



**POLYFLOR™**  
COVERING THE WORLD

FLOORCARE

# FLOOR CARE & MAINTENANCE

Achieve the installation's optimum performance by selecting and implementing the most appropriate maintenance programme.

## 15.1 INTRODUCTION TO MAINTENANCE

### 15.1.1 Why is floor care necessary?

Floor coverings are selected for many reasons including their colour, design and sometimes specialist properties such as static control or slip resistance. Without regular maintenance:

- ▶ Dust and soiling would soon build up, making the colour and design indistinguishable and the specialist properties practically useless.
- ▶ Dirt and soiling can also harbour bacteria, making the floor covering a health hazard e.g. in hospitals or food processing areas.
- ▶ Dust and grit underfoot can also act as an abrasive, which, if left uncontrolled, would shorten the life of a floor covering, causing premature replacement.

Regular and well planned maintenance keeps the floor covering in pristine condition and can enhance the original appearance. Maintenance can also reduce wear and ultimately improve the life expectancy of the floor covering.

### 15.1.2 What is maintenance?

Maintenance means many things to many people. To some, it is an army of operatives using powered machines working to a comprehensive maintenance programme. To others, it is a person who comes in three evenings a week to dust and mop the floors. In each case, the requirement for cleanliness can be completely different.

This variability in what is considered 'normal' makes it impracticable in this manual to give precise maintenance instructions to suit specific end user locations. The instructions given are intended to be used as a guide. A guide based on general experience using established methods and cleaning materials. Polyflor recommends that the instructions are followed initially and, as traffic patterns become established, the frequency is tailored to suit individual requirements.

### 15.1.3 Tailored Maintenance

#### KEY POINT

Cleaning and disinfecting are entirely separate processes and should be treated as such in tailored maintenance programmes. Refer to section 15.3.3 for disinfecting.

Reducing maintenance costs is not difficult; what takes much more skill is reducing these costs without cutting the effectiveness of the maintenance system. By tailoring a maintenance programme, real savings can be made without compromising standards of appearance, hygiene and cleanliness.

Tailored maintenance programmes are simple to apply, with the effort and thus the cost, concentrated where each location demands. The benefits are definite savings and considerable return on any floor covering investment.

Certain Polyflor ranges benefit from enhanced formulations in relation to maintenance. The PUR family provides long term maintenance benefits. The PU family facilitates a reduction in the intensity of the construction clean and provides the foundation for the ongoing maintenance regime.

In our experience, a tailored maintenance approach is the best solution for all types of floor coverings.

#### CLEANING & MAINTENANCE TRAINING COURSES

The courses, that include both practical and theory work, have been developed to help facilities management staff get the best from Polyflor Vinyl floor coverings by using the correct cleaning methods and products.

For further information email [trainingacademy@polyflor.com](mailto:trainingacademy@polyflor.com)

#### 15.1.4 The Polyflor in-depth approach

We begin by looking at the many variables which have a part to play in maintenance. These include floor location, type and quantity of traffic, and the existence or otherwise of dirt barriers. Armed with this information, a solution which gives real savings without affecting the floor's appearance, hygiene or cleanliness can be developed.

### 15.2 POINTS TO CONSIDER

Before establishing a maintenance programme, there are some points which should be considered, as they can affect the method and frequency –and hence the cost–of maintenance.

#### 15.2.1 Dirt Barrier Systems

Evidence from a wide range of studies indicates that up to 80% of all dirt, grit and moisture is carried into a building by the people using it. One of the easiest ways to reduce maintenance costs must therefore be to reduce the amount of dirt, grit and moisture they bring in. Not only would this cut the cost of its removal, but it would also cause less abrasive action on the floor covering, which in turn would ensure a longer useful life. With less moisture, there would also be less potential for slipping.

Unfortunately, notices asking people to thoroughly wipe their feet rarely work. What is needed is an effective 'passive' dirt barrier system. At first, these systems can seem expensive but the savings they provide over the long term are substantial.

An effective dirt barrier system has both scraping and absorbing qualities and is sufficiently large to perform these actions on both feet

during normal walking – hence 'passive'. Dirt barrier systems should be considered early in the specification stage. They should not be an afterthought, when there are rarely sufficient funds or space to do the job properly.

#### 15.2.2 The Ideal Dirt Barrier

- ▶ An exterior scraper mat at least two paces wide, set into a mat well. The choice of materials is varied. Clearance should be sufficient to allow grit and debris to fall below. Also allowances must be made for the wearers of various types of shoes.
- ▶ An interior grade combination scraper/moisture mat of two to three metres in length. This will remove the majority of moisture and any fine abrasive particles. This can also be set into a mat well. Again, the choice of materials is wide and often the barrier will be a composite of several materials.



**NOTE** To maintain the effectiveness of dirt barrier systems, they must be cleaned regularly, otherwise they can actually increase the soil intake by creating a 'soil reservoir' at the entrance to the building.

### 15.3 ASSESSING THE LOCATION

As mentioned earlier, by tailoring the maintenance programme, real and achievable savings can be made without compromising standards of appearance, hygiene and cleanliness. The first part of this process is to break down areas to be cleaned into a series of independent locations. Each location should then be assessed before a particular maintenance regime is employed to provide a clear indication as to where the effort and therefore the cost should best be applied.

These assessments should be reviewed periodically, to ensure that standards are to the level expected by the client and that cost savings are being achieved wherever this is possible.

### 15.3.1 Points to consider

The assessment should consider the following points:

#### Location

Position of the location in the building. Entrance areas and receptions will require more intensive, frequent cleaning than upper floor, low circulation corridors.

