



## CITY OF BATTLE CREEK

ADDENDUM # 1  
IFB# 2018-083B

TITLE: Janitorial Services

ADDENDUM ISSUED: June 15, 2018

**NOTE! City Hall now has Security on the 1<sup>st</sup> floor. Please allow extra time to get through Security when dropping off your bid.**

**The following changes, additions and deletions have been provided:**

**CHANGE W.K. Kellogg Maint. & Admin. Bldg. General Specifications for work line iii for staffing to read:**

STAFFING: The contractor will be responsible for providing staff due to vacations, illness etc. so that there is no loss in service to the City. Fill-in staff must also meet any required clearance procedures required by the City.

**ADD FAA Control Tower General Specifications for work line iv to read:**

STAFFING: The contractor will be responsible for providing staff due to vacations, illness etc. so that there is no loss in service to the City. Fill-in staff must also meet any required clearance procedures required by the City.

**REPLACE Specifications for Group C Police Department with:**

**GROUP C: Police Department:** Newly constructed in 2018. The total flooring area that is requested to be cleaned is 32,588 square feet. There are two floors (first and second) serviced by three (3) stairwells is (1) elevator. Predominate cleaning will take place on both floors. The first floor consists a lobby, training rooms, patrol unit, records department. The second floor consists primarily of general office space, locker room, breakroom, and exercise room. There is 22,439 square feet of carpeting not including hallway runners to be vacuumed. There is unique flooring that requires specialty care like luxury vinyl flooring, rubber flooring, and resilient floor. Manufacturers care instructions will be provided to the Contractor to ensure proper care and warranty is ensured. There are thirteen (13) bathrooms plus four (4) shower rooms.

22,439 square feet of carpet tile  
276 square feet of epoxy  
1,264 square feet of luxury vinyl floor  
1,792 square feet of polished concrete  
461 square feet of paver tile  
1,813 square feet of rubber floor  
933 square feet of sealed concrete  
1,441 square feet of vinyl composite floor tile  
2,169 square feet of ceramic tile

**The following questions were asked and answers follow each question:**

1. Can you provide the quantity of supplies provided for a calendar year for the FAA-FIFO and FAA Hanger building, FAA control tower

Single roll toilet paper, 80 count, 1cs per month, 12 cs per year  
Multi-fold paper towels, 10/240 count, 2 cs per month, 24 cs per year  
Foaming hand soap, 6 count, 1 cs every other month, 6 cs per year

2. Is the City owned floor extraction machine available for use in City Hall?

No, it is not available for Contractor use. Please see specifications page no. 15.

**GENERAL SPECIFICATIONS FOR WORK INCLUDE:** The successful Contractor shall be required to provide all labor materials and supplies (as described) to perform janitorial services for Battle Creek City Hall, the Battle Creek Police Department, Police Building on Elm Street, DPW ( main building only) and Carehere.

3. Are the wet floor signs in City Hall available for use?

No, it is not available for Contractor use. Please see specifications page no. 15.

**GENERAL SPECIFICATIONS FOR WORK INCLUDE:** The successful Contractor shall be required to provide all labor materials and supplies (as described) to perform janitorial services for Battle Creek City Hall, the Battle Creek Police Department, Police Building on Elm Street, DPW ( main building only) and Carehere.

4. Are the yellow bulk trash containers in City hall available for use?

No, it is not available for Contractor use. Please see specifications page no. 15.

**GENERAL SPECIFICATIONS FOR WORK INCLUDE:** The successful Contractor shall be required to provide all labor materials and supplies (as described) to perform janitorial services for Battle Creek City Hall, the Battle Creek Police Department, Police Building on Elm Street, DPW ( main building only) and Carehere.

5. Is the pricing for the current contract available?

Yes, see attached. Note the Police building is not applicable because this is for the old building.

6. What is the square footage of the Airport Tower- ATCT?

1<sup>st</sup> Floor is mainly hallway, storage closet and bathroom.  
2<sup>nd</sup> Floor- 5<sup>th</sup> floor size is 15ft. x 17ft.  
6<sup>th</sup> Floor control tower is 20ft. across

7. What are the specific floor care instructions for the new police building?

See attached floor care instructions, Bidders must only use the specific chemicals, and follow the care instructions provided in this addendum and bid specification in order to ensure proper maintenance and warranty of the flooring is kept.

**This addendum must be acknowledged or your bid may be deemed non-responsive.  
The due date and time remain unchanged.**

### PRICE SHEET

Provide total costs below, including all required labor, supplies and equipment to provide Janitorial Services per specifications for Battle Creek's City Hall at 10 N. Division St:

GROUP	BUILDING	1 <sup>ST</sup> YEAR ANNUAL PRICE	2 <sup>ND</sup> YEAR ANNUAL PRICE	3 <sup>RD</sup> YEAR ANNUAL PRICE	3 YEAR GRAND TOTAL
	City Hall 10 N Division St	\$ 49,771	+ \$ 49,771	+ \$ 49,771	= \$ 149,313
<b>3 YEAR GRAND TOTAL</b>					<b>\$ 149,313</b>

Cost for additional personnel  
For potential contract modifications: \$ 15.95 per hour (include overhead)

Current Pricing

# Current Pricing

## CONTRACT AMENDMENT

CITY OF BATTLE CREEK  
PURCHASING DEPARTMENT  
10 N. DIVISION ST., STE 214  
BATTLE CREEK, MI 49014

PAGE NO. 1  
Phone: (269) 966-3390  
Fax: (269) 963-9222

### AMENDMENT FOUR (4) CONTRACT 2013-033BA JANITORIAL SERVICES

**This amendment is for the purpose of renewing the contract for one year, for a period from March 1, 2017, to February 28, 2018. Pricing to remain at the year three (3) annual pricing (see below). All other terms and conditions of the original contract and any previous amendments remain the same. In cases of conflict, the most recent document takes precedence.**

Location:	Annual Amount
<b>A. Airport FAA-FIFO &amp; Hanger</b> 16085 S. Airport Rd	<b>\$11,355.00</b>
<b>Airport Maint. And Admin. Bldg.</b> 15551 S. Airport Rd.	<b>\$5,677.00</b>
<b>Airport FAA Control Tower</b> 16061 S. Airport Rd.	<b>\$3,406.00</b>
<b>B. Police Department Admin. Bldg,</b> 20 N. Division Street	<b>\$24,980.00</b>
<b>Police Elm St. Bldg.</b> 315 Elm Street	<b>\$4,800.00</b>
<b>C. DPW Admin. Bldg.</b> 150 S. Kendall St.	<b>\$17,032.00</b>
<b>D. Carehere Clinic</b> 150 S. Kendall St.	<b>\$1,659.00</b>

VENDOR HEREBY ACKNOWLEDGES RECEIPT AND AGREEMENT TO THE ABOVE AMENDMENT I certify, under penalty of perjury, that I have the legal authorization to bind the firm hereunder, and that our firm is not debarred from doing business under the Federal Excluded Parties List System (epls.gov):

THE ABOVE REFERENCED CONTRACT  
AMENDMENT IS ISSUED THIS DATE \_\_\_\_\_  
AT BATTLE CREEK, MI

I, the Contractor or Contractor's legally authorized signer, further certify compliance with the City of Battle Creek Ordinance Chapter 214, Discrimination Prohibited. I further acknowledge and agree that the Contractor's violation of Chapter 214 shall be a material breach of this contract. In addition, Contractor acknowledges and agrees that it shall be liable for any costs or expenses incurred by the City in obtaining from other sources, the work and services to be rendered or performed or the goods or properties to be furnished or delivered to the City under the contract as a result of a material breach in the Contract for violations of Chapter 214.

*William Dreyer*

2/21/2017

Signature

Date

William Dreyer

Printed Name and Title

*Rebecca T. Henry* 2/28/17  
City Manager Date

GDI SERVICES INC.

Company Name

24300 Southfield Rd., Suite 220

Address

Southfield

MI

48075

City

State

Zip

(248) 483-3170

(248) 483-3176

Telephone Number

Fax Number



# City of Battle Creek

## Floor Cleaning Care Instructions

### Police Department Building

34 N. Division St. Battle Creek MI

Specific cleaning instructions apply to these flooring types:

- CPT Carpet Tiles-
- VCT Vinyl Composition Floor Tiles
- LVT Luxury Vinyl Tiles
- R Rubber Flooring
- CT Ceramic Tile

General cleaning instructions apply to these flooring types:

- PT Paver Tile
- SC Sealed Concrete
- PC Polished Concrete

## REGULAR CLEANING

Room	Sq. Footage	Floor Type	Floor Manufacturer	Cleaning Instructions
Lobby (101, 102)	1741	CPT/VCT1	Van Gelder, Patcraft Carpet / VCT1 Flooring	1, 3/ 4 or 5
Men's Restroom (103)	127	CT	Olympiatile+stone	9
Women's Restroom (104)	124	CT	Olympiatile+stone	9
Report Writing (106)	80	CPT	Van Gelder	1
Family Restroom (105)	65	CT	Olympiatile+stone	9
Finger Printing (107)	148	CPT	Shaw	2
Pre-function Area (108)	224	VCT2	VCT	4 or 5
Community Room (109)	1150	CPT	Shaw	2
TRU (114)	106	CPT	Shaw	2
PATROL EQUIP. Storage (117)	168	CPT-7	Shaw	2
Hallway (120)	650	CPT-7	Shaw	2
CORRIDOR (130)	335	PC	-	General cleaning
Staff Restroom (131)	123	CT	Olympiatile+stone	9
Staff Restroom (132)	140	CT	Olympiatile+stone	9
Community Services/Cadets (119)	285	CPT	Shaw	2
Employee vestibule (128)	135	CPT	Van Gelder	1
Uniform Drop Off (129)	66	CT	Olympiatile+stone	9
Management Services Manager (125)	200	CPT	Shaw	2
Records (121, 124)	454	VCT4/VCT1	Tarkett	5
Records (122, 123)	530	CPT	Shaw	
Data Specialist (126)	106	CPT	Shaw	2
Briefing Room (141)	643	CPT	Shaw	2
Patrol Sgt (144)	630	CPT	Shaw	2
Patrol Major (142)	192	CPT	Shaw	2
Patrol LT (143)	351	CPT	Shaw	2
Work Area (144B)	92	LVT	Tarkett	6
Juvenile Holding #1 (148)	108	CPT	Shaw	2
Admin Sgt (147)	132	CPT	Shaw	2
Juvenile Holding #2 (146)	108	CPT	Shaw	2
Report Writing Room (149)	140	CPT	Shaw	2
CORRIDOR (150)	1147	PC	-	General cleaning
Interrogation Room (134)	87	CPT	Shaw	2
Data Master Room (136)	276	Epoxy	-	General cleaning
Property Officers (155)	280	LVT	Adore	6
Evidence Prep (159)	125	PC	-	General cleaning
Evidence Techs (office 166)	492	CPT	Shaw	2

Room	Sq. Footage		Floor Type	Floor Manufacturer	Cleaning Instructions
	Sub-Total 1st Floor Sq. Footage	Second Floor			
		11,760			
<b>Room</b>	<b>Square Feet</b>	<b>Floor Type</b>			
Admin Conference Room (208)	225	CPT	Shaw		2
Work Area (202)	97	LVT	Shaw Contract		7
Chief (203)	272	CPT	Shaw		2
Special Projects (204)	214	CPT	Shaw		2
Community Development (205)	188	CPT	Shaw		2
Admin Suite (201)	481	VCT5	Tarkett		5
Stairs (110, 210)	185	PC	-		General cleaning
Staff Restroom (211)	56	CT	Olympiatile+stone		9
Family Restroom (213)	107	CT	Olympiatile+stone		9
Detective Major (215)	209	CPT	Shaw		2
Detective Sgt (216)	150	CPT	Shaw		2
Cell Phone Forensics (218)	94	CPT	Shaw		2
CORRIDOR (220)	1083	CPT-20	Shaw		2
Detectives (221)	1168	CPT	Shaw		2
Detectives Conference Room (223)	352	CPT	Shaw		2
Waiting Room (224)	138	CPT	Shaw		2
Interview Room #1 (226)	90	CPT	Shaw		2
Interview Room #2 (227)	91	CPT	Shaw		2
Soft Interview Room (228)	95	CPT	Shaw		2
Aux. Soft Interview Room (228A)	50	CPT	Shaw		2
Interview Room #3 (229)	121	CPT	Shaw		2
Hallway (230)	128	CPT-22	Shaw		2
Work Area (248)	143	LVT	Shaw Contract		7
Restroom (225)	60	CT	Olympiatile+stone		9
Women's Restroom (255)	190	CT	Olympiatile+stone		9
Stairs (240, 140)	196	CT	Olympiatile+stone		9
Fusion (241)	1577	CPT	Shaw		2
MSP/ICAT (242)	294	CPT	Shaw		2
Breakout Room (247)	137	CPT	Shaw		2
APS (243)	126	CPT	Shaw		2
Veteran's Affairs (246)	137	CPT	Shaw		2
CMH (245)	137	CPT	Shaw		2
CPS (244)	127	CPT	Shaw		2
Task Force Room (249)	368	CPT	Shaw		2
CORRIDOR (250)	1240	CPT-20	Shaw		2

Room	Sq. Footage	Floor Type	Floor Manufacturer	Cleaning Instructions
GSIU/SIU Officers Area (252)	1278	CPT	Shaw	
GSIU Sgt (253)	139	CPT	Shaw	2
Detective Lt (254)	226	CPT	Shaw	2
Men's Restroom (256)	195	CT	Olympiatile+stone	9
Lunch Room (257)	652	LVT	Adore	6
Roof Patio (258)	461	PT	-	General cleaning
Quiet Room A (259)	88	CPT	Shaw	2
Quiet Room B (259)	88	CPT	Shaw	2
Stairs (260, 160)	185	CPT/ PC	Van Gelder / NA	1 / General Cleaning
Men's Vestibule (261)	80	VCT8	Patcraft	4
Men's Locker Room (262)	1996	CPT/VCT8	Shaw/ Patcraft	2/ 4
Men's Shower Area (263 & 264)	196	CT	Olympiatile+stone	9
Men's Restroom (265)	250	CT	Olympiatile+stone	9
Exercise Vestibule (266)	37	R	Amorim	8
Open Locker Room (268)	210	CPT	Shaw	2
Shower/Changing room (269)	88	CT	Olympiatile+stone	9
Women's Vestibule (270)	40	VCT8	Patcraft	4
Women's Locker Room (271)	482	CPT/VCT8	Shaw/ Patcraft	2
Women's Shower (272)	83	CT	Olympiatile+stone	9
Women's Restroom (273)	103	CT	Olympiatile+stone	9
Exercise Room (274)	780	R	Amorim	8
Defensive Tactics (275)	996	R	Amorim	8
Unassigned Office (277)	116	CPT	Shaw	2
Training Staff (278)	588	CPT	Shaw	2
I.D. ALCOVE (280)	50	CPT-8	Shaw	2
Sub-Total 2nd Floor Sq. Footage	19,733			
<b>AS NEEDED CLEANING</b>				
Furniture storage (111)	100	VCT5	Tarkett	5
A/V storage (112, 113)	62	VCT5	Tarkett	5
JAN. CLOS. (133)	55	SC	-	General cleaning
<b>MAILBOXES (151)</b>	<b>20</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
SALLY PORT (152)	664	SC	-	General cleaning
CUSTODIAL (214)	214	SC	-	General cleaning
Sub-Total Sq. Footage	1095			
<b>DO NOT CLEAN</b>				
Mechanical Rm (115)			N/A	N/A
Electrical (116)			N/A	N/A
ARMORY (118)			N/A	N/A

Room	Sq. Footage	Floor Type	Floor Manufacturer	Cleaning Instructions
Archives (127)			N/A	N/A
EMERGENCY ELEC. Equip (135)			N/A	N/A
SEC. VEST. 1 (138)			N/A	N/A
SEC. VEST. 2 (139)			N/A	N/A
LAB PARKING (153)			N/A	N/A
FENCED IN DOUBLE Forensic Garage (154)			N/A	N/A
EVIDENCE STORAGE Room (156)			N/A	N/A
DRUG STORAGE (157)			N/A	N/A
WEAPONS STORAGE (158)			N/A	N/A
PROCESSING VEST (161)			N/A	N/A
PROCESSING LAB (162)			N/A	N/A
MASS SPEC. (163)			N/A	N/A
DUSTING (164)			N/A	N/A
DRYING (165)			N/A	N/A
EVIDENCE TECHS (166)			N/A	N/A
FILES (167)			N/A	N/A
CLOS. (207)			N/A	N/A
STORAGE (209)			N/A	N/A
STORAGE (212)			N/A	N/A
COMPUTER Forensics (217)			N/A	N/A
SERVER (219)			N/A	N/A
COLD CASE FILES (222)			N/A	N/A
SIU STORAGE (251)			N/A	N/A
STORAGE (267)			N/A	N/A
DT. STOR. (276)			N/A	N/A
STORAGE (279)			N/A	N/A
Professional Standards (206)			N/A	N/A
WARRANT OFFICER (145)			N/A	N/A
Rm (113) - Does not exist/ Old Plan			N/A	N/A
Rm (231, 232, 233, 234, 235, 236, 237, 238, 239) Does not exist/ Old Plan			N/A	N/A

Total Flooring Sq. Footage 32,588

Legend	
CPT	Carpet Tiles
VCT	Vinyl Composition Floor Tiles
LVT	Luxury Vinyl Tiles

Room	Sq. Footage	Floor Type	Floor Manufacturer	Cleaning Instructions
R	Rubber Flooring			
PT	Paver Tile			
CT	Ceramic Tile			
SC	Sealed Concrete			
PC	Polished Concrete			
CPT	Epoxy	22439		
VCT	LVT	276		
R	PT	1441		
CT	SC	1264		
PC	CPT	1813		
		461		
		2169		
		933		
		1792		
		32588		

# CPT - Carpet tile #1

## For Police Building



### **MAINTENANCE INSTRUCTIONS – Contract Carpet and Tiles**

Regular daily maintenance and prompt action on treating spillages and stains will help prolong the life of van Gelder, Inc. carpets and tiles.

#### ***How often should they be cleaned?***

Carpet and tiles should be vacuumed daily using a powerful upright cleaner with a rotary brush head or beater bar.

#### ***What is the first action in the event of a spillage?***

Remove as much of the spillage as possible immediately, then overlay an absorbent material and press down as if blotting. A combination of capillary action and pressure will remove the majority of the spillage and minimize staining.

