porcelain & all grout
8. Stone Daily Cleaner	7.5 – 9.5 pH	All stone
9. Stone Deep / Restoration Cleaner	9.5 to 12 pH	All stone
10. Wood Floor Cleaner	7 to 8 pH	Wood only
11. Laminate & Vinyl Cleaner	7 to 9 pH	All of those
12. Concrete Cleaner	8 to 11 pH	All concrete

MODULE 3 SOILS WE REMOVE

Types of Soils

1. Water-Soluble

- Definition: “Substances that may be dissolved, partially or completely removed by a water-based solution.”
- These include the great majority of soils, spots, and stains, we need to remove from all surfaces we clean.
- Examples include: All foods, drinks,

2. Solvent-Soluble

- Definition: “Substances that are only dissolved, partially or completely removed by a oil-based solution.”
- Examples Include: tar, parking lot oils, dried paint, some makeup, grease, cooking oils, and motor oils

Standard Low Speed Floor machines	2 Speed side by side	Orbital with on-board spray attachment
-----------------------------------	----------------------	--

What Soils Are Found In Flooring?

1. All floors contain dust particals – “dry soils.”

- Most all dry dust soils start as a simple to remove dusting or vacuuming.
- Over an extended time, usually days, that same, simple to remove dry soils become bonded with oily airbourne soils.
- These two types of soils become one combined soil.
- Once these newly made two-part soils bond, they must be wash off the flooring surface - we can no longer dust them away.

2. All floors with experience spills of various products, coffee, sodas, sports drinks, food, and even spilt cleaning products. These are generally known as “wet soils.” Wet soils may start off ‘wet’ but will eventually dry and bond to the floors surface; or even soak into the flooring causing a compound problem.

- On stone flooring, the most destructive are anything with any acidic pH, and as well as cleaning chemical spills.
- Once wet soils soak into the floors surface, it is usually more difficult to remove. A deeper cleaning in those areas may be required.
- To remove the deeper soils, a restorative measure may need to take place. The chemistry required is usually stronger and more aggressive than your daily cleaners. The chemistry may need dwell time (more time for the chemical to work than normal)
- This usually includes a scrubbing action (agitation) with a proper scrub pad or brushing action.
- This added action requires a good rinse.

3. Soil Moves and Transfers

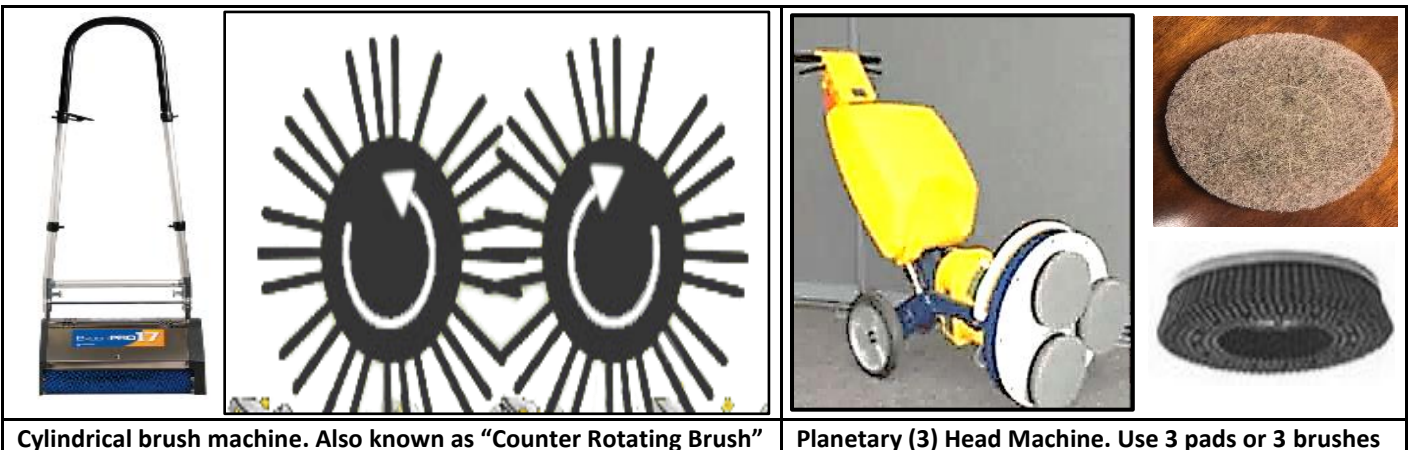
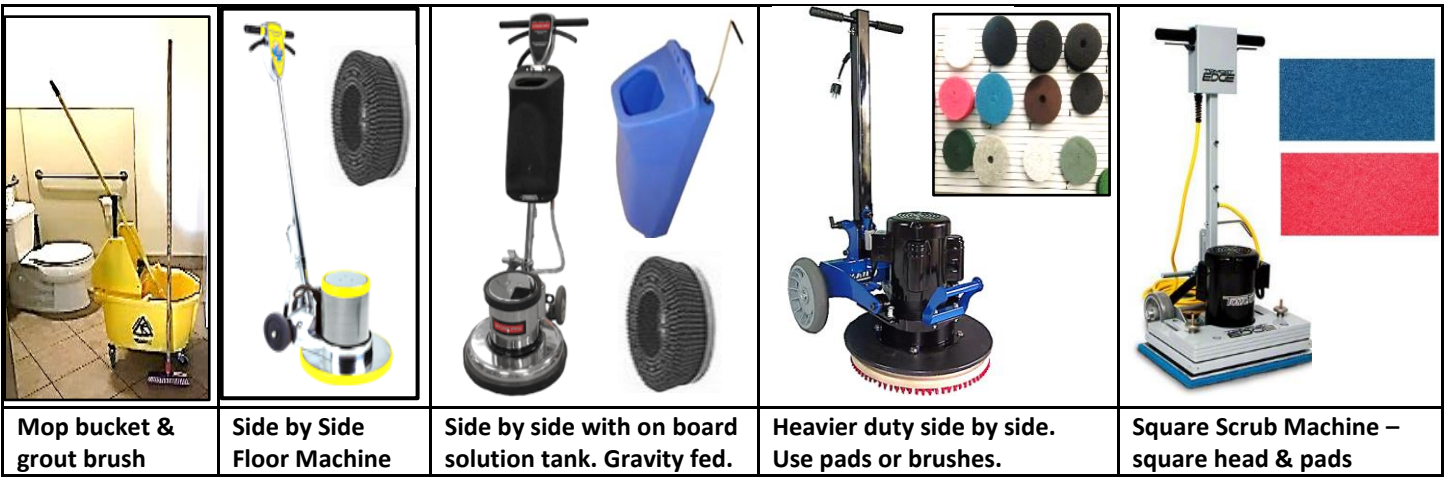
- The definition of soil is “unwanted foreign matter” - also includes residues left on hard flooring (wood, tile & stone) that is left behind when floor cleaning is performed.
- Soil transfers – it moves from one place to another. An example is the dry dust that blows or is carried in under shoes.
- Another example is body oils from sweaty bare feet walking on a tar driveway and into the home. The definition of soil is “unwanted foreign matter” - also includes residues left on hard flooring (wood, tile & stone) and that is left eventually behind when floor cleaning is performed.
- Be pridefull of your equipment and results! Poor hard floor cleaning procedures add soils to carpeting, wood floors, and stone floors, and other adjoining flooring surfaces.

