

| <b>Problem</b>                                    | <b>Possible Causes</b>  | <b>Solution</b>  |
|---|---|--|
| Streaked appearance of floor finish               | Finish coats are too thin; too little finish in mop during application  | Scrub and re-coat. Do not overwork the mop. Avoid using over-wrung out mops. Be sure to wring out bottom half of the mop only for an even application.   |
|   | Use of dirty mop  | Be sure mop heads are washed thoroughly before applying finish. Don't use old, worn or stained mop heads for finish application. For best results use a mop that was specifically designed for finish application.   |
|   | Poor rinsing  | If residue has been left on the floor surface or an alkaline stripper was not properly rinsed before applying floor finish, this will cause your finish to streak.   |
|   | Finish coats are too thick; too much finish in mop during application   | Apply even medium coats. Try wringing out bottom half of mop only. If coat is applied too thick then you will have to scrub, rinse and re-coat.  |
|   | Re-coating before previous coat(s) are dry (re-coat disturbance)  | If streaking appears after more than three coats of finish have been applied, the most likely cause is "cut-in or re-coat disturbance." This occurs when the surface of the finish coat appears to be dry enough to apply the next coat but there is still moisture trapped in the finish film. If this happens, stop! Do nothing further to the floor until it has had a chance to dry fully. Follow scrub and re-coat procedures to remove surface coats if necessary. |
|   | Finish is applied on new tile before factory finish is stripped.  | Strip, rinse well with cool water, and apply new finish.   |
|   | Frozen floor finish   | Replace finish. Strip, rinse well with water and apply new finish.   |
| Mop coming off floor when applying                | Floor not properly maintained   | Use of alkaline detergents and or hot water can cause finish streaking. Strip, flood rinse and damp mop rinse with water.  |
|   |   | Apply finish with smaller strokes. Do not extend reach of mop.   |
|   |   |  |
| Poor leveling, spreading, wetting of floor finish | Floor finish applied over factory finish on new tile  | Stop! Do not apply floor finish until the floor has been properly stripped and rinsed. Floor finish will not bond to factory coating.  |
|   | Floor not adequately cleaned or rinsed  | No floor finish will bond properly to, or spread evenly over a floor that has an alkaline residue. Flood and damp mop rinse following removal of stripper and finish residue. Apply finish only after you have a clean, dry floor.   |
| Poor initial gloss                                | Too few coats applied or finish coats are too thin  | Apply a minimum of four to six coats to achieve maximum appearance and adequate protection. The use of a floor sealer is recommended for old worn floors and on stone floors. (i.e., two coats of sealer, three to four coats of finish)   |
|   | High floor porosity (Common on old asphalt tile floors and with older heavily worn or poorly maintained floors.)          | Asphalt tile and older heavily worn floors are very porous. These floors absorb quite a bit of floor finish and require numerous coats to achieve an acceptable level of gloss. Be aware before applying your finish, and apply one or two coats of seal first on highly porous floors.  |
| Circular blemishes or "Fish Eyes"                 | Application of finish too heavy   | Apply thin even coats.   |
|   | Finish was agitated when poured into bucket causing air bubbles or finish was overly agitated when loading finish in mop. | Minimize agitation of floor finish. Place mop in bucket and pour finish onto mop to reduce agitation of finish. When rewetting mop avoid "churning" the mop in the finish instead lay the mop in the finish and roll over to saturate mop thoroughly.  |
|   | Floor contaminated with solvent cleaner or solvent based product  | Avoid the use of oil, silicone or alcohol based products during the floor preparation process. Do not use alcohol or any other chemical to eliminate foam in finish application bucket.  |

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| Slippery Floors                        | Treated dust mops depositing oil or silicone   | Treated dust mops must be allowed to dry for a minimum of 24 hours before use. Follow label directions when using dust mop treatments. Scrub and recoat contaminated (slippery) areas to remove oily residues.   |
|  | Lubricants, oils, polishes or similar products spilled or over sprayed on floor              | Scrub and recoat areas where spill or over spray occurred. Clean or replace soiled dust mops to avoid spreading the problem throughout the building area.  |
|  | Water or other liquids spilled onto floor or tracked in from outside.                        | Place wet floor signs in affected areas. Remove liquid substance from floor surface Use and clean floor if necessary. Use walk-off mats to prevent or minimize water from being tracked in from the outside. Replace or change mats as needed. Keep areas dry. |