#### ***What about residual stains?***

Any residual stains may be spot cleaned by the use of the appropriate solvent or cleaning system. Care must be taken not to use excess solvent, especially in the case of chlorinated (dry cleaning) solvent when used on Anchorite 'B' backed carpet tiles.

#### ***How much of the area should be 'dirt' protected?***

To achieve satisfactory results, a barrier carpet should be at least eight feet long.

#### ***How can I minimise wear on areas of particularly heavy traffic?***

Either use a heavier duty tile or carpet or, in the case of tiles, simply rotate them with tiles that are not subject to as much traffic. Remember that tiles can be easily replaced so keep some extra ones back from the same batch should heavily soiled or damaged tiles need replacing. The basis of planned maintenance is the regular cleaning of those areas that undergo regular traffic, typically only 20-30% of an installation. Consequently, planned maintenance is cost effective and maintains the appearance of the carpet at a high standard at all times. The required frequency and method of cleaning will be determined by product type, color, traffic intensity and soiling type will vary widely from one installation to another. If a planned maintenance program is followed through, the need for intensive wall-to-wall cleaning may be required only once a year. The timing of deep cleans will be determined by the cleaning contractor based on assessment of the type of soiling, the traffic frequency and the location within the building.

### **PREVENTATIVE MAINTENANCE**

Your carpet is not only a valuable investment but its appearance tells your visitors something about you. The main object of a maintenance program will be to preserve, as nearly as practical, the original beauty and appearance of the carpet and prolong its useful life. Preventative maintenance will protect your investment, but you must plan, or program, that maintenance.

In the past, carpets have been neglected only to be cleaned when it was obvious that attention was necessary. This is known as "crisis cleaning". This approach is not only old fashioned but has been proven to be a false economy. In addition to the carpet looking scruffy, its life is being drastically reduced. Preventative maintenance, which has to be planned, will extend the life and enhance the appearance of the carpet because the carpet "destroyer"-soil- will be effectively removed.

## **KEEP SOIL OFF THE CARPET**

Shoe wiping mats, barrier mats and special soil traps collect most of the dirt before it reaches the carpet. When these are placed properly at entrances from the outside, they reduce the amount of soil being tracked into the main building. But even with these precautions, soil will find its way into the building to penetrate and damage the carpet.

When left in the carpet, soil particles penetrate and become difficult to remove. The particles, if not removed, combine with atmospheric impurities, which dull the carpet's original brightness. Additionally, when walking on the carpet, the particles virtually grind and cut the fiber, thereby destroying your investment.

## **DANGER AREAS**

A further objective of preventative maintenance will be to confine the majority of maintenance efforts to the areas with the most need. Foot traffic accounts for 80% of the soil deposited on the carpet, which builds up in two main areas.

### **1) Track-off Areas:**

Where foot soil is tracked from outdoors or from hard surface floors indoors. This is where the carpet catches and holds most of the dirt.

### **2) Funnel Areas:**

Where foot traffic is squeezed through concentrated areas such as a doorway or stairwell.

Soil builds up imperceptibly in these areas. That's why planned attention must be given in advance of soil buildup.

Attention must also be given to the high risk areas where spills and stains easily occur, such as by vending machines, drink fountains and washrooms.

## **VACUUM CLEANING**

The purpose of vacuum cleaning is to remove soil from the carpet and restore the pile. Naturally, heavy traffic areas require more attention to remove dirt particles. These areas should be vacuumed at least once a day, as should primary and secondary traffic lanes. Medium traffic areas should be attended to at least twice a week. Light traffic areas and the rest of the carpet should be thoroughly vacuumed at least once a week.

Even though time consuming, regular vacuuming is very cost effective and can remove up to 80% of surface dirt.

A vacuum cleaner with a motor driven brush and beater bar does the best job of cleaning. The beater bar loosens the compacted dirt making it easier for the brush and vacuum effect to remove the particles. Operate the machine slowly back and forth and let it do the work. Don't hurry- this is another false economy.

The brushes of the cleaner must be kept free of lint and fluff. The belt should be free from damage and have good tension and dirt bag should never be allowed to be more that quarter or at the most half filled- or efficiency is reduced.

## **CARPET CLEANING**

Routine vacuum cleaning does delay general cleaning but eventually the carpet color dulls. As dirt compact's into the carpet, a point is reached where it is not collected effectively at the track-off areas. The dirt is then carried further into the building to form more soil reservoirs. Additionally, the oil content (15%) of the soil causes particles to stick to carpet fiber and resist vacuuming. To restore the carpet to its best condition, frequent light cleaning gives the best result and is often very cost effective.

There are two main types of soil extraction cleaning systems- wet extraction and rotary disc.

**Wet Extraction.**

Used where there are heavy soil buildups and deep cleaning is required, this system works by spraying a hot detergent and water solution under pressure into the pile immediately followed by extraction by a vacuum head mounted adjacent to the spray nozzle.

Care must be taken with wet methods. Over saturation causes shrinkage and seam splitting. Drying time can extend from several hours to a day or more. The operator must be skilled and have the experience to understand the relationships between soil conditions, humidity and the amount of moisture to apply to avoid over wetting.

**REMOVING STAINS AND SPOTS**

Remember to apply cleaning agent to a blotting towel rather than directly onto the carpet. First remove any excess caused by stain, food, etc. and ensure that the area affected does not grow in size. Blot the area with a full roll of kitchen towels in order that as much fluid as possible can be absorbed. Always work towards the center.

Pretest your carpet by pre wetting a small area (2" x 2") in an inconspicuous area with the solution you plan to use. Blot the damp area with a white towel and look for any color absorbed into the towel, or any color change on the carpet.

Dab the spotting agent onto the stain with the moistened towel- working from the outer edge of the stain inward towards the center to keep the stain from spreading. For effective blotting action use pressure from the hand- for even more pressure use the heel of the foot. Avoid the natural tendency to scrub.

Try blotting for a prolonged period of time. (The stain will naturally soak up into a weighted sack of towels.) Stains marked with a "P" will definitely require professional attention.

Type of stain	Procedure	Type of stain	Procedure
Alcohol, Beer	3 or P	Ketchup	2
Blood	7	Lipstick	1
Butter	1 or P	Oil-Cooking	1 or P
Chewing Gum	6	Oil- Furniture	1 or P
Chocolate	4	Mascara	1
Coffee	3 or P	Mayonnaise	2
Crayon	1	Milk	4
Egg	2	Nail Polish	8
Excrement	2 or P	Paint-Latex	5
Food Color*	2	Paint-Oil Based	1 or P
Fruit Juice	4 or P	Rust	P
Furniture Polish	1 or P	Shoe Polish-Liquid	1 or P
Furniture Polish W/ Stain	1 or P	Shoe Polish- Paste	1
Glue-Model Cement	8	Soft Drinks	4 or P
Glue- White	2	Sugary Sweets	4
Gravy	4 or P	Tar	1
Hair Spray	1 or P	Tea	3 or P
Hand Lotion	1 or P	Urine	4 or P
Ice Cream	4	Water Colors	5
Ink- Ballpoint	1 or P	Wax Candle	6
Ink -Marking Pen	1	Wine	4 or P

\*Traces remaining after procedure 2 should be treated with cooking oil, blotted and followed by procedure 1.

## **SEQUENCE OF PROCEDURES**

Apply the following procedures in the correct order. Blot after each procedure.

### **Code Procedure**

- 1- Solvent, blot, Detergent, blot, then water, blot.
- 2- Detergent, blot, Ammonia, blot, Detergent, blot, then water, blot.
- 3- Detergent, blot, Vinegar, blot, Detergent, blot, water, blot.
- 4- Detergent, blot, Ammonia, blot, Vinegar, blot, Detergent, blot, water, blot.
- 5- Detergent, blot, Ammonia, blot, water, blot, Solvent, blot.
- 6- Freeze with ice cubes, shatter with blunt object. Vacuum out chips, apply solvent, and blot (or, for wax, place paper towels or bag over wax, iron with warm (not hot) iron to absorb).
- 7- Cool water, blot, Ammonia, blot, Detergent, blot, Ammonia, blot, water, blot.
- 8- Polish remover (not oily), blot and repeat.

**Detergent Solution-** Mix a quality carpet/upholstery shampoo or soap flakes dissolved at the rate of two tablespoons per gallon of lukewarm water. Do not use washing up soap.

**Solvent-** Any consumer brand of dry cleaning solvent.

**1. IDENTIFY AND ADDRESS ALL SOURCES OF SOILING**

- Parking lots/ Entrances: By maintaining a clean exterior, dirt coming in the building will be minimized.
- Transition areas (hard surface to carpet): Clean frequently to prevent soil from tracking to carpet.
- Food service areas/Restrooms/Water coolers: Matting may be required in areas where moisture, oil and grease are present.

**2. USE ENTRY MATS (KEEP DIRT OUTSIDE)**

- Two mat categories
  - Soil Removal – used at exterior entrances to remove soil from shoes
  - Absorbent mats – used inside to prevent moisture from getting on the carpet
- Mats should cover at least 6 footsteps to capture soil transferring from shoes. Additional matting may be necessary during inclement weather.
- Keep mats clean (mats must be properly placed throughout the facility and maintained on a regular basis).