#### Soiling

Type of soiling which is likely to be found in the location. Dirt and grit from an outside car park will require a different treatment from chemical spillage in a laboratory.

#### Client Expectations

The expectation of the client for that particular location plays an important part. Obviously, if a high level of hygiene is required, the maintenance regime must be able to provide this.

#### Traffic

Traffic types, density and frequency in the given location. The type of footwear used by children in school corridors provides a different situation from that where soft soled trainers or pumps are used in the school sports hall.

#### Type Of Cleaning Equipment

Manual methods can be time consuming in large areas and may be incompatible with the frequency requirement. However, large machines used in confined spaces can take longer than manual methods.

#### Colour Of Floor Covering

In general, light colours show soiling more easily, dark colours show loss of gloss more easily. Mid range colours will give a balance between the two extremes.

#### Prevailing Weather

In icy conditions, grit and salt are sometimes used outside building entrances. In dry conditions, dust and sand can also be found outside buildings. In both instances, soiling and abrasion can be accelerated if effective measures are not taken to prevent them being trafficked into the building.

### 15.3.2 The Assessment should establish the following:

- The type of cleaning needed
- The frequency of cleaning
- The cleaning products and equipment needed
- The level of labour required
- The time to be allocated

### 15.3.3 Disinfecting Polyflor Floors

**SPECIAL  
PRECAUTIONS**  
Never allow Chlorhexidine based disinfectants (scrub hand gels) to come into contact with chlorinated products, any surface will stain immediately.

All cleaning and disinfecting products should be used in accordance with the manufacturers' instructions. Disinfection and cleaning are two different processes and require two separate procedures.

#### Cleaning

Follow Polyflor's floor cleaning recommendations as detailed in sections 15.5 – 15.11

#### Disinfection

- ▶ The floor should be cleaned before disinfection.
- ▶ The floor should be neutralised before disinfection as some cleaning compounds can significantly affect the effectiveness of the disinfecting product.
- ▶ Floors should be rinsed and neutralised after disinfection and should always be dried. Floors that have a wet residue of a disinfecting solution may have a substance on the surface that is potentially corrosive not only to the floor covering but also to the soles of any footwear. The disinfecting solution may break down the shoe sole material to leave an ingrained stain on the floor. This stain may extend beyond the area being disinfected as the wet shoe sole will traffic the solution onto an adjacent dry area.
- ▶ Leaving a chlorinated disinfecting solution to dry out on floors may make them slippery. The dried chlorine salts leave small particles on the surface of the floor which may act like small ball bearings.
- ▶ RINSE floor after disinfecting to neutralise.
- ▶ Chlorine based disinfecting products can be used on Polyflor vinyl floor coverings provided that they are used and diluted as per the manufacturer's instructions and that the area is effectively rinsed after their use.

### 15.4 INDIVIDUAL PRODUCT MAINTENANCE PROCEDURES

As the Polyflor product portfolio has developed, the maintenance procedures have become specific to generic types which are:

- 15.5** Smooth products with PUR (polyurethane reinforcement)
- 15.6** Smooth products with PU (polyurethane surface treatment)
- 15.7** Smooth products without PUR or PU
- 15.8** Polysafe products with PUR
- 15.9** Polysafe Barefoot & Shod products – Wetroom Floorcare
- 15.10** Polysafe products without PUR
- 15.11** ESD ranges where no polish should be applied
- 15.12** Rubber floor coverings

The general maintenance procedures are listed in the subsequent pages. Individual floor cleaning guides to aid the end user or maintenance staff are also available on request or online at polyflor.com.

### 15.5 STANDARD SMOOTH VINYL WITH PUR

The Polyflor PUR family of products incorporates a polyurethane reinforcement, which protects the floor covering by resisting soiling and scuffing. Combined with the superior closed surface finish, this enhanced protection allows the use of a polish-free maintenance regime. This protection ensures that the intensity of the maintenance and overall cleaning costs are significantly reduced.



The following maintenance instructions are designed to maximise the benefits of the PUR, resulting in lower maintenance costs, without compromising the long-term appearance of your floor covering.

#### 15.5.1 Initial construction clean

- ▶ Remove all loose debris.
- ▶ Ensure that all traces of adhesive are removed from the surface of the floor covering.
- ▶ Mop sweep or vacuum to remove dust and grit.



Figure 1 Microfibre mop pad with dual bucket system

- ▶ Damp mop with a neutral detergent.
- ▶ If required, dry buff with a 1000 rpm plus rotary machine fitted with a suitable clean pad.

#### 15.5.2 Routine maintenance

The following recommendations are provided as a guideline, and the frequency can be changed to optimise the appearance.

##### Daily

Mop, sweep or vacuum to remove dust and loose dirt. If required, spot mop to remove stubborn marks, with a neutral cleanser.

##### Weekly

Assess the appearance of the floor. Undertake the following as required: Light scuffing – dry buff with a 1000 rpm plus rotary machine fitted with a suitable clean pad.

##### Or

Heavier scuffing – spray clean using a floor maintainer and 1000 rpm plus rotary machine fitted with a suitable clean pad.

#### 15.5.3 Periodic Maintenance

- ▶ Assess the appearance of the floor. If the floor has dirt build-up, machine scrub with a scrubber dryer (approx. 165 rpm) fitted with a suitable clean pad, using a neutral or alkaline detergent, as appropriate.
- ▶ Rinse thoroughly and allow to dry. Dry buff to restore finish.