|  | Floor is heavily soiled  | Thoroughly clean floor surface to remove soil residue. Stripping or scrubbing and recoating will be necessary if soil has penetrated below the finish surface.   |
|  | Finish has worn away exposing bare tile.   | A finished floor is more slip-resistant than a bare floor. Strip and refinish as needed. Use only finishes which comply with ASTM D2047 coefficient of friction (slip resistance) requirements.  |
| Powdering                              | Poor adhesion of the initial coat of finish due to an alkaline residue or other contaminant. | Re-strip/scrub the floor and rinse thoroughly. Flood rinse and use a wet/dry vacuum for pick-up. Then rinse the floor by damp mopping with clean cold water and a clean rinse mop.   |
|  | Pad is dirty   | Clean or replace pad as needed.  |
|  | Finish is applied on new tile factory coating.   | Factory coatings must be removed before the application of floor finish. Thoroughly strip and rinse floor surface and re-apply finish.   |
|  | Floor not properly stripped/scrubbed and/or rinsed.  | Re-strip/scrub the floor and rinse thoroughly. Flood rinse and use a wet/dry vacuum for pick-up. Then rinse the floor by damp mopping with clean cold water and a clean rinse mop.   |
|  | Buffing/Burnishing Pad is too aggressive.  | Consult with finish manufacturer to determine which pad or pads are recommended for use with your floor finish.  |
| Cloudy, hazy appearance to finish film | Poor film formation due to floor temperature lower than 50° F                                | Minimum floor temperature for finish application is 50° F. Do not apply floor finish to floor surfaces that are below 50° F.   |
|  | Factory finish not stripped from new tile  | Thoroughly strip, rinse and re-apply finish.   |
|  | Contaminated mop or applicator.  | Contamination in finish application mop will interfere with finish film formation. Only use clean mops that are reserved for finish application.   |
|  | Poor film formation due to finish coats being too thin                                       | Apply in medium coats, approximately 2,500 to 3,000 square feet per gallon of finish. Wring out bottom half of mop only.   |
| Rapid loss of gloss                    | Use of hot water or high alkaline cleaner/degreaser  | Use neutral cleaners in cool water. Avoid harsh alkaline cleaners or degreasers on finished floors.  |
|  | Over use of dust mops treated with oil based agents  | Scrub and recoat the floor. Use a high alkaline degreaser and rinse thoroughly before recoating. Treated dust mops must be allowed to air dry for 24 hours before being used.  |
| Conspicuous formation of traffic lanes | Poor adhesion of floor finish.   | Thoroughly strip, rinse and refinish floor. Use touch up techniques of feathering new coats into old coat of finish at the edge of traffic lanes. Recoat as required by traffic wear.  |
|  | Excessive abrasion from sand, grit or abrasive materials.                                    | Install proper floor matting in high traffic areas and or entrances. Clean and or replace mats as needed to prevent abrasive soil build up. Increase frequency of dry mopping and or dry soil removal procedures.  |

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| Yellow film                   | <p>Incomplete stripping or removal of old finish and or imbedded soil prior to application of new finish.</p> <p>Use of a floor finish that has a yellowish cast or high resin content</p> <p>Softer floor finishes are more prone to soil penetration. This can result in finish film discoloration.</p>  | <p>Strip thoroughly and remove all of the old finish and embedded soil.</p> <p>There are many clear, colorless, metal interlock floor finishes on the market today that provide a high gloss appearance without yellowing with age.</p> <p>Increase cleaning frequency or change to a harder, lower maintenance floor finish. Soft or soiled floor finish must be removed before applying a harder floor finish. Hard finishes should not be applied over hard finishes.</p>   |
| Poor longer term gloss levels | <p>Dirty floor</p> <p>Wrong pads/brush used</p> <p>Excessive amount of sand and grit on the floor</p> <p>Use of hot water or high alkaline cleaner/degreaser</p> <p>Using an aggressive cleaner on the floor</p> <p>Finish applied too thin</p> <p>Contamination of floor finish</p> <p>Burnishing pad too aggressive</p> <p>Dirty pad</p> <p>Floor finish diluted, frozen and thawed or tampered with</p> <p>Inadequate dry time</p> <p>Stripping procedure opened pores of substrate.</p> <p>Floor not properly rinsed after stripping</p> | <p>Clean floor, rinse if necessary. Use a restorer and burnisher to bring up gloss.</p> <p>Be sure the proper recommended pad is used: Use red or green pads for routine scrubbing; blue pad is for deep scrubbing; tan, coral, light blue and white pads are for buffing/burnishing. On uneven floors an appropriate brush is recommended. To restore gloss, use a mop-on restorer/burnish or recoat with an even medium coat of finish.