**3. VACUUM (THE MOST IMPORTANT PROCESS IN YOUR MAINTENANCE PROGRAM)**

- 80 to 85 % of dry soil can be removed by proper vacuuming.
- Select Vacuum cleaners certified in the Carpet and Rug Institute's Seal of Approval (SOA) / Green Label Vacuum Cleaner Program ([www.carpet-rug.org](http://www.carpet-rug.org))
- Commercial, dual-motor upright, top-loading vacuums are recommended.
- Maintain working condition of vacuums with special attention to the bag (empty when half full).

**4. PROMPTLY ADDRESS SPOTS AND SPILLS**

- Use General Soil Spot Removers, like Shaw's R2X, R2X Green or R2Xtra for most common spots and spills. (For ordering information call 1.877.209.7309 or contact your Shaw Rep.) Additional cleaning agents are listed in the Carpet and Rug Institute's Seal of Approval (SOA) Program ([www.carpet-rug.org](http://www.carpet-rug.org))
- Use solvent spotters for oil/grease (petroleum-based spots). Solvent gels preferred. Follow manufacturer's recommendations when using solvents. Rinsing may be necessary.
- Use specialty products ([www.proschoice.com](http://www.proschoice.com)) for set stains where color has been added or altered.
  - CTI Pro's Choice Red Relief (acid dye stains – colored soft drinks, medicines, etc.)
  - CTI Pro's Choice Stain Magic (organic dye stains – coffee, tea, mustard, etc.)

**5. USE INTERIM SYSTEMS TO MANAGE APPEARANCE**

- Encapsulation – process using CRI SOA cleaning agents and a dual-cylindrical counter-rotating brush machine for agitation.
  - Always pre-vacuum.
  - Hot water extraction recommended after every third (3rd) encapsulation.
- Walk Behind Extractors - use CRI approved cleaning agents, be sure to operate at lowest speed.
- NOTE: Bonnet cleaning is NOT recommended!

**6. FOLLOW DEEP CLEANING PROCESS**

- Hot Water Extraction Process:
  - Always pre-vacuum.
  - Apply an approved pre-spray cleaning agent in the CRI (SOA) Program.
  - Agitate with mechanical brush and allow 10 minutes dwell time.
  - Extract with hot water or use a low pH rinse agent in the machine. We recommend CRI Gold Rated Equipment.
- Examples of Equipment:
  - Truck mount units maintain higher pressure and temperature
  - High Flow Extractors
  - Portable box and wand – minimum 200 psi and approximately 1 gallon of water flow per minute
- To prevent wicking use air movers to expedite drying. Be sure facility HVAC is on during cleaning and remains on for at least 12 hours afterward.

**7. RESOURCES**

- Shaw's M.A.C. (Maintenance and Cleaning) Advantage web-based training program is available at <http://technicalsupport.shawinc.com>. Contact your Shaw Rep for access.
- For Technical assistance or maintenance related questions contact Inforum at 1.800.471.7429.

SUGGESTED FREQUENCY CHART FOR COMMERCIAL CARPET CARE

Traffic Level	Vacuum	Spot Removal	Interim Cleaning	Hot Water Extraction
<b>Light</b> <ul style="list-style-type: none"> <li>Private offices</li> <li>Cubicles</li> </ul>	2+ times per week	As needed	As needed	1 time per year
<b>Moderate</b> <ul style="list-style-type: none"> <li>Shared offices</li> <li>Secondary hallways</li> <li>Conference rooms</li> <li>Classrooms</li> </ul>	1 time per day	As needed	As needed	2 times per year
<b>Heavy</b> <ul style="list-style-type: none"> <li>Common entrances</li> <li>Elevators</li> <li>Main hallways</li> <li>Break rooms</li> <li>Work rooms</li> <li>Mail rooms</li> <li>Patient rooms</li> <li>Waiting areas</li> </ul>	1+ times per day	As needed	Monthly	4 times per year
<b>Extra Heavy</b> <ul style="list-style-type: none"> <li>Common entrances in severe climates</li> <li>Cafeterias/food service areas</li> <li>Extra heavy traffic</li> </ul>	1+ times per day	As needed	Weekly	Monthly

- This chart represents a general guideline; your program should be customized to your specific conditions.
- Extra heavy traffic and soiling conditions require more frequent attention.
- NOTE: Use of a pile lifter may be a consideration. Pile lifting helps restore the surface pile yarns and helps remove embedded dry sand and soil.

11/2013

## CARPET MAINTENANCE CHECKLIST

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### 1. IDENTIFY AND ADDRESS ALL SOURCES OF SOILING

- Parking lots / Entrances: By maintaining a clean exterior, dirt coming in the building will be minimized.
- Transition areas (hard surface to carpet): Clean frequently to prevent soil from tracking to carpet. F
- Food service area / Restrooms / Water Coolers: Matting may be required in areas where moisture, oil, and grease are present

### 2. USE ENTRY MATS (KEEP DIRT OUTSIDE)

- Two mat categories
  - Soil Removal – used at exterior entrances to remove soil from shoes
  - Absorbent mats – used inside to prevent moisture from getting on the carpet
- Mats should cover at least six footsteps to capture soil transferring from shoes. Additional matting may be necessary during inclement weather.
- Keep mats clean (mats must be properly placed throughout the facility and maintained on a regular basis).

### 3. VACUUMING IS THE MOST IMPORTANT PROCESS IN YOUR MAINTENANCE PROGRAM

- 80 to 85 % of dry soil can be removed by proper vacuuming.
- Select Vacuum cleaners certified in the Carpet and Rug Institute's Seal of Approval (SOA) | Green Label Vacuum Cleaner Program ([www.carpet-rug.org](http://www.carpet-rug.org))
- Commercial, dual-motor upright, top-loading vacuums are recommended.
- Maintain working condition of vacuums with special attention to the bag (empty when half full).

### 4. PROMPTLY ADDRESS SPOTS AND SPILLS

- Use General Soil Spot Removers, like Shaw's R2X, R2X Green or R2Xtra for most common spots and spills. (For ordering information call 1.800.241.4014 or contract your representative.) Additional cleaning agents are listed in the Carpet and Rug Institute's Seal of Approval (SOA) Program ([www.carpet-rug.org](http://www.carpet-rug.org)).
- Use solvent spotters for oil/grease (petroleum-based spots). Solvent gels preferred. Follow manufacturer's recommendations when using solvents. Rinsing may be necessary.
- Use specialty products ([www.proschoice.com](http://www.proschoice.com)) for set stains where color has been added or altered.
- CTI Pro's Choice Red Relief (acid dye stains – colored soft drinks, medicines, etc.) or CTI Pro's Choice Stain Magic (organic dye stains - coffee, tea, mustard, etc.)

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## 5. USE INTERIM SYSTEMS TO MANAGE APPEARANCE

- Encapsulation – process using CRI SOA cleaning agents and a dual-cylindrical counter-rotating brush machine for agitation.
- Always pre-vacuum.
- Hot water extraction recommended after every third (3rd) encapsulation.
- Walk Behind Extractors - use CRI approved cleaning agents, be sure to operate at lowest speed.
- NOTE: Bonnet cleaning is NOT recommended!

## 6. FOLLOW DEEP CLEANING PROCESS

- Hot Water Extraction Process:
  - Always pre-vacuum.
  - Apply an approved pre-spray cleaning agent in the CRI (SOA) Program.
  - Agitate with mechanical brush and allow 10 minutes dwell time.
  - Extract with hot water or use a low pH rinse agent in the machine. We recommend CRI Gold Rated Equipment.
- Examples of Equipment:
  - Truck mount units maintain higher pressure and temperature
  - High Flow Extractors
  - Portable box and wand - minimum 200 psi and approximately 1gallon of water flow per minute
- To prevent wicking use air movers to expedite drying. Be sure facility HVAC is on during cleaning and remains on for at least 12 hours afterward.

## 7. RESOURCES

- Shaw's M.A.C. (Maintenance and Cleaning) Advantage web-based training program is available at <http://technicalsupport.shawinc.com/>
- For Technical assistance or maintenance related questions contact Customer Connect at 1.800.241.4014.

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## SUGGESTED FREQUENCY CHART FOR COMMERCIAL CARPET CARE

Traffic Level	Vacuum	Spot Removal	Interim Cleaning	Hot Water Extraction
<b>Light</b> <ul style="list-style-type: none"> <li>• Private offices</li> <li>• Cubicles</li> </ul>	2+ times per week	As needed	As Needed	1 time per year
<b>Moderate</b> <ul style="list-style-type: none"> <li>• Shared offices</li> <li>• Secondary hallways</li> <li>• Conference rooms</li> <li>• Classrooms</li> </ul>	1 time per day	As needed	As needed	2 times per year
<b>Heavy</b> <ul style="list-style-type: none"> <li>• Common entrances</li> <li>• Elevators</li> <li>• Main hallways</li> <li>• Break rooms</li> <li>• Work rooms</li> <li>• Mail rooms</li> <li>• Patient rooms</li> <li>• Waiting areas</li> </ul>	1+ times per day	As needed	Monthly	4 times per year
<b>Extra Heavy</b> <ul style="list-style-type: none"> <li>• Common entrance in severe climates</li> <li>• Cafeterias / food service areas</li> <li>• Extra Heavy Traffic</li> </ul>	1+ times per day	As needed	Weekly	Monthly

- This chart represents a general guideline; your program should be customized to your specific conditions.
- Extra heavy traffic and soiling conditions require more frequent attention.
- NOTE: Use of a pile lifter may be a consideration. Pile lifting helps restore the surface pile yarns and helps remove embedded dry sand and soil.

