Introduction

With a strong history of research and development, a staff of highly trained experts, and a variety of professional training programs, Reckitt Benckiser is the name to trust in cleaning and disinfection. Since 1889, Reckitt Benckiser has been developing quality products that can be found from homes and hospitals to schools and hotels.

Reckitt Benckiser Professional floor care products provide reliability and quality that customers have come to know and trust. Reckitt Benckiser Professional delivers simple and complete solutions for the maintenance of most resilient and nonresilient floors with MASTERPIECE® and METALIST® products.

MASTERPIECE® floor care products deliver premium quality and a shine ideal for high-profile facilities where image is so important. MASTERPIECE® floor care products are designed to provide exceptional performance under high-speed and ultra high-speed maintenance procedures (2,000 RPM+).

METALIST® floor care products offer a consistent quality shine that perform well under a variety of maintenance methods.

To maintain most resilient and nonresilient floors, it is not only important to use quality floor care products like Reckitt Benckiser’s MASTERPIECE® and METALIST® floor care products, but also, to understand the necessary preparation and procedures that must be completed to maintain these surfaces. Subsequently, Reckitt Benckiser developed this MASTERPIECE®/METALIST® Floor Care Training Manual “Solutions For Every Step of the Way” and video to teach the fundamentals of proper floor care. By watching the video and following along with this training manual, you will be given step-by-step procedures to assist you in maintaining a proper floor care program to meet your facility’s maintenance and budget needs.

You will need a 1/2” VCR and monitor to view the video. It is recommended that you follow along with the training manual while watching the video to better understand the information presented. Be sure to have a pen or pencil and some paper available to take notes.

The time required to view the video is approximately one hour. The video and training manual can be used separately and each will give you a solid understanding of proper floor care procedures and maintenance.

If you are presenting the MASTERPIECE®/METALIST® Floor Care Training Manual “Solutions For Every Step of the Way” and video to a group, a Leader’s Guide has been created for you to use with the presentation. The Leader’s Guide can be found in the back of this training manual (see Appendix A).
Assembly of Equipment

Before starting any floor cleaning activities, the first step is to assemble the proper equipment specially intended for floor care.

- Goggles, gloves and shoe coverings
- “Wet Floor” or “Room Closed” safety signs
- Duct tape and cardboard
- Matting or runners
- Clean towels
- Dust mop or broom
- Scraper or putty knife
- Plastic garbage bags

- Clean mop buckets and wringers
- Separate mop heads labeled for stripping, rinsing, sealing, finishing, etc.
  - Rinsing: White Mop
  - Stripping: Red Mop
  - Sealing: Yellow Mop
  - Finishing: Blue Mop
  - Cleaning: Green Mop
  - Maintaining: Purple Mop
- Wet-Vac or autoscrubber (if available, the use of these floor care machines can save significant time)
- Rotary floor machine (175–300 RPM) and stripping pad
- Water source and measuring cup or dilution system
- MASTERPIECE® and METALIST® floor care products
Each step of our floor care process is numbered to help make training and product use easier for all involved. See the “Floor Care Recommendation Chart” on page 16 to find which product is best for the type of floor and maintenance method used at your facility.
Preparation of Floor Area

To ensure employee and guest safety and proper floor care procedures, the following preparations must be completed prior to initiating the strip-out and refinish process.

1. Place safety signs in work area.

2. Remove all portable furniture and walk-off mats.

3. Tape cardboard down just outside the work area to prevent tracking of dirt and stripper solution.

4. Put towels down under doorways to prevent seepage of stripper.

5. Use a scraper to pick up sticky substances.

6. Sweep or dust mop the entire floor.
7. Wear appropriate personal protective equipment. For additional information, refer to the appropriate Material Safety Data Sheets (MSDS).

8. Mix the proper dilution amount of floor stripping product. Refer to the product's label for recommended dilution ratios. The use of cool water when mixing solutions minimizes odors and helps keep the product in the bucket/tank rather than evaporating into the air.
   **THERE IS NO BENEFIT TO USING HOT WATER.**

9. Place the stripping pad on the rotary floor machine or autoscrubber. (Pad color: Black)

10. Fill the rinse bucket with clean water.
1. Clean baseboards with Professional LYSOL® Brand Disinfectant Foam Cleaner. Allow cleaner to penetrate for 10 minutes to loosen built-up finish and dirt. (See Diagram 8a)

2. Scrub the baseboard with a scrubber pad or hand pad.

3. Wipe baseboards clean with a damp cloth or sponge or pick up loosened dirt and wax with a damp mop. Wipe off any oversprayed cleaner from walls.