</p> <p>Use a proper program of matting to remove grit outside or just inside the entrances and dust mop frequently with a clean dust mop. To restore gloss, use a mop-on restorer and burnish or recoat with an even coat of medium finish.</p> <p>Use neutral cleaners in cool water. Avoid harsh alkaline cleaners or degreasers on finished floors.</p> <p>Use of a highly alkaline all-purpose cleaner or degreaser will cause finish to dull and may even leave a hazy film on the floor surface. Spray buffing or using a mop-on restorer and burnishing will bring back the gloss.</p> <p>Scrub and recoat frequently in high traffic areas.</p> <p>Always clean mops before applying finish. Never use stripper mop to apply finish. Always use a clean mop to apply finish. Always clean mop bucket when switching from one task to another. Never pour finish from the mop bucket back to its original container.</p> <p>Use pad recommended by floor finish manufacturer.</p> <p>Clean with stiff bristle brush and soak pad in alkaline detergent and rinse. Allow time to dry before using.</p> <p>Have dealer inspect finish/test on sample tile.</p> <p>Recoating too soon hazes film and reduces gloss and may cause recoat disturbance.</p> <p>To harsh a stripper/dilution. Reduce amount of floor stripper or lower dwell time. Make sure stripper is diluted to manufacturers recommendations. Do not add any accelerators to stripper. If tile has been opened, use sealer to help build gloss.</p> <p>Deep scrub, recoat and burnish repeatedly. Use clean burnishing pad. If problem persists, re-strip and apply new finish.</p> |
| Tacky or sticky floor finish  | <p>Not enough drying time between coats</p> <p>Use of hot water or high alkaline cleaner/degreaser</p>   | <p>Under normal conditions, finishes dry in 30-45 minutes. High humidity will extend these dry times.</p> <p>Use neutral cleaners in cool water. Avoid harsh alkaline cleaners or degreasers on finished floors.</p>   |

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| Tacky or sticky floor finish ( <i>cont.</i> )                 | Finish applied over improperly rinsed floor                                    | Re-strip the floor and rinse thoroughly. Rinsing is best accomplished by flooding water on the floor and picking it up with a wet/dry vacuum. Flood rinsing should be followed by one or more damp mop rinses.          |
|   | Improper use of disinfectants  | Measure carefully and follow label instructions.  |
|   | Separation of finish   | Finish may have been exposed to prolonged heat or cold. Finish that has separated should be disposed of.  |
|   | Alkaline or detergent contaminated tile  | Make sure to rinse floor until pick-up water is clear. When recoating, make sure no cleaner residue remains on floor - rinse with clean water to prevent problems.  |
|   | Restorer/maintainer not burnished soon enough after application                | When dry to the touch, restorer/maintainer will continue to soften finish if not burnished.   |
| Sticking of chairs and other objects to freshly coated floors | Floor was not allowed to dry properly. Longer drying time is required.         | Normal dry time for most finishes is between 30 and 45 minutes. Fans/blowers may be used to speed up dry times. Never point fans directly at the floor.   |
|   | Finish applied too heavily and not allowed adequate time to dry between coats. | Strip the floor or do a deep scrub and recoat. Then apply even medium coats of finish allowing adequate dry time between coats, apply as many coats of finish as necessary.   |
| Color bleeding  | Improper use of solvent cleaners or solvent floor coating.                     | Never use solvent products on resilient floors. Color loss may be permanent. Strip floor with water based floor stripper and seal and refinish with water based coatings that are designed for use on resilient floors. |
|   | Stripper solution may be too aggressive for flooring substrate.                | Test stripping compounds in an inconspicuous area before using.   |
| Excessive black marking                                       | Inadequate amount of floor finish  | Build up sufficient coats. Buff regularly to maintain a high gloss, free from markings.   |
|   | Use of hot water or high alkaline cleaner/degreaser                            | Use neutral cleaners in cool water. Avoid harsh alkaline cleaners or degreasers on finished floors.   |
|   | Poor quality finish  | Use a higher quality finish if severe marking occurs.   |
| Dusting   | Floor maintenance pads are too aggressive for the surface                      | Use less aggressive pads or brushes. Match the proper maintenance pad and procedures to the finish.   |
|   | Low humidity (air is too dry)  | Increase frequency of wet cleaning procedures. Using a less aggressive buffing/burnishing pad may also be helpful.  |
|   | Buffing/burnishing pad is loaded/dirty   | Clean with stiff bristle brush and soak pad in alkaline detergent and rinse. Allow time to dry before using.  |