#### 15.5.4 Additional Information

- ▶ The maintenance regime requires the installation of an effective barrier matting system.
- ▶ The cleaners and detergents should be diluted as per the manufacturers' instructions.
- ▶ Always follow the Health and Safety guidance provided.
- ▶ Fit protective feet to table and chair legs, to prevent scratching.
- ▶ These maintenance instructions are intended for the PUR family of floor coverings, which have a polyurethane reinforcement. For other Polyflor products, reference should be made to the relevant section or to their specific cleaning guides.
- ▶ In most instances, the above maintenance regime will be sufficient to ensure your floor covering retains the optimum appearance. However where there is no mechanical means of maintaining the floor, an emulsion floor polish should be applied. Details of the procedure to be used can be found under the Standard Vinyl with PU – Section 15.6
- ▶ Regular cleaning is more beneficial to the floor covering and more cost-effective than occasional heavy cleaning.

## 15.6 STANDARD SMOOTH VINYL WITH PU

Polyflor smooth vinyl 'PU' floor coverings incorporate a polyurethane surface treatment, which protects the floor covering by resisting soiling and scuffing. This protection facilitates a reduction in the intensity of the construction clean and provides the foundation for the ongoing maintenance regime. This easier cleanability offers maintenance cost savings when compared with non-treated materials.



The following maintenance instructions are designed to minimise the cost factor, without compromising the long-term appearance of your floor covering.

### 15.6.1 Initial construction clean

- ▶ Remove all loose debris.
- ▶ Ensure that all traces of adhesive are removed from the surface of the floor covering.
- ▶ Mop, sweep or vacuum to remove dust and grit.
- ▶ Damp mop with a neutral detergent.
- ▶ If required, dry buff with a 1000 rpm plus rotary machine fitted with a suitable clean pad.

### 15.6.2 Routine maintenance

The following recommendations are provided as a guideline, and the frequencies can be changed to optimise the appearance.

#### Daily

Mop, sweep or vacuum to remove dust and loose dirt. If required, spot clean to remove stubborn marks with a neutral cleanser. If required, dry buff to restore finish.

#### Weekly/Monthly

Assess the appearance of the floor. If required, scrub with a scrubber dryer fitted with suitable pads, and using neutral cleanser (pH 7 to 9). If required, dry buff to restore finish.

### 15.6.3 Application of a floor dressing

The Polyurethane surface treatment will provide initial protection for the floor covering. However, an application of an emulsion polish may be required eventually to provide extra protection. The level and intensity of traffic and soiling will determine how soon the polish will have to be applied.

For polish free maintenance, see the Polyflor PUR range of products. For polish application, please follow details of the procedure below.

- ▶ Using an applicator and tray, or Kentucky mop with wringer and bucket, the first coat should be applied thinly and evenly across the floor, to within 150mm of the skirting. It should then be left to dry. This normally takes approximately thirty minutes, depending on the ambient conditions and the thickness of the coating.
- ▶ When the first coat is dry, a second coat should be applied at right angles to the direction of the first. Subsequent coats should be applied at right angles, and the final coat should be applied right up to the skirting.
- ▶ Two to three thin coats are usually sufficient to provide excellent resistance to abrasion, scuffing and removal of black heel marking. However, be guided by your own periodic assessments for the particular location.
- ▶ In order to minimise costs, subsequent polish applications may be applied only to traffic paths.
- ▶ Periodically – generally every six months – assess the appearance of the floor. If there is an unacceptable build-up of polish, this should be stripped and reapplied, as per the instructions above.

### 15.6.4 Additional Information:

- ▶ The maintenance regime requires the installation of an effective barrier matting system.
- ▶ The cleaners and detergents should be diluted as per the manufacturers' instructions.
- ▶ These maintenance instructions are intended for the Polyflor 'PU' family, which incorporates a polyurethane surface treatment. For other Polyflor products, reference should be made to the relevant section or to their specific floor care sheets.
- ▶ For further guidance, contact Polyflor Customer Technical Services Department (CTSD) on +44 (0) 161 767 1912.
- ▶ Always follow the Health and Safety guidance provided.
- ▶ Regular cleaning is more beneficial to the floor covering and more cost-effective than occasional heavy cleaning.

## 15.7 STANDARD SMOOTH VINYL RANGES WITHOUT PU OR PUR



### 15.7.1 Initial construction clean

- ▶ Sweep, mop sweep or dry vacuum the floor, to remove dust, grit and debris.
  - ▶ For light soiling  
Damp mop the floor with a neutral cleanser diluted to the manufacturer's instructions.
- Or
- ▶ For heavy soiling  
Apply a solution of alkaline cleanser, diluted to the manufacturer's instructions, to the floor and leave for sufficient time to react with the soiling. Using a 165 to 350 rpm rotary machine fitted with a scrubbing pad, machine scrub the floor and then pick up the slurry with a wet vacuum. Rinse the floor thoroughly with clean warm water, pick up with a wet vacuum and leave to dry thoroughly.

### 15.7.2 Application of a floor dressing

Ensure that there is a good key between the floor dressing and the surface of the flooring, scrubbing the floor if required. Either of the following methods can be used:

#### Emulsion Polish

Apply two or three thin coats of emulsion polish in accordance with the manufacturer's instructions, with either a proprietary polish applicator or Kentucky mop wrung out to prevent over-application of polish. The polish should be applied up to 150mm from the edges of the room, and subsequent coats should be applied at 90° to the previous one. The final coat should be applied right up to the edges of the room.

Or

#### Spray Clean/Polish

To enable a protective film to develop as quickly as possible, the floor maintainer should be used undiluted for the first 2–3 applications, and, thereafter, in accordance with the manufacturer's instructions.