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Proper care of your resilient floor will help maintain the appearance and performance of your resilient floor by following recommended preventative, routine and wet cleaning guidelines.

## Post Construction Cleaning

- Dry mop floor using a micro fiber mop pad or appropriate floor vacuum to remove dust particulate from the floor.
- Spray neutral pH cleaner, such as Shaw Hard Surface Cleaner or Diversey's Stride, onto the floor in manageable area (spray mist will dry quickly). Use a micro fiber wet mop pad to mop the floor with cleaner. If pad becomes dirty, be sure to replace the pad with a new micro fiber wet mop pad. Work floor in sections.
- Always rinse the floor with water only by mopping water to remove any remaining residue from the floor.

In the event where dry wall dust/construction dust is mopped with water only, a residue film will appear on the floor after drying. Use the process below to remove the film from the floor.

### Process to remove construction residue or cloudy film from resilient flooring

1. **Dry mop floor to remove any construction dust or exterior soil tracked onto the flooring. Use micro fiber dry mop pad. If micro fiber dry mop pad gets dirty, replace pad with a clean pad.**
2. **Spray neutral pH cleaner, such as Shaw Hard Surface Cleaner or Diversey's Stride, onto the floor in manageable area (spray mist will dry quickly). Work floor in sections. For smooth surface, use a low rpm (175 rpm) buffer with a 3M red pad on flooring with neutral pH cleaner applied to the floor to remove the residue film. (Never Dry Buff). For embossed or textured flooring, use a cylindrical brush scrubber with red brushes and a neutral pH cleaner applied to the floor to remove the residue film.**
3. **Using a wet micro fiber mop pad, rinse with water only to remove any remaining residue from the flooring. When wet mop pad becomes dirty, be sure to replace the pad with a new micro fiber wet mop pad.**
4. **Repeat steps #2 and #3, if necessary.**

When the resilient flooring is cleaned properly, the floor will have the same visual as right out of the box!

## PREVENTATIVE MAINTENANCE

### 1. Care for newly installed floors.

- Avoid heavy traffic for 24 hours.
- Proper furniture protection is required to prevent scratching and scuffing of LVT flooring. It is recommended to use industrial strength felt protection. These can be purchased from the following websites: [www.1877floorguy.com](http://www.1877floorguy.com), [www.expandedtechnologies.com](http://www.expandedtechnologies.com), [www.flexifelt.com](http://www.flexifelt.com).
- Moving heavy objects requires protective barriers to distribute the weight such as plywood (1/4" or thicker) or heavy cardboard to prevent damage to the wear layer.
- Remove adhesive residue with a clean white cloth dampened with odorless mineral spirits or isopropyl alcohol.
- Only low moisture or damp mopping is recommended initially, if needed.
- Wait 4 days before normal wet cleaning and/or auto scrubbing the floor.
- Avoid direct sunlight on LVT as it can cause fading and expansion of vinyl planks. Use window protection.

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## 2. Identify and address all sources of soiling.

- Maintain a clean exterior (parking lots and walk ways) where dirt enters the building.
- Proper mats should have non-staining backing, use PVC backed matting. Use mats at entranceways, transition areas and special areas such as food service areas/restrooms to confine soil, oil, grease and high moisture areas.
- Entrance mats keep soil and moisture outside. Two matting categories are:
  - Soil Removal – used at exterior entrances to remove soil from shoes
  - Absorbent mats – used inside to minimize moisture
- Mats should cover at least 6 footsteps to capture soil transferring from shoes. Additional matting may be necessary during inclement weather. Include mats in the maintenance program and keep them clean.

## ROUTINE MAINTENANCE

### 1. Remove dry soil.

- Sweep, vacuum or dust-mop frequently to remove soil particles that can abrade the wear layer.
- Dust mop treatments are not recommended since these products can transfer and attract soil.
- Do not use vacuums with rotating beater bars on hard surfaces.

### 2. Promptly address spots and spills.

- All spills should be addressed as quickly as possible to avoid staining and slip/fall hazards.
- Absorb wet spills and if necessary use a neutral pH vinyl cleaner\* and rinse with water.
- Isopropyl alcohol or mineral spirits can be used for oil/grease (petroleum-based) and/or scuff marks.

### 3. Remove scuffs.

- Cleaning with an auto scrubber or spray buffing with a spray/buff solutions\* using a low (175 rpm) machine and red pad will remove scuff marks. Agitation is the key to remove these marks.
- A tennis ball placed on the end of a stick, such as a broom handle, can be used as a tool to remove scuff marks. This allows you to remove scuffs from a standing position on smaller areas.

## WET CLEANING

- Always pre-vacuum or dry dust mop before wet cleaning.
- Use neutral pH vinyl cleaner\* and follow the manufacturer's instructions for dilution and use.
- Common systems are: 1) Micro fiber wet mop or mop and two-bucket system, and 2) Automatic scrubbing with a red 3M pad/equivalent brushes.
- Rinse the floor with clean water. Repeat the rinse process if necessary to remove all haze
- Do not use brown or black pads/brushes. These pads are too aggressive and can damage the floor.
- **Products containing bleach and steam mops are not recommended.**

The above guidelines are recommended to maintain LVT, LVP and sheet resilient products. Application of finish is optional in certain applications. Always follow the finish manufacturer's instructions for mixing and method of application. It is also recommended that if finish is applied, additional cleaning products be from the same manufacturer due to compatibility issues. Specialty floors such as sports floors with cushion back, ESD/static-control and floating floors will have exceptions to the maintenance guidelines. Contact the Information Center or Technical Support at 877.502.7429.

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# Resilient Maintenance Checklist

There are many available cleaning and maintenance products for hard surfaces, especially resilient floors. These products should be evaluated since each location can have different requirements due to the type of soil, performance expectations and available maintenance equipment. Applying finishes will change the original product and the finish becomes the wear layer. The following are suggested products to assist the maintenance program:

- Neutral Cleaners: Diversey's STRIDE® or PROMINENCE®, Shaw Hard Surface Cleaner
- Spray and Buff: Diversey's SNAPBACK®
- Matte Finish: Diversey's Carefree Matte® Hilway Direct Plus Matte
- Gloss Finish: Diversey's Carefree® Hilway Direct Plus Gloss
- Technical phone numbers:
  - Diversey: 1.800.558.2332
  - Shield Industries for Shaw Cleaner: 1.877.209.7309
  - www.1877floorguy.com

### Mix Materials

- Finish is not an option for Mix Material resilient, the finish will not adhere to the surface .

## SUGGESTED FREQUENCY CHART FOR RESILIENT FLOOR CARE

Traffic Level	Vacuum or Dust Mop	Spot Removal	Wet Mop or Auto-Scrub
Light <ul style="list-style-type: none"> <li>• Private offices</li> <li>• Cubicles</li> </ul>	2+ times per week	As needed	Wet Mop Weekly Scrub Quarterly
Moderate <ul style="list-style-type: none"> <li>• Shared offices</li> <li>• Secondary hallways</li> <li>• Conference rooms</li> <li>• Classrooms</li> </ul>	1 time per day	As needed	Wet Mop Daily Scrub Monthly
Heavy <ul style="list-style-type: none"> <li>• Common entrances</li> <li>• Elevators</li> <li>• Main hallways</li> <li>• Break rooms</li> <li>• Work rooms</li> <li>• Mail rooms</li> <li>• Patient rooms</li> <li>• Waiting areas</li> <li>• Food service areas</li> </ul>	1+ times per day	As needed	Wet Mop Daily Scrub Weekly

This chart represents a general guideline; identify and schedule your facility for specific conditions and frequencies.

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**SUGGESTED FREQUENCY CHART FOR MIX MATERIALS RESILIENT FLOOR CARE**

Traffic Level	Vacuum or Dust Mop	Spot Removal	Wet Mop	Auto-Scrub or Buffing
Light	2+ times per week	As needed	As needed	1 time per year
Moderate	1 time per day	As needed	2+ times per week	2 times per year
Heavy	1+ times per day	As needed	1+ times per day	4 times per year
Extra Heavy	1+ times per day	As needed	1+ times per day	Monthly

This chart represents a general guideline; identify and schedule your facility for specific conditions and frequencies.

06/23/17

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VCT - Vinyl Composite Floor Tile  
#5

# VINYL COMPOSITION TILE FLOORING

Azrock VCT, Azrock Textile VCT, and Solids and Feature Strips™

Maintenance Instructions

## INTRODUCTION

A factory finish is applied to Johnsonite Vinyl Composition Tile (VCT) at the time of manufacture to help protect the surface of tile during the packing, shipping, and the installation process. This temporary finish is not meant to be a wear surface. Additional coats of floor finish must be applied after installation.

These instructions are written as a guide to be used by professionals for the proper care and maintenance of the floor. Utilizing these guidelines, with the cleaning products listed below, will ease the maintenance process and provide the customer with a product that will perform to its intended purpose. Always visit [www.tarkettna.com](http://www.tarkettna.com) for the most current installation and maintenance instructions. Technical videos and tip sheets are also available. Contact Tarkett Technical Services at (800)-899-8916 ext. 9297 with any questions.