|   | Restorer/maintainer mixed or applied improperly                                | Clean floor properly and re-apply restorer/maintainer as instructed on the product label.   |
|   | Finish is applied on new tile factory coating.                                 | Factory coatings must be removed before the application of floor finish. Thoroughly strip and rinse floor surface and re-apply finish.  |
|   | Ice melt residue.  | Neutralize residue with a floor neutralizer. Increase wet cleaning frequency using a neutral floor cleaner.   |
|   | Treated dust mop residue   | Oil and silicone from treated mops can cause one layer of finish to separate.   |
|   | Use of hot water or high alkaline cleaner/degreaser                            | Use neutral cleaners in cool water. Avoid harsh alkaline cleaners or degreasers on finished floors.   |
|   | Wrong product for maintenance methods  | Contact finish manufacturer to ensure that you have the proper product.   |

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| Brownish film/shiny - dirty    | Buffing, spray buffing, or burnishing without proper cleaning | Any time a floor machine is used on a finish film, the floor must be totally clean first. Otherwise, dirt and soil will be driven into the finish film, giving it a brownish appearance.   |
|                                | Mastic bleed  | Mastic bleed is caused by the glue used to put the tile down bleeding up through the cracks. Strip the affected area, use solvent to clean the excess glue, wash the detergent, rinse, then re-apply floor finish.   |
|                                | Oxidation of the finish film                                  | Caused by switching disinfectant cleaners. Heavy scrub and rinse floors with a mild alkaline detergent prior to switching disinfectants.   |
| Water spotting                 | Water spills on floor or spills from fountains                | Select a finish made to resist water spills, particularly in areas subject to spillage. All finish will turn white if water is allowed to sit for one-half hour or more.   |
| Excessive scuffing of finish   | Improper maintenance  | Avoid using hot water, high alkaline detergents or any combination there of.   |
|                                | Finish is too soft or maintenance is too infrequent           | Select a harder finish that offers better scuff resistance or increase maintenance frequency.  |
|                                | Wrong choice of floor pads                                    | Follow manufacturer recommendations.   |
|                                | Wrong choice of floor finish                                  | Check with your floor care professional to determine proper choice of finish.  |
|                                | Restorer/maintainer mixed too strongly                        | Follow label directions.   |
| Excessive scratching of finish | Too much dirt, grit and sand being tracked into building      | Use sufficient amount of walk off mats. Dust mop more frequently.  |
|                                | Wrong choice of floor pads                                    | Follow manufacturer recommendations.   |
|                                | Low humidity (air is too dry)                                 | Increase frequency of wet cleaning procedures and frequency of restorer/maintainer application. Using a less aggressive buffing/burnishing pad may also be helpful.  |
| Finish swirls or scratches     | Pad too aggressive  | Consult finish manufacturer for proper pad recommendations.  |
|                                | Pad is dirty or has build up                                  | Clean with stiff bristle brush and soak pad in alkaline detergent and rinse. Allow to dry before using.  |
|                                | Restorer not properly diluted                                 | Follow label instructions. Overuse of restorer may soften finish surface resulting in pad swirls.  |
|                                | Finish not completely cured before burnishing                 | Allow more time to dry. Many finishes should not be burnished until 24 hours after applying.   |
|                                | Too much pad pressure   | Adjust pad pressure if possible. Do not add additional weight to burnishing equipment.   |
|                                | Finish surface is contaminated                                | Confirm that dust mops have been properly treated and allowed a minimum of 24 hours to air dry. Thoroughly clean surface soil and contaminates from finish surface prior to buffing or burnishing. Where heavy soiling exist floor should be rinsed with cool water prior to buffing or burnishing. Mops can cause softening of the finish film. |
|                                | Use of alkaline cleaner or degreaser for cleaning             | Alkaline detergents and degreasing agents will soften the finish film. Only use cleaners designed for daily floor care use.  |