

**APPLICATION
AND
TRAINING
GUIDE
FOR**

CHARLOTTE™
PRODUCTS LTD.

Ultra
High Speed
Floor Care
with
Daily
Maintenance

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Read this FIRST!

Personnel should be properly trained before performing floor care. Observe all Right-to-Know guidelines and maintain an MSDS file.

Floor Care today seems more complicated than ever. Consumers are faced with dozens of choices of strippers, seals, cleaners, restorers, machines, pads and mops, each promising great results. But great looking floors don't come out of a package — it is the execution of proven application and maintenance procedures along with job-matched products that achieve the desired results. This guide contains step-by-step instructions for the application and care of a proven system to achieve the results you want.

SAFETY TIPS BEFORE, DURING AND AFTER FLOOR CARE

Equipment

- Check for loose plugs or frayed wires before operation
- Ground electric cords when operating floor machines
- Avoid running floor machine over its electric cord
- Do not pull plug from the wall using the electric cord
- Do not operate floor machine with handle in the locked upright position
- If possible, practice running floor machine in an open area prior to using in enclosed area
- Store tools and equipment away from traffic areas
- Wipe down equipment after use, including cord.

Chemicals

- Follow manufacturer cautions and directions when diluting and using products. More is **not** better
- Read and understand MSDS on all chemical products you use
- Wear safety equipment recommended by manufacturer
- Do not splash floor chemicals onto walls, baseboards or displays

General

- Always place "Wet Floor" cautions signs out when doing floor work. Restrict traffic until after floor is dry.
- Be sure floor surface is in good repair. Replace loose or broken tiles
- Never run floor machine on bare, dry floor. It can cause dangerous powdering which is harmful if inhaled.

INSTALLING A NEW FLOOR CARE PROGRAM

Before you begin:

- **INSPECT** the area where you'll be working and look for typical problem conditions that may require special attention: build ups, traffic lanes, baseboards, edges.

- **GATHER** the equipment and chemicals necessary to do the job — clean mops and pads for each task; bucket, wringer and machinery in good operating order. Be sure you have enough chemical on hand to complete the job.
- **PLAN** your work according to available time, personnel, equipment, traffic flow and environmental conditions.

GIVE YOUR COATINGS A CHANCE

Don't underestimate the effect that weather has on floor coating performance. Here are some tips to help you plan for the best results:

When it's cold:

- Do not apply coatings on surfaces with a temperature less than 45°F. Floor temperatures of less than 45°F can cause any finish to cure improperly and fail by crazing and "powdering". This can happen near entryways, freezer sections in grocery stores, or on floors covering concrete pads in winter. If in doubt, wait for warmer weather.

NOTE: Air temperature is NOT a reliable indicator of floor surface temperatures.

When it's hot and humid:

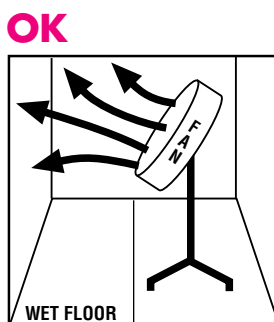
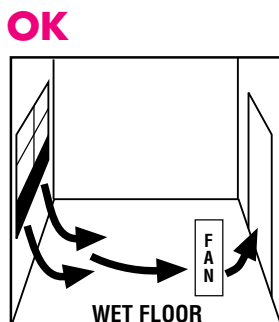
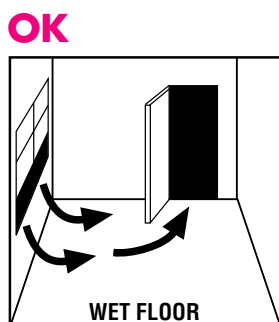
- Expect longer drying times — as much as twice normal.
- "Tacky" floors are not wet floors. Tacky floors simply need a little more time to dry or some air movement to complete the curing process.
- Air movement is required for coatings to cure properly. Open windows and doors can help create air movement.

If fans are used to move air, DO NOT point them directly on to the coating. Direct them away from wet coatings or over the floor to circulate air.

Use the right equipment for each task and maintain the equipment in accordance with manufacturers directions.

Clean up spills, stains and tracked-in deposits promptly, for safety and to save work later.

Place "Wet Floor" caution signs when working on floors and leave out until floors are dry.

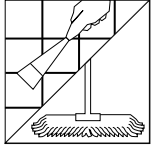


STRIP

EQUIPMENT REQUIRED:

Single disc or auto scrubber, wet vacuum, black, brown or high productivity pads, looped-end cotton mop, rolling bucket with wringer, dust mop, edge tool, scraper, walk-off towel and squeegee.