## POST INSTALLATION / INITIAL CLEANING

**Job site conditions will cause grit and dirt to accumulate. Initial cleaning must not be performed until 72 hours after installation. However, it is necessary the floor be swept and protected until maintenance begins.**

1. Thoroughly sweep or vacuum the flooring to remove all loose dirt and grit.
2. Prepare a cleaning solution using one of the recommended pH neutral cleaners identified on the reference chart below.
3. The dilution ratio depends on light to heavy soil conditions. Follow the manufacturer's label instructions.
4. Apply the cleaning solution with a nylon or rayon mop, or pump type sprayer. **DO NOT FLOOD THE FLOOR.**
5. Let the cleaning solution dwell for 5 to 15 minutes (dwell time is based on soil conditions of the floor). **DO NOT ALLOW THE SOLUTION TO DRY.**
6. Scrub the flooring using a single disc rotary machine (175 – 350 RPM) equipped with a 3M 5300 blue pad or equivalent. **DO NOT USE**

### BROWN OR BLACK PADS.

**NOTE: A 22 to 28 gauge nylon bristle brush must be used on slip resistant tiles ("SR").**

7. Remove the cleaning solution using a wet vacuum or a mop.
  8. Rinse the floor thoroughly with clean water.
  9. Allow the flooring to dry completely.
- NOTE: The cleaning process may need to be repeated on heavily soiled floors.**
10. Three to five coats of a recommended floor finish must be applied prior to placing the floor into service. Apply the finish to the floor according to the manufacturer's label instructions.
  11. Allow the floor finish to dry completely between coats.
  12. Restrict all traffic until the floor finish has dried completely.

## PREVENTIVE CARE

1. An effective barrier matting system, such as Tarkett Clean Path Entrance Barrier Tile, should be installed at all entrances to reduce cleaning costs and extend the life of the floor.
2. Protect the flooring from damage by using good quality protective glides and casters for chairs, tables, and other furniture using products designed for resilient floors. Caster or wheel damage, in work stations or similar environments, can be avoided with the use of chair pads.
3. Do NOT use steel wool, strong solvents (gasoline, turpentine, and acetone), or all-purpose cleaners (Lestoil, Top Job, etc. and similar products).
4. Do NOT use sweeping compounds or mops treated with petroleum solvents, silicone compounds or loose abrasives that damage the flooring.
5. Do NOT use disinfectant cleaners and insecticide sprays containing oil or solvents that may settle on the floor in sufficient quantity to discolor, cause slipperiness, and harm the flooring.

## ROUTINE / DAILY CLEANING

**It is very important to clean the flooring at a frequency consistent with the amount and type of traffic and soil conditions. Daily cleaning is recommended.**

1. Thoroughly sweep or vacuum the flooring to remove all loose dirt and grit.
2. Prepare a cleaning solution using one of the recommended pH neutral cleaners identified on the reference chart below.
3. The dilution ratio depends on light to heavy soil conditions. Follow the manufacturer's label instructions.
4. Damp mop the cleaning solution onto the floor with a nylon or rayon mop, or utilize an auto scrubber equipped with a 3M 5100 red pad or equivalent. Check the manufacturer's label instructions for proper use. **DO NOT FLOOD THE FLOOR.**
5. Allow the flooring to dry completely.
6. Remove minor stains and scuffs in conjunction with the damp mopping. Use a white or red pad if required.

## PERIODIC / DEEP CLEANING

**When Routine / Daily Cleaning no longer provides adequate results, a more aggressive deep cleaning is required to thoroughly clean the floor.**

1. Thoroughly sweep or vacuum the flooring to remove all loose dirt and grit.
2. Prepare a cleaning solution using one of the recommended pH neutral cleaners identified on the reference chart below.
3. The dilution ratio depends on light to heavy soil conditions. Follow the manufacturer's label instructions.
4. Apply the cleaning solution with a nylon or rayon mop, or pump type sprayer. **DO NOT FLOOD THE FLOOR.**
5. Let the cleaning solution dwell for 5 to 15 minutes (dwell time is based on soil conditions of the floor). **DO NOT ALLOW THE SOLUTION TO DRY.**



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FLOORING EXPERIENCE

6. Scrub the flooring using a single disc rotary machine (175 – 350 RPM) equipped with a 3M 5100 red pad or equivalent. **DO NOT USE BROWN OR BLACK PADS.**  
**NOTE: A 22 to 28 gauge nylon bristle brush must be used on slip resistant tiles ("SR").**

7. Remove the cleaning solution using a wet vacuum or a mop.
8. Rinse the floor thoroughly with clean water.
9. Allow the flooring to dry completely.  
**NOTE: The cleaning process may need to be repeated on heavily soiled floors.**

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## FLOOR FINISH RESTORATIVE PROCEDURE

When the floors gloss level appears worn or uneven due to traffic the floor finish can be removed and reapplied to restore the floors appearance.

### Floor Finish Removal:

1. Thoroughly sweep or vacuum the flooring to remove all loose dirt and grit.
2. Prepare a stripping solution using one of the recommended strippers identified on the reference chart below. Follow the manufacturer's label instructions for proper mixing ratios and use.
3. Apply the stripping solution with a nylon or rayon mop, or pump type sprayer. **DO NOT FLOOD THE FLOOR.**
4. Let the stripping solution dwell for 5 to 15 minutes. **DO NOT ALLOW THE SOLUTION TO DRY.**

5. Scrub the floor using a single-disc rotary machine (175-350 RPM) equipped with a 3M 5300 blue pad or equivalent. **DO NOT USE BROWN OR BLACK PADS.**  
**NOTE: A 22 to 28 gauge nylon bristle brush must be used on slip resistant tiles ("SR").**
6. Remove the stripping solution with a wet vacuum or a mop.
7. Thoroughly rinse the floor and allow it to dry completely.
8. Repeat the stripping process if necessary.
9. Apply the new floor finish as outlined below.

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### Application of floor finish:

1. Perform a stripping procedure as outlined above in Floor Finish Removal.
2. Select a floor finish suitable for use on resilient flooring. Refer to the maintenance product reference chart below.
3. Apply the floor finish to the floor according to the manufacturer's label instructions.

4. Apply three to five coats of finish. Apply additional coats as recommended or required.
5. The floor finish must dry completely between coats.
6. Restrict all traffic until the floor finish has dried completely.

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## OPTIONAL Floor Finish Restorative Procedures

In lieu of stripping and reapplication, to reduce the cost of chemicals and manpower, the following options can be utilized.

**Scrub and Re-coat:** This procedure will remove 1 to 2 coats of existing floor finish, therefore 4 to 5 coats of floor finish must have been previously applied.

1. Thoroughly sweep or vacuum the flooring to remove all loose dirt and grit.
2. Prepare a cleaning solution using one of the recommended pH neutral cleaners identified on the reference chart below.
3. Follow the manufacturer's label instructions for proper mixing ratio.
4. Apply the cleaning solution with a nylon or rayon mop, or pump type sprayer. **DO NOT FLOOD THE FLOOR.**
5. Let the cleaning solution dwell for 5 to 15 minutes. **DO NOT ALLOW THE SOLUTION TO DRY.**
6. Scrub the floor using a single-disc rotary machine (175-350 RPM)

equipped with a 3M 5300 blue pad or equivalent. **DO NOT USE BROWN OR BLACK PADS.**  
**NOTE: A 22 to 28 gauge nylon bristle brush must be used on slip resistant tiles ("SR").**

7. Remove the cleaning solution with a wet vacuum or a mop.
8. Thoroughly rinse the floor and allow it to dry completely.
9. Apply 2 coats of new floor finish according to the manufacturer's label instructions
10. The floor finish must dry completely between coats.
11. Restrict all traffic until the floor finish has dried completely.

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### Spray Buffing:

1. Floor must be clean prior to buffing.
2. Apply the spray buffing solution to workable areas with a spray bottle.

3. Buff the floor using a single disc, slow speed, rotary machine (175 - 350 RPM) equipped with a 3M 4100 white buffing pad or equivalent.
4. Continue procedure until desired level of gloss has been achieved

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### Burnishing:

1. Floor must be clean prior to buffing.
2. Burnish the floor using a single disc, high speed, rotary machine (1500 - 2000 RPM) equipped with a 3M 3200 high speed burnishing pad or equivalent.