**NOTE** To provide adequate protection in high traffic areas, applying an emulsion polish can be more effective than spray clean/polish. Where a high shine finish is undesirable, a satin finish polish should be used.

### 15.7.3 Routine maintenance

The frequency of each of the operations is dependent upon the type and intensity of traffic.

- ▶ Sweep, mop sweep or dry vacuum the floor, to remove dust and loose dirt.
- ▶ Spot mop frequently. Stubborn black marks can be removed by using the centre disc of a scrubbing pad and a small amount of undiluted alkaline cleanser. Place the disc under the sole of the shoe and rub; this gives greater pressure.
- ▶ Rinse the area well with clean warm water and leave to dry.

Depending upon the end user requirement and the equipment available, one of the following methods should be used:

- ▶ Using floor maintainer, diluted to the manufacturer's instructions, mop the floor and leave to dry.
- ▶ If a shine is required, the floor should be buffed with a 500 to 2000 rpm rotary machine fitted with a suitable pad.

Or

- ▶ Using floor maintainer, diluted to the manufacturer's instructions, spray a fine mist onto the floor. Using a 165 to 500 rpm rotary machine and suitable spray cleaning pad, buff the floor to the desired shine. The dirt is picked up in the pad, which should be thoroughly cleaned after use. Failure to do so will result in a shiny, dirty floor.

Or

- ▶ Using a neutral or germicidal cleanser, diluted to the manufacturer's instructions, mop the floor and allow to dry completely. Using a 500 to 2000 rpm rotary machine, buff the floor to the desired level of shine.

#### KEY POINT

When high speed burnishing, it is important that the machine is kept constantly moving. This avoids excessive heat build-up on the floor. As an additional precaution, we advise that a spray of clean water is used, to help lubricate the pad.

### 15.7.4 Removal of a floor dressing

An unsightly build-up of polish should be avoided. The polish should be removed regularly – the interval between application and removal depends on the wear conditions and the number of polish layers (normally six months in heavy traffic areas).

Follow the manufacturer's instructions.

### 15.7.5 Additional Information

Always follow the Health and Safety guidance provided. Regular cleaning is more beneficial to the floor covering and more cost-effective than occasional heavy cleaning.

## 15.8 POLYSAFE RANGES WITH PUR



The following maintenance instructions are designed to minimise the cost factor, while ensuring that your floor covering retains the optimum appearance and performance. The exclusive Polysafe PUR system reduces the intensity of cleaning and the use of chemicals, which helps minimise the effect on the environment, without compromising such key elements as hygiene and underfoot safety.

### 15.8.1 Construction clean

Polysafe PUR is designed to resist soiling, which ensures that – even after transportation, installation and the period prior to handover – the intensity of construction clean can be significantly reduced. This will have a beneficial impact on the initial costs.

- ▶ Remove all loose debris.
- ▶ Remove surface dust and grit by sweeping or vacuuming.
- ▶ Apply a solution of neutral cleanser (or alkaline cleanser, dependent upon the level of soiling), diluted to the manufacturer's instructions, with a spray over the section to be cleaned. Leave for sufficient time to react with the soiling.
- ▶ Pick up the solution with a clean microfibre mop, using a continuous side-to-side motion. When the mop head becomes loaded, it will start streaking the floor. At this point, the dirty mop head should be removed and placed into a laundry bag and a clean mop head fitted. The cycle should then be repeated until the whole floor is completed.
- ▶ Launder the dirty mop heads in preparation for reuse.

**NOTE** For floor with heavy scuffing, it may be necessary to use a Doodle bug or similar tool fitted with a suitable pad to remove the scuff marks.

### 15.8.2 Daily maintenance

- ▶ Remove surface dust and grit by sweeping or vacuuming.
- ▶ Apply a solution of neutral cleanser (or alkaline cleanser, dependent upon the level of grease or oily contaminates), diluted to the manufacturer's instructions, with a spray over the section to be cleaned. Leave for sufficient time to react with the soiling.
- ▶ Pick up the solution with a clean microfibre mop, using a continuous side-to-side motion. When the mop head becomes loaded, it will start streaking the floor. At this point, the dirty mop head should be removed and placed into a laundry bag and a clean mop head fitted. The cycle should then be repeated until the whole floor is completed.



Figure 2 Safety mop pad with dual bucket system

- ▶ Launder the dirty mop heads in preparation for reuse.
- ▶ Where detergent residue remains on the floor surface, the area should be rinsed completely with clean, warm water, picked up with a wet vacuum and left to dry thoroughly.
- ▶ In areas subject to heavy soiling, machine scrubbing should be undertaken on a periodic basis, after neutral or alkaline cleanser has been applied to the floor, diluted to the manufacturers' instructions.

### 15.8.3 Additional Information

- ▶ This maintenance procedure has been designed to optimise the benefits of the Polysafe PUR system – the latest in proven cleaning technology. The maximum benefits are derived from this system by carrying out this quick and simple procedure on a daily basis, and by using clean equipment each time, to maximise dirt pick-up and eliminate streaking.
- ▶ A floor dressing or maintainer containing polish should not be applied to Polysafe ranges with PUR, as this may impair the slip resistance. In doubt, consult Polyflor CTSD on +44 (0) 161 767 1912.



- ▶ Always follow the Health and Safety guidance provided.
- ▶ Regular cleaning is more beneficial to the floor covering and more cost-effective than occasional heavy cleaning.
- ▶ The cleaners and detergents should be diluted as per the manufacturers' instructions. For recommended products, see the Polyflor Approved Maintenance Products sheet located within the Technical section of polyflor.com
- ▶ Polysafe safety flooring ranges are compatible for use with the most commonly used alco-based hand gels and are suitable for steam cleaning on a periodic basis.

