

INFORMATION

BULLETIN

**SUBJECT: Floor Care
Glossary of Terms**

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There are numerous terms in use today to describe floor maintenance system properties, procedures and alleged problems. All too often, a description of a situation causes misinterpretation when an account is describing a procedure or problem. As this information is passed up the line from the customer through their distributor to field sales and ultimately to either Tech Service or R&D, the recommended remedy may not solve the true problem due to misinterpretation of the original condition.

The following is a list of typical floor care situations and their proper definition. In addition, Part II of this piece includes a typical checklist that **MUST** be followed to properly service customer needs.

Knowledge and proper term use shows our accounts the level of floor care expertise Reckitt Benckiser Professional has achieved.

Asphalt Pavers - Black composite flooring most often found in postal facilities. Usually long and narrow in size 12x24 inches, extremely open flooring requiring adequate seal and finish coats to prevent dirt entrapment.

Asphalt Tile - Older composite tile produced from the 1920's - 50's. Usually 9x9 inch squares in dark colors. This floor tile is extremely brittle and should always be sealed to prevent color bleeding with subsequent strip-outs.

Black Mark - A mark or blemish to a finish film associated with softer heels or sneakers. With sneakers, this mark may be white. These marks usually do not affect the film and can be rubbed off by normal traffic.

Buffable - A finish capable of achieving improvement in gloss or general appearance, or both by the mechanical action of a pad and buffing/burnishing machine.

Clouding - Usually describes a condition where film gloss is diminished as a result of an aggressive pad being used under a slower speed machine. May also indicate a build-up of residual detergent or detergent disinfectant improperly diluted or applied daily through damp mopping.

Cold Floors - A winter condition that must be monitored during seal/finish application. Floor seal/finish properties may be affected if applied to cold floor surfaces significantly below 50°F. See IB Sect. II #12.

Concrete - A combination of alkaline cement, sand and gravel mixed with water and poured into pre-set forms as building foundations, structural supports and sub or regular flooring. Used as a flooring surface in warehouse and basement areas. Can be coated and protected after an initial cure of 60-90 days. Due to the use of curing membranes, these surfaces require complete strip outs prior to instituting an acrylic floor care application.

Conductive Flooring - Flooring material containing a carbon matrix (electrically conductive) that channels static electricity to ground. Usually found in computer rooms and some operating rooms. Use of floor finish is not normally recommended for this flooring as finish use reduces the substrates ability to adequately conduct static charges.

Detergent or Detergent Disinfectant Resistant - A floor films ability to maintain its integrity, gloss and wear resistant properties through normal repeated cleanings and or disinfection.

Drag - The physical resistance felt through the mop to applying a seal/finish to either a stripped surface or on subsequent coats. Drag usually implies that the previous coat has not dried adequately.

Dry Buffing - A maintenance procedure using a rotary floor machine. This term describes buffing speeds between 175-300 RPM. A dry procedure with either a white or red pad. Note: Buffing should never be done on uncoated tile.

Dry Stripping - Although referred to as a dry process, this procedure involves the use of a black floor pad and a diluted wax stripper to deep clean and selectively remove the top layer of floor finish. Following this process the surface must be rinsed and a recoat is recommended. Note: Based on EPA guidelines, dry buffing processes should not be done on uncoated tile surfaces.

Dry Time - The total time required before application of additional coats or opening a floor to normal traffic. Under normal conditions this time is usually one half hour after a finish has dried to the touch.

Dusting - A fine powder associated with high speed burnishing. Results from burnishing finishes that are not designed for high speed burnishing maintenance. Dusting can also result from an aggressive pad used under a slower speed machine.

Film Thickness - Relates to the number of total coats of seal and finish applied to a floor surface.

Fish Eyes - An inadequate wetting/leveling condition, similar in appearance to roping. Marks are circular in appearance, normally caused by a foreign substance and are usually oil based such as furniture polish or stainless steel cleaner.

Freeze Thaw Stability - The ability of a floor finish to be frozen, and thawed without any ill effects to its performance characteristics.

Gloss - The degree of light reflection off a polished surface.

High Speed Buffing - Normally a dry buffing process utilizing a white pad and machine speeds of 1000 RPM. Used in conjunction with medium hardness films to restore gloss. Spray buffing at this speed is not recommended unless a thorough pre-cleaning is done. Note: High speed buffing should never be done on uncoated tile.

High Speed burnishing - A dry process utilizing specialty pads and machine speeds in excess of 1000-1500 RPM to maintain a wet-look shine. Use on finish films of adequate depth formulated to resist powdering at these super high speeds. Contrary to certain claims, this process does not “melt” or “fuse” floor finish layers into one thick coat. See IB Sect. II #6.