3. Continue procedure until desired level of gloss has been achieved.  
**NOTE: BURNISHING NEEDS SPECIAL CARE TO AVOID DAMAGES.**

## Maintenance Product Reference Chart

**NOTE: Always follow the manufactures label for proper mixing ratios and use.**

	Initial Cleaning	Daily Cleaning	Deep Cleaning	Finish	Stripper
Buckeye www.buckeyeinternational.com 1-800-321-2583	Straight Up	Crossroads	Crossroads	LiquiMax	Juggernaut
				Lucent	
Diversey www.diversey.com 1-800-558-2332	Profi	Profi	Profi	Signature	Bravo 1500+
	GP Forward	GP Forward	GP Forward	Complete	
	Prominence	Prominence	Prominence	High Mileage	
Certified Green Products		Stride	Stride	Aquaria	Pro Strip SC
Hillyard www.hillyard.com 1-800-365-1555	Super Shine All	Renovator	Renovator	Super Hil-Brite	Arsenal
				One Plus	
Spartan Chemical www.spartanchemical.com 1-800-537-8990	Tribase	Tribase	Tribase	White Sun	Step Down
		Damp Mop	Damp Mop	The Fixx	Endura Strip
Certified Green Products	Green Solutions Industrial Cleaner	Green Solutions All Purpose Cleaner	Green Solutions All Purpose Cleaner	FloorFront	Green Solutions Floor Finish Remover
XL North www.xlnorth.com 1-888-530-2259	XL APC All Purpose Cleaner	XL APC All Purpose Cleaner	XL APC All Purpose Cleaner	XL 25	XL FS
				XL 18	
				XL UF	
				XL Matte	



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(800) 899-8916 ext 9297  
Fax (440) 632-5643  
email: info@johnsonite.com  
www.tarkettna.com

# LVT - Luxury Vinyl Tile #6

## ADORE FLOORS LUXURY VINYL FLOORING GENERAL CARE AND MAINTENANCE FOR COMMERCIAL INSTALLATION

### PREVENTION

- The single greatest cause of damage to any flooring or floor finish is abrasion from dirt and grit. Wherever possible, use walk off mats at entrances and doorways, and vacuum mats often.
- Ensure you use non-staining mats on the floor. Rubber-backed and latex-backed mats may stain or damage the surface.
- Use non-staining floor protectors under heavy furniture and equipment.
- Chairs should have clean, smooth, non-staining floor protectors. Ensure there are no nicks or burrs on the protectors. Felt protectors must be cleaned regularly to ensure there is no grit build-up.
- When moving heavy furniture and equipment, use strips of plywood or Masonite to roll or slide the furniture or equipment.

### GENERAL

Use standard maintenance industry safety practices and precautions whenever performing maintenance procedures.

Every application and every building can present its own unique set of problems which may require variations in the maintenance procedures. Choose the maintenance option that meets your area of application and maintenance equipment. The following are general guidelines that will cover the majority of applications. If you feel your situation is not covered by these guidelines, please contact Adore Floors technical services for advice before beginning your maintenance procedures.

The key to successful maintenance of all flooring types is the removal of dirt and soil. Mopping with a sponge or string mop alone removes very little soil, but rather it dissolves the dirt and spreads it out evenly across the floor creating a dull, dirty film.

Adore recommends the use of micro-fiber mops and pads for dust mopping and scrubbing. Using an automatic scrubber or wet vacuum is the preferred way to remove soiled water and rinse water.

### INITIAL MAINTENANCE

Note: On fully adhered products, do not begin initial maintenance for a minimum of 72 hours after installation is complete. This is to assure the adhesive has had sufficient time to dry and cure.

- Remove all surface soil, dirt, sand and grit by vacuuming or dust mopping.
- DO NOT STRIP THE FLOOR
- Scrub the floor with a neutral pH detergent such as; Hilway Direct "Neutral Cleaner".
- Scrub the floor with rotary scrubber with a red scrubbing pad or automatic scrubber with red scrubbing pads.
- Pick up solution with a wet vacuum, rinse with clean water, allow to dry.

### **FLOOR FINISH**

Note: Adore LVT does not require a floor finish to be applied, however, a floor finish may be desirable to aid in daily maintenance, stain resistance, resistance to abrasion and maintain gloss level. Essentially, a floor finish is a sacrificial wear layer. If you choose not to apply a finish than the spray buffing system should be utilized as needed. Over time floors will begin to loose their luster and require an application of polish.

#### **If a floor finish is desired:**

- Choose a Matte, Satin or Gloss shine.
- Apply 2-3 thin coats of high quality floor finish such as Hilway Direct 'Matte' or 'Satin' or 'Gloss' floor finish
- Apply with a clean finish applicator.

Allow proper drying time between each coat.

Note: The higher the gloss level the more apparent will be subfloor imperfections, scratches, stains etc, and the more costly it will be to maintain a high gloss. In healthcare applications a high gloss can also have a negative effect on elderly patients. Multiple coats of high gloss may give your natural looking flooring a 'plastic' appearance. Adore Floors recommends the use of Matte or Satin shines.

### **DAILY MAINTENANCE**

Vacuum or dust mop with a micro-fiber mop to remove all surface soil, sand and grit. Damp mop to remove surface soil using a micro-fiber mop and neutral pH cleaner such as Hilway Direct 'Neutral Cleaner'.

#### **As Needed**

##### **Option 1 – Spray Buff System**

Spray Clean/Buff using a rotary buffing machine (175-350 rpm) with a red pad and a spray buff solution such as Diversey Snapback.

##### **Option 2 – Wet Scrubbing**

- Scrub or mop with neutral pH detergent such as Hilway Direct 'Neutral Cleaner' or equivalent.

- Apply cleaning solution with a mop and bucket (do not flood the floor, use as little water as possible) and scrub using a rotary scrubber with scrubbing pad or use automatic scrubber with scrubbing pad.
- Pick up solution with a wet vac.
- Rinse with clean water. Scrub and Recoat (as needed if floor finish has been applied)
- Vacuum or dust mop to remove loose soil and debris.
- Using a rotary scrubber or automatic scrubber do a heavy scrub with a red scrubbing pad and a double strength of neutral pH detergent such as Hilway Direct 'Neutral Cleaner'.
- Pick up solution with a wet vacuum.
- Rinse with clean water and allow to thoroughly dry.
- Apply 1-2 thin coats of floor finish such as Hilway Direct 'Matte' or 'Satin' or 'Gloss' floor finish or equivalent.
- Apply with a clean finish applicator
- Allow proper drying time between each coat

CONTACT Adore technical services for advice before beginning your maintenance procedures.

PLEASE VISIT **HILLWAY DIRECT** AT <http://www.1877floorguy.com/adore-core.html>  
**FOR PREFERRED CARE PRODUCTS INCLUDING FINISH, FLOOR PROTECTORS, EQUIPMENT AND MORE.**

Proper care of your resilient floor will help maintain the appearance and performance of your resilient floor by following recommended preventative, routine and wet cleaning guidelines.

Maintenance instructions for Shaw Hard Surface Resilient and US Floor Resilient

### Post Construction Cleaning

- Dry mop floor using a micro fiber mop pad or appropriate floor vacuum to remove dust particulate from the floor.
- Spray neutral pH cleaner, such as Shaw Hard Surface Cleaner or Diversey Stride, onto the floor in manageable area (spray mist will dry quickly). Use a micro fiber wet mop pad to mop the floor with cleaner. If pad becomes dirty, be sure to replace the pad with a new micro fiber wet mop pad. Work floor in sections.
- Always rinse the floor with water only by mopping water to remove any remaining residue from the floor.

In the event where dry wall dust/construction dust is mopped with water only, a residue film will appear on the floor after drying. Use the process below to remove the film from the floor.

#### Process to remove construction residue or cloudy film from resilient flooring

1. Dry mop floor to remove any construction dust or exterior soil tracked onto the flooring. Use micro fiber dry mop pad. If micro fiber dry mop pad gets dirty, replace pad with a clean pad.
2. Spray neutral pH cleaner, such as Shaw Hard Surface Cleaner or Diversey's Stride, onto the floor in manageable area (spray mist will dry quickly). Work floor in sections. For smooth surface, use a low rpm (175 rpm) buffer with a 3M red pad on flooring with neutral pH cleaner applied to the floor to remove the residue film. (Never Dry Buff). For embossed or textured flooring, use a cylindrical brush scrubber with red brushes and a neutral pH cleaner applied to the floor to remove the residue film.
3. Using a wet micro fiber mop pad, rinse with water only to remove any remaining residue from the flooring. When wet mop pad becomes dirty, be sure to replace the pad with a new micro fiber wet mop pad.
4. Repeat steps #2 and #3, if necessary.

When the resilient flooring is cleaned properly, the floor will have the same visual as right out of the box!

### PREVENTATIVE MAINTENANCE

#### 1. Care for newly installed floors.

- Avoid heavy traffic for 24 hours.
- Proper furniture protection is required to prevent scratching and scuffing of LVT flooring. It is recommended to use industrial strength felt protection. These can be purchased from the following websites: [www.1877floorguy.com](http://www.1877floorguy.com), [www.expandedtechnologies.com](http://www.expandedtechnologies.com), [www.flexifelt.com](http://www.flexifelt.com).
- Moving heavy objects requires protective barriers to distribute the weight such as plywood (¼" or thicker) or heavy cardboard to prevent damage to the wear layer.
- Remove adhesive residue with a clean white cloth dampened with odorless mineral spirits or isopropyl alcohol.
- Only low moisture or damp mopping is recommended initially, if needed.
- Wait 4 days before normal wet cleaning and/or auto scrubbing the floor.
- Avoid direct sunlight on LVT flooring as it can cause fading and expansion of vinyl planks. Use window protection
- Surface temperature should not reach 140 degrees from sunlight or bed bug treatment as it would cause expansion of vinyl planks.

**2. Identify and address all sources of soiling.**

- Maintain a clean exterior (parking lots and walk ways) where dirt enters the building.
- Proper mats should have non-staining backing, use PVC backed matting. Use mats at entranceways, transition areas and special areas such as food service areas/restrooms to confine soil, oil, grease and high moisture areas.
- Entrance mats keep soil and moisture outside. Two matting categories are:
  - Soil Removal – used at exterior entrances to remove soil from shoes
  - Absorbent mats – used inside to minimize moisture
- Mats should cover at least 6 footsteps to capture soil transferring from shoes. Additional matting may be necessary during inclement weather. Include mats in the maintenance program and keep them clean.