All the above methods of maintenance are suitable to be applied to Polysafe PUR ranges.

### 15.9 POLYSAFE BAREFOOT & SHOD SAFETY FLOORING (WET ROOMS)



#### 15.9.1 Manual Cleaning

- ▶ Sweep, mop sweep or dry vacuum to remove dust and loose dirt.
- ▶ Spot scrub regularly with a deck scrubber.
- ▶ Apply a solution of neutral or alkaline cleanser, diluted to the manufacturer's instructions, to the floor and leave for sufficient time to react with the soiling.
- ▶ Pick up the slurry with a clean microfibre mop, using a continuous side-to-side motion. When the mop head becomes loaded, it will start streaking the floor. At this point the dirty mop head should be removed and placed into a laundry bag and a clean mop head fitted. The cycle should then be repeated until the whole floor is completed.
- ▶ The dirty mop heads should be laundered, in preparation for reuse.
- ▶ Where detergent residue remains on the floor surface, the area should be rinsed completely with clean, warm water, picked up with a wet vacuum and left to dry thoroughly.

### 15.9.2 Machine Cleaning

- ▶ Sweep, mop sweep or dry vacuum to remove dust and loose dirt.
- ▶ Using a scrubbing brush or a cylindrical type scrubbing machine.
- ▶ Apply a solution of neutral or alkaline cleanser, diluted to the manufacturer's instructions, to the floor and leave for sufficient time to react with the soiling. Using a 165 rpm rotary machine fitted with a bristle brush, cylindrical machine or deck scrubber, scrub the floor and then pick up the slurry with a wet vacuum. Rinse thoroughly with clean, warm water, pick up with a wet vacuum and leave to dry thoroughly. Using a 165 rpm rotary machine fitted with a bristle brush, cylindrical machine or deck scrubber, scrub the floor and pick up the slurry with a wet vacuum. Rinse thoroughly with clean, warm water, pick up with a wet vacuum and allow to dry thoroughly.

### 15.10 POLYSAFE RANGES WITHOUT PUR



#### 15.10.1 Construction clean

**POLYSAFE**  
For Barefoot & Shod Safety Flooring replace the scrubbing pad with a rotary scrubbing brush or a cylindrical type scrubbing machine.

- ▶ Sweep, mop sweep or dry vacuum the floor to remove dust, grit and debris.
- ▶ Apply a solution of alkaline cleanser, diluted to the manufacturer's instructions, to the floor and leave for sufficient time to react with the soiling.
- ▶ Using a 165 rpm rotary machine fitted with a scrubbing pad, machine scrub the floor and then pick up the slurry with a wet vacuum.
- ▶ Rinse the floor thoroughly with clean warm water, pick up with a wet vacuum and leave to dry thoroughly.
- ▶ For small areas, where there is no suitable scrubbing machine available, a deck scrubber should be used in conjunction with a wet vacuum or mop and bucket system.

- ▶ Dilution rates above the manufacturer's minimum recommendations may be necessary for very heavy soiling.

#### 15.10.2 Ongoing maintenance

For ongoing maintenance, the frequency of each of the operations is dependent upon the type and intensity of traffic as well as the appearance expectations and should be adjusted to suit.

#### 15.10.3 Standard surface finish

- ▶ Sweep, mop sweep or dry vacuum the floor, to remove dust and loose dirt.
- ▶ Spot mop regularly. Stubborn black marks can be removed by using the centre disc of a scrubbing pad and a small amount of undiluted alkaline cleanser. Place the disc under the sole of the shoe and rub; this gives greater pressure. Rinse the area well with clean warm water and leave to dry.
- ▶ Apply a solution of neutral or alkaline cleanser, diluted to the manufacturer's instructions, to the floor and leave for sufficient time to react with the soiling. Using a 165 rpm rotary machine fitted with a scrubbing pad, machine scrub the floor and then pick up the slurry with a wet vacuum. Rinse thoroughly with clean, warm water, pick up with a wet vacuum and leave to dry thoroughly.

#### 15.10.4 Additional Information

- ▶ A floor dressing should not be applied to Polysafe floor coverings, as this may impair the slip resistance. If in doubt, consult Polyflor CTSD on +44 (0) 161 767 1912.
- ▶ Always follow the Health and Safety guidance provided.
- ▶ Regular cleaning is more beneficial to the floor covering and more cost-effective than occasional heavy cleaning.
- ▶ The cleaners and detergents should be diluted as per the manufacturer's instructions. For recommended products, see the Polyflor Approved Maintenance Products sheet located within the Technical section of polyflor.com
- ▶ Polysafe safety flooring ranges are compatible for use with the most commonly used alco-based hand gels and are suitable for steam cleaning on a periodic basis.

### 15.11 ELECTRO STATIC DISSIPATIVE (ESD) & ELECTRO CONDUCTIVE (EC) RANGES

The ESD family of vinyl floor coverings are designed to remove static charge away at a rate that prevents damage to processes, equipment and people.

In order to ensure the ESD features work effectively, it is important that the correct maintenance procedure is adopted. The instructions below offer advice on how to do that. Failure to do so could render the ESD system ineffective.



PLEASE NOTE that dependant on the level of expected foot traffic; SD ranges may require the application of a conductive polish or seal following installation.

