

# Floor Care Trouble Shooting



## Solutions to common floor care challenges

Proper floor care is a combination of both art and science. The chemicals you choose will only work properly and yield desirable results to the extent that the right equipment, people, and methods are in place. In other words you should be utilizing a comprehensive floor care system.

Here you will find a basic troubleshooting guide outlining common problems. Below are some problem-solving suggestions. These should point you in the right direction and get you started on the path to a sound floor care system and better looking floors.

### Problem Probable Cause (In order of probability)

Poor Initial Gloss 2,6,4,3,1,7  
Poor burnishing/ buffing gloss response 10,22,21,1  
Powdering or Dusting 8,10,9,6,5,4  
Scuffing, Black heel marking 14,1,15,12,3,11,13  
Scratching 8,10,9,5  
Poor Slip Resistance 12,8  
Streaking, Uneven Application 4,6,16,3,5  
Discolouration of Light Floors 17,18,8,4,19  
Uncharacteristic Odour 4  
Poor Detergent Resistance 19,20,6,3,11  
Removability Problems 18,10,1  
Stripper Attack on Flooring 23

### Suggested Solutions

1. Check for proper product selection - an obvious place to start. Does your choice of product address your main issue?
2. Insufficient coats applied/ very porous floor - check film thickness, and floor porousness. A sealer may be required.
3. Inadequate dry time between coats/ coats too thick -recoat attack may occur, early wear problems may result. Allow adequate drying time. Don't overuse product.
4. Product contamination/ application equipment not clean/ pouring product back into container - use clean equipment only. Use separate mops for separate applications.
5. Factory finish not removed from new tile - remove factory coating, if necessary, with an aggressive pad.
6. Improper rinsing after stripping - stripper residue may result in film problems. Always rinse thoroughly.

7. Frozen product - If freezing is the problem, the product may gel and separate.
8. Insufficient grit control - grit will grind through any floor finish. Use properly maintained matting/ dust mopping.
9. Non-porous floor/ adhesion problem - for problem floors, use products with good adhesion properties.
10. Wrong pad/ pad not clean - always match your pad to your finish and machine. Pad selection is vital to your system.
11. Very high humidity/ low ventilation during application - these lead to longer drying times and may result in problems.
12. Foreign substance on surface - soil, grit, grease, excessive restorer always ensure proper grit control as above.
13. Sealer used as wear layer - use sealers as a pore filler and protector. Use finishes, not sealers, for the wear layer.
14. Excessive traffic flow - use scuff resistant products or higher frequency maintenance in problem areas.
15. Soft, flexible flooring (e.g. pure vinyl) - flooring itself can affect mark resistance. Adjust methods/ systems accordingly.
16. Excessive agitation of product/ too much foam - if a problem, allow product to sit and defoam before application.
17. Soil impregnation into film - cleaning with an automatic prior to burnishing is the best way to prevent soiling.
18. Build up of old sealer/ finish - properly strip and scrub underlying coats before reapplication.
19. Detergent too aggressive - use detergents/ cleaners with lower solvent content or a pH less than 10 if possible.
20. Cleaning equipment not clean (e.g. residual stripper in damp mop/ scrubber) - always use cleaned and rinsed mops, pads, and equipment before all operations if possible.
21. Uneven floor, pads not touching floor - use a high gloss finish with good mark resistance properties for this problem.
22. Machine not operating at proper speed/ pressure your burnishing equipment is a vital part of the system. Ensure it is functioning properly.

23. pH/ Solvent sensitive floor - for stripping sensitive floors, deep scrubbing with neutral agent/ blue pad is recommended.

*We acknowledge Airkem, one of our valued suppliers, who supplied information for this floor care guide.*

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