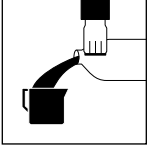
PROCEDURE



Remove gross soils (labels, gum). Dust mop floor. Divide floor into workable sections. Place wet floor caution signs near work areas.

HELPFUL TIPS

- Gross soils (labels, gum) cannot be removed by strippers. Start the process with a clean, well-prepared floor.
- Only strip manageable areas to prevent stripper from drying.
- Always work safely — follow all precautions recommended.



Dilute stripper at recommended dilution with warm water.

- Dilute according to directions for best results — too little may not perform, too much wastes product and money.
- Warm water enhances stripping action.



Use a stripping pad on automatic scrubber or single disk floor machine. Apply stripper solution liberally. Do not pick up.

- Even when using "no scrub" strippers, machines can speed the removal of old coatings.
- Exercise caution during this step — floors can be very slippery.
- Flip pad frequently to avoid clogging.



Allow 5-10 minutes for stripper to work. Do not allow solution to dry.

- Give the stripper solution enough time to work — rushing leads to extra work.
- Stripping solution that dries is very, very difficult to remove — keep floor wet.



Scrub and pick up solution. Check edges and baseboards for build up. Remove with edge tool or pad center.

- For very heavy buildup, be prepared to reapply stripper to remove all old coatings.
- Unstripped edges and "low spots" will darken and become very unsightly and are much more difficult to remove the second time around.
- Using a tool designed for edge work is easier on your back and arms.
- Be sure to pick up as much solution as possible.



Damp mop lightly with cool clean water to remove all residues. Allow floor to dry before sealing.

- When using "no rinse" strippers, at least damp mop with cool water to remove unsightly residues. When using a conventional stripper, flood rinse or neutralize to assure that the floor is prepared for coating. Improperly prepared floors are the major cause of coating failures.

Use floor mats at entryways and keep them clean; they can trap most dirt and soil before it hits your floor.

Label mops separately for each task ("Stripping", "Finishing", "Cleaning"). Rinse them out thoroughly after each use and hang them to dry.

Rinse out mop buckets and wringers thoroughly after each use.

SEAL & FINISH

EQUIPMENT REQUIRED:

Looped end rayon blend mop and bucket with liner.

PROCEDURE

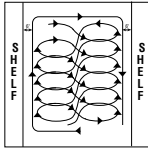


Line bucket with liner and pour in sealer. Pour only what you plan to use. Use clean blended rayon mop. Dip into seal and press out excess-do not use wringer.

HELPFUL TIPS

- A liner provides a clean, uncontaminated container for your coating. They are neat, disposable and also speed clean up.
- Never pour unused coatings back into the original container. They are contaminated and can spoil the unused coating before you use it.
- Rayon or blended mops release coatings more easily, with less foam and preparation. Before use soak in water and wring out tightly. Mop will absorb less finish and be easier to wring out. Avoid cotton mops if possible.
- Wringing causes finish to foam and can possibly leave bubble marks on the dried finish.

Change dust mop heads frequently and hang them for storage rather than storing them standing up.



Outline area to be sealed, then fill in using figure eight motion. Stay 6" away from edges.

- Outline a manageable area for the amount of coating in the mop (usually about 10'x10'). Use medium coats. Do not "overwork" the area; repeated passes over the same spot affect the levelling of the coating.
- Keep 6" away from edges — they get no traffic and will only become buildup problems when stripping.

Replace floor machine pads when they become loaded. Turn over pads frequently during use and always wash them after use. Hang them to speed drying and maintain their shape.



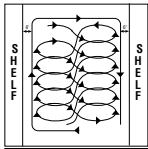
Allow 30 minutes to dry in between seal coats. Second coat should cover edges. Allow to dry completely before finishing.

- Allow adequate time for each coat to dry. (See "Give Your Coatings a Chance" section.)
- One coat on edges is adequate to protect the floor.



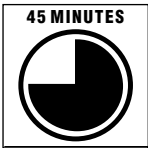
Line bucket with finish liner and pour in floor finish. Pour only what you plan to use. Use clean blended rayon mop. Dip into finish and press out excess, do not use wringer.

- Use a fresh liner and mop for finish to prevent contamination.



Outline area to be finished, then fill in using figure eight motion. Stay 6" away from edges.

- Apply medium coats. Too-thin coats can cause streaks and heavy coats can cure improperly, affecting later coats.



Allow 45 minutes between coats. Last coat should cover edges.

- Allow adequate time for each coat to dry. (See "Give Your Coatings a Chance" section.)
- Number of coats can vary according to traffic and maintenance schedule.
- One coat on edges is adequate to provide even gloss.

Remove pads and pad holders before storing floor machine.