#### 15.11.1 Construction clean

- ▶ Sweep, mop sweep or dry vacuum the floor, to remove dust, grit and debris.
- ▶ For light soiling  
Damp mop the floor with a neutral cleanser, diluted to the manufacturer's instructions.
- Or
- ▶ For heavy soiling  
Apply a solution of alkaline cleanser, diluted to the manufacturer's instructions, to the floor and leave for sufficient time to react with the soiling. Using a 165 to 350 rpm rotary machine fitted with a scrubbing pad, machine scrub the floor and then pick up the slurry with a wet vacuum. Rinse the floor thoroughly with clean warm water, pick up with a wet vacuum and leave to dry thoroughly.

#### 15.11.2 Application of a Floor Dressing where applicable

Normal, commercially available polishes should **not** be applied to Polyflor ESD products, as they will inhibit the conductive properties. Polishes described as 'antistatic' are classified by a different standard from that of the floor covering, and should be treated as a standard polish in static control terms. Consequently, they should not be applied.

Conductive polishes which are approved by Polyflor can be applied in strict accordance with the manufacturer's instructions. Prior to application of a floor dressing, ensure that the floor is thoroughly scrubbed. This will ensure that there is a good key between the dressing and the surface of the flooring.

**KEY POINT**  
Before applying conductive polish always discuss with Polyflor CTSD.

### 15.11.3 Regular maintenance

The frequency of each of the operations is dependent upon the type and intensity of traffic.

- ▶ Sweep, mop sweep or dry vacuum, to remove dust and loose dirt.
- ▶ Spot mop frequently. Stubborn black marks can be removed by using the centre disc of a scrubbing pad and a small amount of undiluted alkaline cleanser. Place the disc under the sole of the shoe and rub; this gives greater pressure. Rinse the area well with clean, warm water and allow to dry.

Depending upon the end user requirement and the equipment available, one of the following methods should be used:

- ▶ Using an alkaline or germicidal cleanser, diluted to the manufacturer's instructions, spray a fine mist onto the floor. Using a 165 to 1000 rpm rotary machine and suitable spray cleaning pad, buff the floor to the desired shine. The dirt is picked up in the pad, which should be thoroughly cleaned after use. Failure to do so will result in a shiny, dirty floor.

### 15.11.4 Additional Information

- ▶ Always ensure mops and pads are kept specifically for the static control areas, to prevent a possible transfer of polish.
- ▶ Always follow the Health and Safety guidance provided.
- ▶ Regular cleaning is more beneficial to the floor covering and more cost-effective than occasional heavy cleaning.

## 15.12 RUBBER FLOOR COVERINGS

### 15.12.1 Construction clean



After installation, wait 48 hours before proceeding with the construction and intensive clean.

- ▶ Sweep or dry vacuum the floor to remove dust, grit and debris.
- ▶ Apply a solution of alkaline cleanser, diluted as per the manufacturer's instructions, to the floor and leave for at least 5 minutes (or longer if manufacturer recommends) to react before proceeding.
- ▶ Using a 165 rpm rotary machine fitted with fibre or nylon brushes, machine scrub the floor and then pick up the slurry with a mop or wet vacuum. The floor should then be rinsed with clean water and allowed to dry.

### 15.12.2 Application of a floor dressing

- ▶ Prior to the application of a floor dressing, ensure that the floor is completely stripped, clean and free from any contaminants. This will ensure that there is a good key between the dressing and the surface of the floor.
- ▶ Apply two or three thin coats of emulsion polish, in accordance with the manufacturer's instructions, with either a proprietary polish applicator or Kentucky mop wrung out to prevent over-application of polish. The polish should be applied up to 150mm from the edges of the room, and subsequent coats should be applied at 90° to the previous one. The final coat should be applied right up to the edges of the room.

### 15.12.3 Routine maintenance

For ongoing maintenance, the frequency of each of the operations should be adjusted to suit the appearance expectations and the type and intensity of traffic.

- ▶ Sweep or dry vacuum daily, to remove dust and loose dirt.
- ▶ Spot mop frequently. Rinse the area with clean, warm water and allow to dry.
- ▶ As required (normally at least once per week) mop the floor using a floor maintainer, diluted as per the manufacturer's instructions, and leave to dry. If a shine is required, the floor should be buffed with a low-speed machine, typically 165 rpm, fitted with suitable fibre or nylon brushes.
- ▶ Regular buffing of the floor covering will enhance its appearance.

### 15.12.4 Removal of a floor dressing

An unsightly build-up of polish should be avoided. The polish should be removed regularly; the interval between application and removal depends on the wear conditions and the number of polish layers (normally, six months in heavy traffic areas).

- ▶ Apply a solution of emulsion polish stripper, dilute to the manufacturer's instructions, to the floor and leave for approximately 15 minutes.
- ▶ Machine scrub with a 165 rpm machine fitted with a scrubbing brush,

#### KEY POINT

When high speed burnishing, it is important that the machine is kept constantly moving. This avoids excessive heat build-up on the floor. As an additional precaution, we advise that a spray of clean water is used, to help lubricate the pad.

and then remove slurry with a wet vacuum. Thoroughly rinse the floor with clean warm water, pick up with a wet vacuum and allow to dry completely. The cycle of polish application and routine maintenance should then be repeated.

#### 15.12.5 Additional Information

- ▶ Always follow the Health and Safety guidance provided.
- ▶ Regular cleaning is more beneficial to the floor covering and more cost-effective than occasional heavy cleaning.
- ▶ Polyflor rubber floor coverings are suitable for steam cleaning on a periodic basis.

### 15.13 TIPS, HINTS AND PROBLEM SOLVING

The main objective of the tailored maintenance programme is to provide cost savings without any compromise in cleanliness and hygiene.