Note: High speed burnishing should never be done on uncoated tile.

Ultra High Speed Burnishing - Same basic process as high speed burnishing with machine speeds in excess of 2000 RPM.

Honed Marble - Tiles of marble that has been ground with a decreasing size grit to provide a smooth usually not finished surface in some installations, the final grinding procedure is done after installation of the tile.

Leveling or Mop Marks - Wet floor finish does not appear to even out after application, and mop marks remain after drying. This condition is caused by improper rinsing or the use of a so-called stripper neutralizer. When recoating, this condition may occur if the existing finish is not cleaned or subsequently rinsed prior to recoat.

Non-Bufferable - A hard seal or finish that can not be maintained by buffing, spray buffing or burnishing. Maintenance of this type surface is through a scrub, rinse and recoat method.

Polished Marble - Initial treatment is similar to honed marble, however the final step in preparing this flooring involves treatment with acid to seal and glaze the tile providing a super high gloss surface that many finishes will not adhere to.

Powdering - A physical breakdown of floor finish film caused by various conditions. Some of these conditions are:

- A. Buffing or burnishing a non-buff finish.
- B. Buffing or burnishing a seal.
- C. Poor cleaning procedures leaving excessive soil or sand which abrades the film.
- D. Improper rinsing of a stripped floor.

Removability - The floor finish property associated with detergent/disinfectant resistance that, while resistant to repeated cleanings, will come off a floor with specifically formulated strippers. Note: Strippers should never be substituted for regular cleaning products.

Roping - An inadequate leveling problem associated with either poor rinsing of a stripped floor especially where there is excessive gaps between tiles that hold stripper residue. This condition appears as though the wet finish is pulling away from the tile seam.

Scratch - Similar to scuffs, however scratches are usually deeper and occur on harder films. Severe scratches require thorough scrub and recoat to restore the finish integrity.

Scuff - A mark to a softer finish film caused by heels, furniture moving, or excessive soil trackage. Can usually be removed by spray buffing or burnishing if an adequate finish base exists.

Slip Resistance - A measurement of a floor films coefficient of friction acceptable in providing a safe walking surface. Evaluation of slip resistance is done according to ASTM (American Society of Testing and Materials) Method D-2047. According to this industry standard a coefficient of friction of reading 0.5 is acceptable as indication of a safe floor film. See Bulletin #18, Section II.

Solids - The wear and gloss producing portion of a finish or seal that remains on the floor after all water and film forming plasticizers have evaporated. See IB Sect. II #5.

Spray Buffing - Same speeds and pads as buffing, but incorporates the use of a liquid cleaner/polish to provide light duty cleaning and gloss restoration. Blue pads are occasionally used for deeper cleaning. This procedure should not be used as a maintenance system substitution for proper cleaning. Spray buffing with machines running over 300 RPM significantly reduces cleaning ability.

Streaking - A condition describing seal or finish application usually associated with inadequate rinsing of stripper residue or use of a dirty mop. These residues prevent the finishes leveling agents from evening the wet finish prior to initiation of the film formation/drying process. Streaking can also result from the use of fans to dry finish with excessive airflow directed toward the wet finish.

Swirl Marks - Usually caused by the use of an aggressive pad combined with a slower machine speed, noticed on softer finish. Often used to describe uneven gloss restoration with high speed buffing or burnishing and an unbalanced floor machine drive.

Thermoplastic - A “fad” term often used to identify a floor film capable of being used as part of a high-speed burnishing program. The actual definition is a material that will flow, deform or become “plastic” when heated without changing its chemical properties. This property is inherent to a floor film throughout its floor life, regardless of age.

Vinyl Asbestos Tile - A 12x12 inch composition, tile produced from the mid 1950’s through the 1980’s, incorporated asbestos fiber as both a filler and binding agent. Extremely durable. **Note:** Based on EPA guidelines, the flooring should never be dry buffed or burnished if uncoated. See IB Sect. II #10.

Vinyl Composition Tile - Similar to vinyl asbestos tile in size and appearance. Produced from the late 1960’s to the present. Asbestos fillers replaced by alternate materials. Due to lack of customer knowledge regarding tile specifics, many assume vinyl composition to be vinyl asbestos.

Walking-Off - Is traditionally misused to describe an alleged performance problem. Unless a severe powdering or adhesion problem exists, finishes do not “walk-off”. Typically this term is used to describe gloss loss due to either non-response to buffing/burnishing or lack of adequate floor finish coats due to traffic wear.

Wet-Look Shine - A level of gloss produced with high speed or ultra high speed burnishing programs. An important requirement of maintaining this gloss level is regular cleaning and recoating to assure proper film thickness.