4. Mix the proper dilution amount of floor stripper. Refer to the product’s label for recommended dilution ratios. (See Diagram 8b)

5. Work in small sections and saturate each section with stripper solution. (See Diagram 8c)

6. Let stripper stand for 10 minutes. If the floor starts to dry, re-wet with stripper solution.

7. Using a rotary floor machine or autoscrubber with a black pad, slowly scrub each saturated floor section twice to ensure complete finish and/or sealer removal. (See Diagram 8d)

8. Pick up solution (slurry) with a wet-vac or autoscrubber. Use a rinse mop to pick up excess solution. Flood or mop-rinse the floor (white-tagged mop) once to prevent any remaining slurry from drying. (See Diagram 8e)

Step One: STRIPPING (Red-Tagged Mop)

Floor strippers are designed to remove the finish from resilient and nonresilient surfaces with ingredients that break down most finishes and sealers without harming the floor surface (substrate).

NOTE: New floor installations require removal of the factory finish prior to instituting any floor care program. Some floor manufacturers claim their factory coatings are compatible with standard finish/sealers. Although this may be accurate, we recommend stripping new flooring as the factory coatings are often damaged or soiled during installation. Follow manufacturer directions for proper adhesive cure time before stripping.
9. Move to the next section of the floor and repeat the preceding steps until the floor has been completely stripped.

10. Using a clean mop bucket, thoroughly flood-rinse the floor with water. Pick up the water using a wet-vac, mop, or autoscrubber. Thoroughly rinse two more times with clear water and a damp mop. (See Diagram 9a)

11. After the final rinse, allow the floor to dry thoroughly.

12. Once the floor is dry, look for any shiny spots that may remain. Apply diluted stripper solution with a trigger bottler. Agitate and rinse. (See Diagram 9b)

13. Clean all equipment used in the stripping process before returning equipment to the storage area.

*Recommended Mop Type: Cotton*

*Recommended Products: MASTERCPIECE® Penetrating Wax Stripper Professional LYSOL® Brand Disinfectant Foam Cleaner*
2

Step Two: SEALING (Yellow-Tagged Mop)

A sealer is similar to an undercoat or primer. It helps level out the floor by filling in cracks and crevices. In addition, it provides protection which helps maintain the quality of the floor surface, enhances floor color, and provides gloss. It is best to use a sealer on stone surfaces, older surfaces (floor surfaces become more porous with age), floors subject to spills or staining, high traffic areas and special surfaces such as asphalt and vinyl asbestos tile.

1. Pour sealer into a bucket lined with a clean plastic bag. (See Diagram 10a)

2. Dip a rayon or rayon-blend mop into the sealer and lightly wring (allowing for a slight drip of the product). (See Diagram 10b)

3. Apply 1-2 THIN, even coats working from the baseboard out. The first coat should be slightly thicker than the second coat.

4. Work in small sections and use a “Figure 8” or “S” pattern to apply the sealer. (See Diagram 10c)

5. After the floor is dry to the touch, allow it to continue drying for 30-45 minutes before applying the next coat. (See Diagram 10d)

6. Allow the floor to dry for 30-45 minutes after applying the second coat.

7. After the process is finished, clean all equipment before returning it to the storage area.

Recommended Mop Type: Rayon or Rayon-Blend Mop

Recommended Product: METALIST® Floor Sealer
Step Three: FINISHING (Blue-Tagged Mop)

Floor finish provides protection, a safe walking surface, an attractive gloss, and a surface that is easily maintained.

1. Pour finish into a bucket lined with a clean plastic bag. (See Diagram 11a)

2. Dip a rayon or rayon-blend mop into the finish and lightly wring (allowing for a slight drip of the product). (See Diagram 11b)

3. Apply 2-4 THIN, even coats of finish working from the baseboard out. Use a “Figure 8” or “S” pattern to apply product. (See Diagram 11c)

4. After the floor is dry to the touch, allow it to continue drying for 30-45 minutes before applying the next coat. (See Diagram 11d)

5. After the final application of floor finish, clean all equipment before returning it to the storage area.

NOTE: Allow 24-hour cure time before instituting maintenance procedures.