**ROUTINE MAINTENANCE****1. Remove dry soil.**

- Sweep, vacuum or dust-mop frequently to remove soil particles that can abrade the wear layer.
- Dust mop treatments are not recommended since these products can transfer and attract soil.
- Do not use vacuums with rotating beater bars on hard surfaces.

**2. Promptly address spots and spills.**

- All spills should be addressed as quickly as possible to avoid staining and slip/fall hazards.
- Absorb wet spills and if necessary use a neutral pH vinyl cleaner\* and rinse with water.
- Isopropyl alcohol or mineral spirits can be used for oil/grease (petroleum-based) and/or scuff marks.

**3. Remove scuffs.**

- Cleaning with an auto scrubber or spray buffing with a spray/buff solutions\* using a low (175 rpm) machine and red pad will remove scuff marks. Agitation is the key to remove these marks.
- A tennis ball placed on the end of a stick, such as a broom handle, can be used as a tool to remove scuff marks. This allows you to remove scuffs from a standing position on smaller areas.

**WET CLEANING**

- Always pre-vacuum or dry dust mop before wet cleaning.
- Use neutral pH vinyl cleaner\* and follow the manufacturer's instructions for dilution and use.
- Common systems are: 1) Micro fiber wet mop or mop and two-bucket system, and 2) Automatic scrubbing with a red 3M pad/equivalent brushes.
- Rinse the floor with clean water. Repeat the rinse process if necessary to remove all haze
- Do not use brown or black pads/brushes. These pads are too aggressive and can damage the floor.
- Products containing bleach and steam mops are not recommended.

The above guidelines are recommended to maintain LVT, LVP and sheet resilient products. Application of finish is optional in certain applications. Always follow the finish manufacturer's instructions for mixing and method of application. It is also recommended that if finish is applied, additional cleaning products be from the same manufacturer due to compatibility issues. Specialty floors such as sports floors with cushion back, ESD/static-control and floating floors will have exceptions to the maintenance guidelines. Contact the Information Center or Technical Support at 877.502.7429.

\*There are many available cleaning and maintenance products for hard surfaces, especially resilient floors. These products should be evaluated since each location can have different requirements due to the type of soil, performance expectations and available maintenance equipment. Applying finishes will change the original product and the finish becomes the wear layer. The following are suggested products to assist the maintenance program:

- Neutral Cleaners: Diversey STRIDE® or PROMINENCE®, Shaw Hard Surface Cleaner, Hilway Direct Neutral Cleaner
- Spray and Buff: Diversey SNAPBACK®
- Matte Finish: Diversey Carefree Matte® Hilway Direct Plus Matte
- Gloss Finish: Diversey Carefree® Hilway Direct Plus Gloss
- Technical phone numbers:
  - Diversey: 1.800.558.2332
  - Shield Industries for Shaw Cleaner: 1.877.209.7309
  - [www.1877floorguy.com](http://www.1877floorguy.com) 1.877.356-6748

## SUGGESTED FREQUENCY CHART FOR RESILIENT FLOOR CARE

Traffic Level	Vacuum or Dust Mop	Spot Removal	Wet Mop or Auto-Scrub
<b>Light</b> <ul style="list-style-type: none"> <li>• Private offices</li> <li>• Cubicles</li> </ul>	2+ times per week	As needed	Wet Mop Weekly Scrub Quarterly
<b>Moderate</b> <ul style="list-style-type: none"> <li>• Shared offices</li> <li>• Secondary hallways</li> <li>• Conference rooms</li> <li>• Classrooms</li> </ul>	1 time per day	As needed	Wet Mop Daily Scrub Monthly
<b>Heavy</b> <ul style="list-style-type: none"> <li>• Common entrances</li> <li>• Elevators</li> <li>• Main hallways</li> <li>• Break rooms</li> <li>• Work rooms</li> <li>• Mail rooms</li> <li>• Patient rooms</li> <li>• Waiting areas</li> </ul>	1+ times per day	As needed	Wet Mop Daily Scrub Weekly

This chart represents a general guideline; identify and schedule your facility for specific conditions and frequencies.

8/2017



# Rubber Flooring #8

## **B. Post Construction Maintenance for Sealed Floors.**

1. Sweep the floor clean.
2. Dry vacuum to ensure any fine soil is removed.
3. Wet scrub floor with TASKI Profi cleaner (6-8 oz / gal. of water) using buffer or auto-scrubber with a TASKI contact pad or soft nylon brush.
  - a) TASKI floor care products are manufactured by JohnsonDiversey™ and can be found at many janitorial supply houses.
  - b) JohnsonDiversey™ customer service hotline is 800-626-5015
  - c) Look under institutional floor care products on their website at <http://www.diverseylever.com>
4. Recover soiled solution, rinse, and allow to dry thoroughly (6-8 hours).

## **C. Initial Treatment**

1. Apply 3 thin coats of TASKI Vision Matte
2. Allow proper drying time before applying next coat.
  - a) Note: Apply floor finish with synthetic wax mop. While the finish is wet, buff the floor with floor buffer (150-300 rpm) and soft nylon brush. This application drives the finish into the floor and prompts proper sealing and coating of the floor.

## **D. Daily / As Needed Cleaning**

1. Dry vacuum floor thoroughly (daily).
2. Auto scrub or wet mop floor using TASKI Combiplus or TASKI Wiwax as needed. (2-3 oz/gal. of water).
  - a) NOTE: In an office environment, the floor may become scuffed due to heavy foot traffic and may require weekly or as needed spray buffing or dry buffing of the floor with a mint or white pad. In application of spray buffing, use TASKI Wiwax diluted 50/50 with water.

## **E. Periodic Cleaning As Needed**

1. Dry vacuum the floor thoroughly.
2. Wet scrub the floor with TASKI Profi (4oz / gal.). This application is done with an auto-scrubber or a buffer and wet vacuum. Use a TASKI purple pad for scrubbing the floor.
3. Allow the solution to remain on the floor for at least 5 minutes.
4. Wet vacuum soiled solution.
5. Rinse and allow to dry (1-2 hours).
6. Apply 1-2 thin coats of TASKI Vision Matte using a wet buffing process with soft nylon brush.

# CT - Ceramic Tile #9



## Recommended FLEX TILE Installation Systems

For other suitable options & complete installation details, visit [www.flextile.net](http://www.flextile.net)

PRODUCT	WALL APPLICATION		FLOOR APPLICATION	
	Interior	Exterior	Interior	Exterior
TILE BOND COAT	<ul style="list-style-type: none"> <li>56SR Full Coverage LHT</li> <li>66 FlexLite</li> </ul>	<ul style="list-style-type: none"> <li>5400 Maxi-Flex</li> <li>51/44 Latex Mortar System</li> </ul>	<ul style="list-style-type: none"> <li>61 Full Coverage LHT</li> <li>56SR Full Coverage LHT</li> </ul>	<ul style="list-style-type: none"> <li>5400 Maxi-Flex</li> <li>51/44 Latex Mortar System</li> </ul>
GROUT	<ul style="list-style-type: none"> <li>500 PM Unsanded</li> <li>600 PM Sanded</li> <li>ColourMax Plus Quartz</li> </ul>	<ul style="list-style-type: none"> <li>600 PM Sanded</li> <li>1600 RSG Fast Setting</li> </ul>	<ul style="list-style-type: none"> <li>600 PM Sanded</li> <li>FlexEpoxy 100 Epoxy</li> </ul>	<ul style="list-style-type: none"> <li>600 PM Sanded</li> <li>1600 RSG Fast Set</li> </ul>
CAULKING	Ultra Performance Caulk (colour-matched to grout)	Ultra Performance Caulk (colour-matched to grout)	Ultra Performance Caulk (colour-matched to grout)	Ultra Performance Caulk (colour-matched to grout)

### SURFACE PREPARATION (If Required)

- **Floor levelling:** 59 Flex Flo / 5900 Flex Flo Plus Self Levelling Underlayment
- **Waterproofing:** WP900 Waterproof Membrane
- **Crack Isolation/Uncoupling:** Flexlastic 1000 Crack Isolation Membrane / FlexMat Uncoupling Membrane

\*For a complete listing of FLEX TILE products and accessories including Sound Control, In-Floor Heating, and further setting options, please visit [www.flextile.net](http://www.flextile.net)



## "MORE" Surface Care Product Guide

Task	Product Recommendation	Dilution with Water	Frequency
Grout Sealing	MORE™ Grout, Ceramic & Porcelain Sealer	Ready to use	Commercial: 1-3 Years Residential: 5-8 Years
Daily Maintenance	MORE™ Stone and Tile Cleaner	1 : 128 Ratio	Daily
Deep Cleaning	MORE™ Alkaline Cleaner	1 : 4 Ratio	As Needed
Grout Haze- Cementitious	MORE™ Acidic Cleaner	1 : 4 Ratio	As Needed
Grout Haze - Epoxy / Urethane	MORE™ Coating Stripper*	Ready to use	As Needed

\*Always test in an inconspicuous area to make sure the product is achieving the desired results and is not damaging the finish of the surface.