Bearing this in mind, the most important tip is to regularly assess the various locations and be flexible about the maintenance employed in them. If the floor in a particular location needs more attention, then ensure that this is addressed as soon as possible. If some areas seem over-maintained (with polish build-up, perhaps, in the non-trafficked areas), then pull back the maintenance level, but always monitor the situation to ensure that it remains within control. In addition, there are certain precautions which can be taken.

#### 15.13.1 Asphalt and Tarmacadam

Where asphalt or tarmacadam is present immediately outside an entrance and there is not a sufficient dirt barrier system in place, use non-rubber traffic mats at least two paces wide. Staining of the floor may occur if traffic mats are not used.

#### 15.13.2 Gravel Paths and Roadways

Traffic mats should also be considered when gravel paths or roadways are immediately outside an entrance. Always clean mats frequently.

#### 15.13.3 Rubber Tyres etc.

Antioxidants used in the manufacture of rubber can cause staining. Non-rubber traffic mats are recommended, as are tyre trays for car showrooms. Using black or dark brown floor coverings will not prevent staining but will disguise it. Lighter coloured rubber can also be specified for appliance feet, trolley wheels etc.

#### 15.13.4 Scratches

Prevention is the first step to protecting vinyl flooring from scratches:

- ▶ Use mats at external doorways to reduce the trafficking of grit, dust and water into the building.
- ▶ Furniture can cause scratches to a vinyl floor, therefore appropriate protection (felt pads, etc.) should be attached to the feet of furniture such as tables and chair legs.
- ▶ Keeping pets nails well clipped will reduce the likelihood of scratching from pets.

#### 15.13.5 Points to Note

- ▶ Regular light maintenance is more cost effective than periodic heavy maintenance and more beneficial to the floor covering.
- ▶ Always sweep, mop sweep or dry vacuum the floor regularly.
- ▶ Always use clean equipment – dirty equipment only redistributes the dirt.
- ▶ Do not mix cleaning products from different manufacturers – they may not be compatible.
- ▶ Always remove any spillage immediately. Always remove excess water. It is not only dangerous but, on unwelded tile floors, the water can attack the adhesive and break the bond.
- ▶ Do not use products containing pine gel or phenolic acid on Polyflor vinyl flooring. These can soften the vinyl surface and increase the possibility of scuffing. Shrinkage of the vinyl can also occur in the long term.
- ▶ Never apply a floor dressing which cannot easily be removed – such as polyurethane or acrylic sealers – unless approved by Polyflor.
- ▶ Never deviate from the manufacturer's recommended dilution rates.
- ▶ Always take precautions to prevent dark rubber from coming into contact with the flooring. If this cannot be avoided, select darker colours of floor covering.
- ▶ Never use abrasive pads on the flooring.
- ▶ Only use water based floor maintenance products.

#### 15.13.6 Problem Solving

In our experience most floor care complaints arise from a general comment that the floor is not as clean as expected. The most common reason is usually that the maintenance method being applied is not compatible with the type and level of traffic found.

The table below contains more specific problems with their causes and our recommended actions.