MATCH YOUR FLOOR PAD TO THE TASK

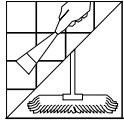
Application	RPM of Machine	Wet or Dry	Pad Recommendations	Results
Stripping	175	Strip Solution/Wet	Black Strip, Brown Strip, High Productivity for most aggressive applications	Removal of all finish, seal, build-up and dirt down to the original surface.
Scrubbing	175	Cleaner/Wet	Blue Scrub, Green Scrub	Thoroughly clean all dirt and top layer of finish from soiled floors. Usually done prior to recoating.
Light Cleaning	175	Cleaner/Wet	Red for lightly traveled areas	
Spray Buffing	175-300	Spray Buff Solution/Wet	Red Spray Buff	Spray buff solution will lightly clean when wet and shine when dry. For inter-im maintenance or in light traffic areas.
	1000-1500	Spray Buff Solution/Wet	Yellow High Speed	
Buffing	175-300	Dry	Tan Buff or Red	Polishing a clean dry floor. Upgrading the finish appearance after scrubbing or spray buffing.
	300-1200	Dry	Red Buff or High Speed for medium hardness finishes. White Polish for soft finishes	
Burnishing	1200-3000 Propane Machine	Dry	Tan Buff for hard finishes. Tan Burnishing or Yellow High Speed Burnishing	Applying heat and friction using ultra high speed machines to produce a higher shine and harden the finish or mop-on restorer.
	1200-3000 Battery or Electric Machines	Dry		

MAINTENANCE UHS—DAILY

EQUIPMENT REQUIRED:

Single disc or autoscrubber, burnisher, red or white and high speed pad, looped end rayon blend mop, bucket with liner, dust mop and scraper.

PROCEDURE



Remove gross soil (labels, gum). Dust mop floor daily. Divide floor into workable sections. Place wet floor signs near work areas.

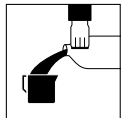
HELPFUL TIPS

- Gross soils (labels, gum) cannot be removed by cleaners. Start the process with a clean, well-prepared floor.
- Always work safely — follow all precautions recommended.



Dilute a film-free cleaner according to directions. Scrub with automatic or single disk machine. Pick up solution with scrubber or wet vac. Damp mop any residues with clear water. Allow floor to dry.

- Dilute according to directions to assure film-free cleaning. Pick up all residues to avoid interfering with restorer application and performance.
- Floor should be completely dry before restorer application.
- Use the right pad—see “Match Your Floor Pad to the Task” section.



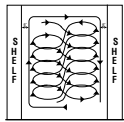
As needed, once or more per week, dilute restorer according to directions.

- Use restorer as directed. If you do not, product and money are wasted.



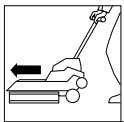
Line bucket and pour in restorer solution.

- Use fresh liner to prevent contamination.
- Do not pour unused product back into container.
- Use rayon or blended rayon mop.
- Press out excess — using wringer causes foam in finish.



Outline area to be sealed, then fill in using figure eight motion. Stay 6" away from edges.

- Do not restore to edges — it can cause unsightly buildup.



When restorer is “walk-dry”, burnish floor with high speed machine to enhance appearance. Repeat as needed.

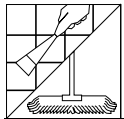
- Be sure floor is “walk dry” before burnishing. If floor is not ready, or damp, pad will grab.
- Use the appropriate pad—see “Match Your Floor Pad to the Task” section.

SCRUB & RECOAT

EQUIPMENT REQUIREMENT:

Auto scrubber, single disc, wet vacuum, blue, green or red pad as needed, looped end cotton mop, looped end rayon blend mop, rolling bucket with wringer, dust mop and scraper.

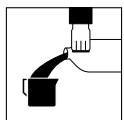
PROCEDURE



Remove gross soils (labels, gum). Dust mop floor. Divide floor into workable sections. Place wet floor caution signs near work areas.

HELPFUL TIPS

- Gross soils (labels, gum) are easier to remove if done immediately.
- Close off only areas where you will be working. Keep traffic requirements in mind.
- Always work safely — follow all precautions recommended.



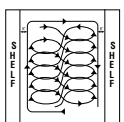
Dilute cleaner according to directions.

- Never overuse cleaner — it is a waste of product and money.



Scrub with blue pad and automatic or single disk machine. Pick up solution with scrubber or wet vac. Damp mop any residues with clear water. Allow floor to dry.

- Scrub thoroughly for an even appearance. You only want to remove the surface layer of finish.
- Remove all residues from floor; they can interfere with floor finish appearance and adhesion.