A. Scheduled Deep Cleaning / Deeper Cleaning Options:

- a. Bucket and wringer.
- b. Mop heads -standard or flat mop heads.
- c. Mop handles to match the mop selected.
- d. Floor cleaning detergent.
- e. Scraper for gum, hardened objects, and detailing corners.
- f. Doodle bug detail tool and matching handle
- g. Grout brush and matching handle

Choice of:

- 1. Side by Side Floor Machine and matching block for floor brush or floor pads.
Side by Side Machines may be "Standard 140 rpm," "Planetary -3 Head," Square Scrub, "(square based), or "Oscillating."
- 2. Rotary Brush Machine with brushes designed for the floor you are cleaning. Also known as a Cylindrical Rotational Brush Machine. ("CRB")
 - h. Wet vacuum for removing excess soiled solution and greater soil removal; With or without a wand and hose.
 - i. Wet floor signs
 - j. Clean towels to wipe up drips, etc.



MODULE 22 STRIPPING AND REFINISHING

What floors do we strip and refinish?

Definition:

To remove part or all the protective finish that:

1. Is soiled beyond normal cleaning technics. The soils and stains have reached deep into the present finish.
2. The flooring no longer looks clean after your best efforts.
3. The flooring that was once shiny is now dull and looks older and worn.
4. The flooring has absorbed chemical spills, dep scuff marks and other visual issues that cannot be removed.



There are exceptions at times for:

1. Laminated wood: (real wood but pressed in layers.) This process requires extensive training prior to attempting the process.
2. Rubber tile: Floor finish should be approved to apply. This process requires extensive training prior to attempting the process.

Note: Information and skills required may be obtained by attending an IICRC Floor Care Technician course. The information may also be obtained by contacting us at RTS in the form of technical support or printed offerings.

Never apply floor finish on:

1. Stone floors. Once soaked in, there may be no way to every remove it completely. Stone floors require their own type of sealers; some require special sealers due to the nature of their absorbency or small pores.
2. Resin coated flooring such as garage floor resins, some factory finished stone that has a resin coated surfaces.
3. Natural oil-coated wood floors.
4. Urethane-coated wood flooring.
5. On *any* grouting.

STRIPPING AND RESTORATION OPTIONS

Option # 1 Scrub Down and Recoat

1. Place wet floor signs where needed.
2. Remove all dry debris by vacuuming or dusting. Some prefer both.