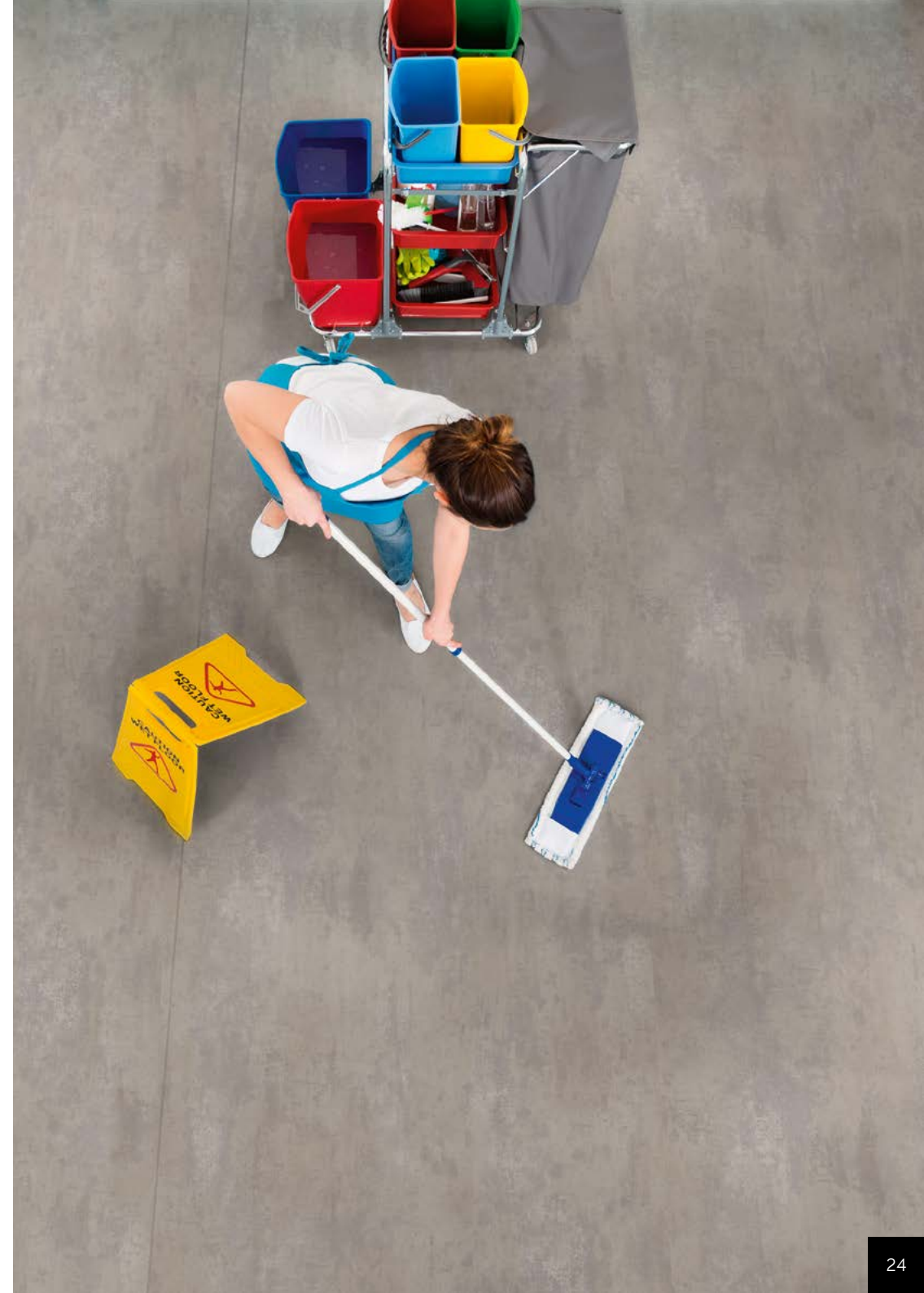
| COMMON PROBLEM   | POSSIBLE CAUSE  | RECOMMENDED ACTION  |
|--|---|---|
| Powdering of polish/<br>excess of white dust   | Breakdown of polish due to either excessive use of alkaline cleansers, inadequate rinsing, use of bleaches or other harsh chemicals.  | Strip off polish, thoroughly rinse and when dry, re-apply.  |
| Poor gloss, streaks or patchy finish.  | Polish could be applied to a dirty floor. Polish could have been applied with dirty equipment. A residue of alkaline cleanser is on the floor.                                    | Strip off polish, thoroughly rinse and when dry, re-apply.  |
| Polished floor is slippery.  | Incorrect polish type applied. Application of too much or too little polish. Polish build up. Surface contaminants such as water or dust are not being removed. Cross trafficking | If polish is identified as the problem, strip off and re-apply. Ensure daily maintenance to remove dust and other surface contaminants. If cross trafficking is a problem, use walk off mats. |
| Sticky floors.   | Polish may not be dry. There may be a detergent build up.   | Strip off polish and re-apply. Ensure adequate rinsing after use of detergent to avoid build up.  |
| Fading colour.   | Equipment contaminated with bleach or bleach based products used.   | Ensure all cleaning equipment is clean before use.  |
| We strongly advise that a reputable professional maintenance company is used to provide chemicals and equipment. Always ask for help and advice sooner rather than later. A problem solved sooner is a problem solved cheaper. |   |   |

#### 15.14 HEALTH AND SAFETY

When using cleaning machines, polishes and chemicals, always follow the health and safety advice given by the relevant manufacturers.

When maintaining floors, wherever possible cordon off the area. This is much safer and will ensure that the job can be completed quicker.

Always use warning signs to advise that cleaning is in progress, especially in heavily trafficked areas and where wet cleaning methods are used.



**Australia**

Polyflor Australia  
Tel: 1800 777 425  
E-mail: sales@polyflor.com.au

**Canada**

Polyflor Canada Inc.  
Tel: +1 905 364 3000  
E-mail: sales@polyflor.ca

**China**

Polyflor Hong Kong  
Tel: +(852) 2865 0101  
E-mail: info@polyflor.com.hk

**Colombia**

Polyflor Ltd.(LATAM Office)  
Tel: +57 3223082375  
E-mail: info@polyflor.com

**France**

James Halstead France SAS  
Tel: +33 (0) 8 20 20 32 11  
E-mail: info@jhfrance.fr

**Germany**

objectflor Art und Design Belags GmbH  
Tel: +49 (0) 2236 966 330  
E-mail: info@objectflor.de

**India**

Polyflor India Pvt Ltd  
Tel: +91 22 4023 2485  
E-mail: info@polyflor.co.in

**Ireland**

Polyflor Ireland  
Tel: +353 (1) 864 9304  
E-mail: salesireland@polyflor.com

**Malaysia**

Polyflor Martex  
Tel: 1300 80 7788  
E-mail: sales@polyflor.com.my

**Middle East**

Polyflor FZE  
Tel: +971 50 406 8114  
E-mail: aelwakil@polyflorfze.ae

**New Zealand**

Polyflor New Zealand Ltd  
Tel: +64 9 269 1111  
Tel: 0800 765 935  
E-mail: sales@polyflor.co.nz

**Norway**

Polyflor Nordic  
Tel: +47 23 00 84 00  
E-mail: firmapost@polyflor.no

**Poland**

Polflor Sp. Z o.o.  
Tel: +48 (0) 61 820 3155  
E-mail: polyflor@polflor.com.pl

**South Africa**

Poly Sales Africa (Pty.) Ltd  
Tel: +27 (0) 11 609 3500  
E-mail: info@polyflor.co.za

**Spain**

Polyflor Ltd.  
Tel: +34 619 949 054  
E-mail: info@polyflor.com

**Sweden**

FalckDesign AB  
Tel: +46 (0) 300 15820  
E-mail: info@falckdesign.com

**POLYFLOR™ UK**

Polyflor Ltd. PO Box 3, Radcliffe New Road  
Whitefield, Manchester, M45 7NR

Customer Technical Services Department: +44 (0) 161 767 1912

Reception: +44 (0) 161 767 1111

E-mail: tech@polyflor.com

www.polyflor.com