Recommended Mop Type: Rayon or Rayon-Blend Mop

Recommended Products: MASTERPIECE® High Gloss Floor Finish
METALIST® 20 Floor Finish
Step Four: CLEANING (Green-Tagged Mop)

Maintaining a clean floor is not only important for facility appearances but also for extending the life of the floor finish. Soils tracked in will wear down the floor finish prematurely. It is important to place walk-off mats at the entrances to reduce the amount of dirt that is tracked across the floor. Dry mopping, damp mopping, or sweeping daily will also help maintain the floor finish film. However, cleaning with a detergent or detergent-disinfectant is a much more effective way to keep floors clean.

**MANUAL CLEANING:**

1. Mix the proper dilution amount of floor cleaning product. Refer to the product’s label for recommended dilution ratios. (See Diagram 12a)

2. Liberally apply the cleaning solution to the floor surface using a rayon or rayon-blend mop, brush or sponge mop. (See Diagram 12b)

3. Wet mop the entire surface. This usually provides enough cleaner and wet mop contact time to loosen tough soils.

4. Scrub the surface if necessary.

5. If required, rinse thoroughly and allow the floor to completely dry. (See Diagram 12c)

**AUTOSCRUBBER CLEANING:**

1. Follow the equipment manufacturer’s operating instructions.

2. Make a first pass over the surface and let the cleaning solution stand for at least 5 minutes. (See Diagram 12d)

3. Scrub the surface using a blue cleaning pad. (See Diagram 12e)

4. Make a second pass to pick up the cleaning solution. (See Diagram 12f)

5. If required, rinse thoroughly and allow the floor to completely dry.

*Recommended Mop Type: Rayon or Rayon-Blend Mop*

*Recommended Product: MASTERPIECE® Neutral Cleaner*
Step Five: MAINTENANCE – Buffing or Burnishing (Purple-Tagged Mop)

TO SHINE (Spray Buff):
1. Sweep or vacuum the floor and remove all trash and gum. Floor surfaces showing any amount of dirt should be cleaned prior to initiating buffing or burnishing procedures. (See Diagram 13a)

2. Apply spray buff lightly and evenly over a 2’ X 6’ area. Do not overspray or let the solution dry on the floor. (See Diagram 13b)

3. Attach the appropriate pad to the floor machine (reference product label).

4. Spread the solution with a rotary scrubbing machine over a 2’ X 6’ area until the area is clean and gloss appears. (See Diagram 13c)

Recommended Product: Spray Buff Mixture
A very effective spray buff product can be made with MASTERPIECE® High Gloss Floor Finish or METALIST® 20 Floor Finish, water and MASTERPIECE® Neutral Cleaner. Using a 32 oz. trigger sprayer, mix 15 oz. of MASTERPIECE® High Gloss Floor Finish or METALIST® 20 Floor Finish, 1-1/2 oz. of MASTERPIECE® Neutral Cleaner and 15 oz. of water. Apply in a coarse spray. Spray buff with the appropriate floor pad and machine. Refer to the product label on the floor care solutions for directions on spray buffing.

TO REPAIR and RESTORE (Burnish):
1. Sweep or vacuum the floor and remove all trash and gum. For optimum floor finish performance, gloss and longevity, floor surfaces should be cleaned and rinsed prior to initiating buffing or burnishing procedures. (See Diagram 13d)

2. Allow the floor to completely dry after cleaning, then burnish using a 2000 RPM floor burnisher and either a beige high-speed or hog’s hair heavy-duty, high-speed burnishing pad to achieve the desired wet look gloss. (See Diagram 13e)

3. Normal traffic and repeated burnishing will, over time, remove the protective floor finish film. If this occurs, apply an additional coat or two of the respective finish in order to restore the wear and gloss layers of the floor. Properly clean and rinse the floor and apply a thin coat of the respective finish. Burnish during the following maintenance cycle. (See Diagram 13f)

4. Dust mop after the completion of burnishing to remove any dust that remains.

Recommended Mop Type: Rayon or Rayon-Blend Mop

Recommended Products: MASTERPIECE® High Gloss Floor Finish
METALIST® 20 Floor Finish
Differences Between BUFFING and BURNISHING

NO BUFFING:
A process often called the scrub and recoat method. The floor is first scrubbed with a cleaner and then rinsed. If the floor finish shows any signs of excessive wear, then the floor should be recoated with one or two coats of finish. Equipment speed should be 175-300 RPM.