Outline area to be finished, then fill in using figure eight motion. Stay 6" away from edges.

- Use a fresh liner for finish to prevent contamination.
- Outline a manageable area (usually 10' x 10').
- Never pour unused coating back into container.
- Use a rayon or blended rayon mop or applicator.
- Don't wring—it causes foam in the finish—press out excess.
- Don't cover edges; it causes unsightly buildup.



Allow 45 minutes between coats. Last coat should cover edges.

- Allow adequate time for each coat to dry. (See “Give Your Coatings a Chance” section.)

Optional: One hour after application, burnish floor with high speed machine to enhance appearance. Repeat as needed.

- Perform this step only if recommended by your representative.
- This will help harden and beautify your floors.

TROUBLESHOOTING GUIDE

INITIAL APPLICATION

PROBLEM	CAUSE									SOLUTION	
	Coats are too thin	Coats are too heavy	Stripping residue left- poor rinsing	Old finish or dirt left- poor stripping	Heat, high humidity and/or poor air flow	Cold floor conditions and/or Recoated too soon	Dirty equipment used (mop, bucket, wringer)	Factory finish not removed from new tile			
Low gloss	<input type="checkbox"/>		<input checked="" type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Rinse thoroughly after stripping on a warm floor (+50°F), use clean equipment to apply medium coats (don't try to "stretch" finish) and allow adequate time between coats.
Streaks in finish	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>		Remove all factory coatings from new tile, rinse thoroughly after stripping, use clean equipment and apply medium coats of finish. Apply in areas with good air flow for proper drying.
Hazy appearance	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>			Rinse thoroughly after stripping, use clean equipment, apply medium coats and allow adequate time between coats.
Poor levelling	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			<input checked="" type="checkbox"/>				Strip and rinse thoroughly, apply medium coats of finish and allow adequate time between coats.
Poor adhesion			<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		Remove all factory coatings from new tile, strip and rinse thoroughly, apply on a warm floor (+50°F) using clean equipment.
Long dry time		<input type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					Apply medium coats in areas with good air flow on a warm floor (+50°F). See "Give Your Coatings a Chance" section.
Mop Drag		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				Apply medium coats, allow adequate time between coats in areas with good air flow and warm floors (+50°F).

KEY

= Most likely cause = Possible cause

NOTE: Most floor finish problems at initial application stem from improper preparation of the surface or equipment or application that ignores recommended procedures, drying times and prevailing environmental conditions like temperature and humidity.

DURING MAINTENANCE

PROBLEM	CAUSE										SOLUTION	
	Cleaner too aggressive	Cleaner too weak or not cleaned often enough	Pad too aggressive	Pad not aggressive enough	Dry or dust mopping too infrequently	Buffing/burnishing too infrequently	Dry buffing in low humidity	Liquids spilled on floor	Overspray from polish or other cleaner	Dirty buff/burnish pads		Improper product for situation or procedure
Loss of gloss	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					<input type="checkbox"/>	Be sure products, equipment and procedures are suited to situation, follow scheduled maintenance.
Powdering when buffed/burnished	<input type="checkbox"/>		<input checked="" type="checkbox"/>				<input type="checkbox"/>				<input type="checkbox"/>	Match pads to coating, use appropriate cleaner, avoid burnishing in extreme low humidity, restore or spray buff instead.
Lack of response when buffed/burnished	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	Match pad to coating, use appropriate cleaner, follow scheduled maintenance, turn pads frequently and clean after each use.
Scuffing	<input type="checkbox"/>			<input type="checkbox"/>		<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	Match pad to coating, follow scheduled maintenance, turn pads frequently and clean after each use.
Scratching			<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	Dust mop frequently, match pad to coating, follow scheduled maintenance, turn pads frequently and clean after each use, install walk-off mats at entrances.
Shiny, but dirty floor		<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				<input type="checkbox"/>		Match pad to coating, follow scheduled maintenance, turn pad frequently.
Swirl marks on floor when buffed/ burnished			<input checked="" type="checkbox"/>							<input type="checkbox"/>	<input type="checkbox"/>	Match pad to coating, turn pads frequently and clean after each use.
Pad drags when buffed/burnished			<input type="checkbox"/>					<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Match pad to coating, quickly remove spots and spills before buffing/burnishing, turn pads frequently and clean after each use. Allow coating to cure.
Slippery floors	<input type="checkbox"/>	<input type="checkbox"/>						<input type="checkbox"/>	<input checked="" type="checkbox"/>			Use appropriate cleaner, quickly remove spot and spills before buffing/burnishing, take extra care when spraying polishes, etc. near resilient floors to avoid overspray.

KEY

= Most likely cause

= Possible cause