

# Floor Care Troubleshooting Guide

Most floor care problems are caused by improper product use. This quick reference guide will help identify problems, causes and solutions.

**Problem: Finish is too sticky or tacky**

**Causes**

Finish is applied too thick

Not enough drying time between coats.

Restorer not properly diluted or Applied too frequently.

Restorer/Maintainer not burnished soon enough after application

Improper use of disinfectants

Separation of finish

**Solution:**

Apply thin coats and allow each to dry before applying the next coat.

Under normal conditions finishes dry in 20-30 minutes. High humidity extends drying time.

Follow label instructions. Under-Diluting or overuse can leave a sticky residue.

When dry, restorer/maintainer will continue to soften finish if not burnished.

Measure carefully and follow label directions.

Finish may have been exposed to prolonged heat causing separation in the product. Shake or stir before using.

**Problem: Finish swirls or scratches.**

**Causes**

Pad is too aggressive.

Pad is dirty

Floor is dirty or sandy.

**Solutions**

Use the recommended pad for a particular task whether it be burnishing or cleaning.

Clean with a wire brush or put pad in deep sink and spray off the buildup. Hang up to dry.

Use walk-off mats; dust thoroughly before burnishing.

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## **Problem: Poor Gloss**

### **Causes**

Not enough finish on floor  
Not enough time between coats  
Coats are too thin  
Old, damaged or overly porous floor  
Cleaners  
Dirt and sand  
Improper rinsing before recoating  
Buffing pads are too aggressive  
Floor temperature below 55° F  
Fans directly on finish while drying

### **Solutions**

Scrub and rinse floor, apply finish  
Wait 30-40 minutes between coats  
Never fully wring finish mop  
Apply sealer first, then floor finish  
Use appropriate or recommended cleaners according to directions  
Use entrance mats, dust mop often  
After stripping, use two flood rinses  
Use proper pads for various jobs  
On cold days, check floor temperature before applying finish  
Point fans upward, away from floor

## **Problem: Streaking**

### **Causes**

Recoating too soon  
Contamination on the floor/furniture polish, mop treatment, etc.  
Dirty mops/Unclean equipment  
finish exposed to extreme temperature  
Coats are too thin

### **Solutions**

Give at least 20-30 min. between coats; stop if there is mop drag  
Remove source of contamination; strip, rinse, and recoat  
Use only clean mops and buckets for floor finish/use can liner inside bucket  
Do not apply finish that's been frozen  
Apply medium to full coats of finish

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## **Problem: Discoloration**

### **Causes:**

Coating over dirt

Poor daily cleaning/buffing over dirt

Applying finish with new cotton mop

Quat disinfectant residues

Colored floor pads

### **Solutions**

Always clean floor before recoating

Clean floor daily/ Always clean floor before bussing/Use walk off mats

Soak and clean new mops before use

Scrub or mop wash floor once a week with an all purpose cleaner

Use natural, white, or tan pads for buffing