LOW-SPEED BUFFING:
A dry process that combines lower speeds with a softer pad texture. It is not a cleaning method. This is recommended for softer finishes to restore the gloss. Softer finishes do not react well with higher speeds as this could tear off the finish. Equipment speed should be 175-300 RPM.

SPRAY BUFFING:
A wet process that combines lower speeds with a rougher floor pad texture to clean and shine the floor. It may assist in removing surface scratches, but will not restore a high, wet-look shine like burnishing will. Equipment speed should be 175-300 RPM but occasionally can be done up to a speed of 1,000 RPM.

HIGH-SPEED BUFFING:
A dry process that combines higher speeds with a softer floor pad texture. It is not a cleaning method. Its purpose is to restore gloss and help maintain a smooth film surface. Equipment speed should be 1,500 RPM.

BURNISHING:
A dry process that combines higher speeds with a rougher floor pad texture resulting in a smooth surface that provides maximum gloss. It is not a cleaning method. Burnishing restores gloss, removes scratches, and helps maintain a smooth glossy surface. Routine recoating is a must with burnishing in order to maintain an adequate base and substrate protection. Equipment speed at high-speed should be 1,500-2,000 RPM and at ultra high-speed should be 2,000-3,000 RPM.
Floor Care Tips

In addition to assembling the proper equipment, here are a few helpful hints to assist you in cleaning and maintaining the proper care for your floors:

- When using a new cotton or rayon mop, be sure to soak it overnight in a mixture of water and an all-purpose cleaner to remove the natural oils that can reduce the absorbency of the fibers. This process also helps in removing excess lint. For best results, use cotton mops for stripping and rayon or rayon-blend mops for sealing and finishing.

- One simple and effective method to protect a floor finish from tracked-in soils is the use of entrance mats. A minimum length of 4 feet is required so that each foot hits the mat surface at least once. For entrances where there is an extreme amount of soil tracked in, it is recommended that matting or runners be at least 6 to 10 feet long.

- Use cool water when mixing stripper solutions. It minimizes odors and helps keep the product in the bucket/tank rather than evaporating into the air. Floor surfaces are usually cold, so the solution will cool to the temperature of the floor as it is applied. There is no additional benefit to using hot water.

CONCLUSION

You have now completed the Reckitt Benckiser MASTERPIECE®/METALIST® Floor Care Training Manual “Solutions For Every Step of the Way.” We hope you’ve enjoyed reading the manual and gained a greater understanding of the various maintenance procedures that may be implemented in your facility.

REVIEW

To review the material presented in this training manual, a TRUE/FALSE quiz has been developed to test your knowledge of proper floor care procedures (see Appendix B).

Read each question carefully and then circle the correct answer. Answers to the quiz will be provided at the end of this training manual (see Appendix C).
# Floor Care Recommendation Chart

<table>
<thead>
<tr>
<th>MAINTENANCE METHOD</th>
<th>BUFFING</th>
<th>BURNISHING</th>
<th>BUFFING</th>
<th>BURNISHING</th>
<th>BUFFING</th>
<th>BURNISHING</th>
</tr>
</thead>
<tbody>
<tr>
<td>STRIPPER</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MASTERPIECE® Penetrating Wax Stripper</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Professional LYSOL® Brand Disinfectant Foam Cleaner</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>SEALER</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>METALIST® Floor Sealer</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>FINISHES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MASTERPIECE® High Gloss Floor Finish</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>METALIST® 20 Floor Finish</td>
<td>✗</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLEANER</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MASTERPIECE® Neutral Cleaner</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>MAINTAINER</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MASTERPIECE®/METALIST® Spray Buff Mixture</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
</tbody>
</table>

Recommended areas of use. Please refer to product label for specific product usage.
Appendix A
Leader’s Guide

Objective: To understand the necessary preparations and procedures that must be completed for maintaining a step-by-step floor care program.

PLANNING AHEAD
When used in conjunction with the MASTERPIECE®/METALIST® Floor Care Training “Solutions For Every Step of the Way” video, this Leader’s Guide will provide you with the necessary tools to confidently conduct an in-service training session for your customers or employees.

Materials needed to complete the training session:
• 1/2” VCR and monitor
• MASTERPIECE®/METALIST® Floor Care Training Manual “Solutions For Every Step of the Way” and video
• Training manual for all training session attendees
• Pens and/or pencils
• Note paper
• Products for display

While the manual is an effective floor care training tool on its own, we strongly suggest using it along with the video. Before beginning the training session, it is recommended that you review the training guide prior to conducting each session. In addition, the training manual includes questions that you may use as a verbal review with your group or as a written review. The choice is yours and will depend on the personalities, fluency and literacy of the participants.

