

## TROUBLESHOOTING

### **Poor leveling, spreading or wetting floor finish**

Floor finish applied over factory finish on new tile - Strip thoroughly, rinse, neutralize and reapply finish.

Floor not adequately cleaned - Stop...do not apply floor finish until you have followed the proper cleaning procedures.

Floor not properly rinsed - No floor finish will properly bond to or spread over a floor which has an alkaline residue. Flood rinse if necessary, but apply finish only after you have a clean, **DRY** floor.

### **Poor initial gloss**

Not enough floor finish on floor - Apply a minimum of four coats of protection on all stripped floors. (This can be one coat of sealer and three coats of finish.)

High floor porosity - Asphalt tile is very porous and these floors take quite a bit of finish before a shine shows up. Be aware of this prior to applying your finish and apply one or two coats of seal first.

### **Poor after gloss**

Floor dirty - Clean floor and rinse thoroughly, use a restorer and burnish to bring gloss back.

Wrong pads or brushes used (usually too aggressive) - Use red or green pads for routine scrubbing; blue pad for scrubbing; tan, coral or white pads for buffing. On uneven floors, an appropriate brush is recommended. To restore gloss, use a mop-on restorer and burnish or recoat with a thin coat of finish.

Excessive amount of sand and grit on the floor - Use mats, dust mop frequently, and remove grit outside doors. To restore gloss, use a mop-on restorer and burnish or recoat with a thin coat of finish.

Using an alkaline floor cleaner - Use of an alkaline all purpose cleaner or degreaser will cause finish to dull and may even leave a hazy film on the floor surface. Spray buffing or use of a mop-on restorer will bring back the gloss.

### **Tacky or sticky finish**

Too much finish applied in too short a period; improper drying time - Apply thin coats and allow chemical to dry completely before applying subsequent coats. High humidity, low temperature, and stagnant air conditions cause longer drying time.

Finish applied over improperly rinsed floor - Re-strip the floor and rinse thoroughly. Rinsing is best accomplished with a wet vacuum. Flood rinse if necessary.

## **Sticking of chairs and other objects to freshly coated floors**

Too long a drying time, especially under high humidity conditions - Use finishes which have a short drying time. Normal dry time for most finishes is between 15-45 minutes. If floor is not dry to touch in 30 minutes, fans may be applied to provide air movement.

Finish applied too heavy - Strip the floor and start again with thin coats, applying as many as necessary; allow adequate drying time between coats.

Too frequent cleaning without sufficient use of restorer/spray buff - Check your cleaning agent's use dilution-use a neutral floor cleaner or reduce cleaning frequency. Rely more on dust mop treatment and review recommended cleaning schedules.

## **Washed-out appearance**

Harsh cleaners - Use neutral, synthetic detergents that will not attack the finish film.

Abrasive materials - Clean entrance mats. Dust mop frequently with water-based treated dust mop. Use less abrasive cleaning pads.

## **Color bleeding**

Solvent cleaners or solvent finish - Use synthetic detergents or neutral cleaners and water emulsion finishes. (Never use solvent products on resilient floors.)

Harsh alkaline cleaners - Bleeding is the transfer of color from the flooring to the cleaning solution and represents an attack of the flooring. Do not use harsh cleaners. Rinse floor well.

## **Color fading**

Direct sunlight - Curtains, screens or tinted glass will reduce the effect of sunlight on resilient floors.

Strong cleaners - Use neutral synthetic detergents.

## **Excessive black marking**

Poor film formation upon drying of the finish due to an alkaline residue on the floor - Re-strip the floor and rinse thoroughly. Give the floor a final rinse of 3oz. Mild Acid Detergent per gallon of water.

Poor film formation due to cold temperature - Minimum temperature for application is 50° F.

Factory finish not stripped from new tile before finishing - Thoroughly strip, rinse and re-apply finish.

Applying coats too thinly - Apply in medium coats, approximately 2,500 to 3,000 square feet per gallon of finish. (Avoid wrung-out mops.)

Wrong buffing pads or brushes used - Use less aggressive pads or brushes.

Burnishing a finish designed for low speed buffing or spray-buffing will cause dusting of the top film layer - Match the finish to the proper maintenance procedures.

**Loss of gloss**

Use of hot water, solvents or harsh cleaners - Use neutral cleaners at lower water temperatures (warm to lukewarm water). Avoid alkalis or solvents on resilient flooring.

Using dust mops treated with oil base agents - Strip the floor, burnish with #00 steel wool or fine nylon pad. Apply floor finish and subsequently use only water-based dust mop treatment.

Insufficient finish on mop during application - Scrub and recoat; avoid using wrung out mops. Apply finish at a rate of 2,500-3,000ea.ft.per gallon.

**Conspicuous formation of traffic lanes**

Too little touching up of traffic lanes with new coats of finish - Use touch-up techniques of feathering new coats into old coat of finish at the edge of traffic lanes. Recoat as required by traffic wear.

Over polishing of non-traffic areas - Do not finish around furniture or near baseboards except when stripping the entire floor and refinishing.