The actual training session should take approximately one hour, which allows ample time to show the video and for discussion.

THE TRAINING SESSION
Here is an outline of presentation pointers that will aid you in conducting the MASTERPIECE®/METALIST® Floor Care Training “Solutions For Every Step of the Way” training session.

Beginning the Training Session
Establish a rapport by welcoming the group to the MASTERPIECE®/METALIST® floor care training session. Next, introduce yourself and then ask the participants to introduce themselves.

Overview of Lesson
Explain to the group that you are going to spend the next hour discussing floor care in their facility. The video is devoted to outlining the steps involved in maintaining a fabulous floor appearance, or better known as “Maintenance Procedures.” The video will review preparation and assembly of equipment, stripping, sealing, finishing, cleaning and maintenance of floors.

In order to gain a better understanding of the proper procedures in floor maintenance, we suggest that the training group watch the video, discuss key points during the video and review key procedures at its conclusion. During the video, there will be time to discuss the material that is presented and to ask questions. This interaction will assist the group in gaining a better understanding of proper floor care maintenance procedures.
Video & Discussion

After starting the video, guide the session participants through the training manual as it pertains to the video.

Approximately 5 minutes into the video, you will be asked to pause the tape after the floor-stripping portion. At this time, we suggest you review the following information with the participants:

- Type of floor surfaces in their facilities
- Facility floor stripping schedule
- Stripping off factory coating on new flooring before applying floor finish
- Items and equipment needed to conduct floor stripping
- Floor stripping procedures
- Review of MASTERPIECE® Penetrating Wax Stripper products used in preparation of floor area and stripping the existing floor finish
- Address any questions the participants have concerning equipment, floor stripping procedures, any special precautions required for certain floor types and the specific equipment available

Once the discussion period on the stripping procedures has been completed, restart the video to continue the training session. The next segment will review the sealing procedures in floor care maintenance. After this segment, you will be instructed to pause the tape for a discussion period. At this time, the following information should be reviewed:

- Procedures for sealing floors
- Importance of sealing a floor surface
- Review of METALIST® sealer
- Address any questions the participants have concerning sealing floors and the procedure

After the review of sealing procedures is completed, proceed with the video training. The next section on the tape will discuss floor finishes. Again, you will be asked to pause the video at the conclusion of the section on floor finishing. The following information should be reviewed:

- Floor finishing procedures
- Required cure time
- Review of MASTERPIECE®/METALIST® finishes
- Review of questions concerning finishing application

The conclusion of the video will review the procedures for cleaning and maintaining floors. Since these steps are essential to extending the life of the floor finish, you will need to set some time aside at the end of the video to review the information presented. Key issues to review:

- Cleaning procedures — manual cleaning and autoscrubbing cleaning
- Defining the differences between buffing and burnishing
- Reviewing spray buffing procedures
- Reviewing procedures to restore floors
- Answering any questions from the training participants

At the conclusion of the training session, we suggest you have participants answer the TRUE/FALSE review questions found in Appendix B. Once the TRUE/FALSE quiz has been completed, review the answers, either verbally or in writing, found in Appendix C. Ask the participants if there are any more questions concerning the MASTERPIECE®/METALIST® floor care solutions video or on proper floor care procedures.

In closing, thank the group for their participation.
Appendix B
TRUE/FALSE Review Questions

1. TRUE or FALSE
   Planning ahead, prior to working on the floor, is a very important step in successful floor maintenance.

2. TRUE or FALSE
   To “follow” the recommended dilution ratio means to read the product label and mix the appropriate amount of product with the appropriate amount of water.

3. TRUE or FALSE
   Always check over all equipment before using it.

4. TRUE or FALSE
   When selecting a new floor finish program, the maintenance that you will implement should be considered.

5. TRUE or FALSE
   Cleaning the floor with hot water is better than cool water.

6. TRUE or FALSE
   Separate mops clearly labeled for stripper and rinse should be used in the stripping process.

7. TRUE or FALSE
   Protective clothing (goggles, gloves, shoe coverings) should always be worn when cleaning and maintaining floors.

8. TRUE or FALSE
   In most cases, the black colored pad is used for stripping.

9. TRUE or FALSE
   Three coats of sealer should be applied to the floor.

10. TRUE or FALSE
    Stripper solution should sit on the floor surface for 10 seconds before it is agitated.

11. TRUE or FALSE
    It is recommended that once the stripper procedure is completed, you should rinse the floor three times with plain water.

12. TRUE or FALSE
    Rayon mop heads should be used when applying sealer.

13. TRUE or FALSE
    When applying finish to a floor, you should always work from the baseboard out.

14. TRUE or FALSE
    Plastic garbage bags (can liners) should be used to line the bucket before sealer is poured in.

15. TRUE or FALSE
    An “S” or “Figure 8” pattern should be used to apply finish to floors.

16. TRUE or FALSE
    Once the last coat of finish dries, you should allow the floor to cure for 24 hours before instituting maintenance procedures.

17. TRUE or FALSE
    An untreated dust mop should always be used when cleaning the floor.

18. TRUE or FALSE
    It is not necessary to clean the floor prior to spray buffing or burnishing.

19. TRUE or FALSE
    Maintenance should always be matched to the finish on the floor.

20. TRUE or FALSE
    It’s a good idea to dust mop after burnishing to remove any dust that remains on the surface.

21. TRUE or FALSE
    Scrubbing and recoating should be done every day.
Appendix C

Answers to TRUE/FALSE Review Questions

1. **TRUE** – Planning ahead, including checking equipment, presoaking mops and verifying that an area can be closed to traffic can save significant time and cost.

2. **TRUE** – Using extra product does not make a job go easier or faster. Over-concentrating the stripper solution can lead to additional rinsing or even possible damage to surrounding surfaces.

3. **TRUE** – Checking equipment before use guarantees that it is available and functioning properly.

4. **TRUE** – A floor finish program must be designed to meet the maintenance needs of the facility. This includes available staff, maintenance frequency, traffic and desired appearance.

5. **FALSE** – Use cool water when mixing stripper solutions. It minimizes odors and helps keep product in the bucket/tank rather than evaporating into the air.

6. **TRUE** – Clearly labeling mops ensures they are being used only for the task at hand and prevents any contamination of the prepared floor and finish.

7. **TRUE** – Personal protective clothing prevents exposure of cleaners and strippers to the user.

8. **TRUE** – Black pads provide the most aggressive stripping action when stripping multiple layers of finish and sealer. Less aggressive pads such as blue pads are usually recommended when stripping vinyl asbestos or asphalt floors to prevent excess tile abrasion.

9. **FALSE** – Typically two coats of sealer are recommended on a stripped floor.

10. **FALSE** – Stripper solution should sit on the floor surface for 10 minutes prior to scrubbing. Leaving the stripper on for this amount of time will soften the finish and make the stripout easier.

11. **TRUE** – Three total rinses after the stripping procedure helps ensure that all old finish and stripper residue is removed.

12. **TRUE** – Rayon mop heads are recommended when applying sealer or finish.

13. **TRUE** – When mopping floors, including cleaning, stripping, rinsing or finishing, work from the baseboards in the back of the work area toward the exit. This prevents walking over finished areas.

14. **TRUE** – Plastic garbage bags help prevent contamination of a sealer or finish in case the mop bucket isn’t properly cleaned prior to use.

15. **TRUE** – An “S” or “Figure 8” pattern should be used to apply finish to the floor because this provides ease of use and uniform coverage.

16. **TRUE** – Once the last coat of finish dries, you should allow the floor to cure for 24 hours before instituting maintenance procedures. Buffing or burnishing floors prior to 24 hours can cause premature finish loss.

17. **TRUE** – An untreated dust mop should always be used when cleaning the floor. Mops treated with oil can cause slippery conditions on floor surfaces.

18. **FALSE** – Spray buffing or burnishing a floor that hasn’t been cleaned will only cause premature finish wear and result in glossy floors that look dirty.

19. **TRUE** – Maintenance should always be matched to the finish on the floor (for example: burnishing a no-buff finish can cause extreme powdering problems).

20. **TRUE** – It’s always a good idea to dust mop a floor after buffing or burnishing to remove any dust that remains on the surface.

21. **FALSE** – A scrub and recoat procedure needs to be done when regular maintenance such as buffing or burnishing no longer provides satisfactory results or when the top layer of finish is damaged or severely worn.
Satisfaction Guaranteed

Reckitt Benckiser takes pride in its high-quality dependable products. Reckitt Benckiser Professional products are guaranteed to give complete satisfaction when used as directed or they may be returned for credit.