

# How to troubleshoot common floor care problems.

To help solve some of the most common floor care problems, use this chart as a troubleshooting guide or a preventive check list.

## POOR GLOSS

MOST COMMON CAUSES	SOLUTION
Insufficient coats applied or recoat schedule off	Scrub, rinse and apply additional coats. (Maintain 4 to 6 coats.)
Thin coats of finish	Apply in medium to full coats; avoid wrung-out mops.
Wrong scrubbing or buffing pads/brushes used (usually too aggressive)	Use red or green pads for routine scrubbing; blue or black pads for deep scrubbing; approved pads or brushes for buffing. On uneven floors, an appropriate brush is recommended.
Excessive amount of sand and grit on floor	Use approved mats, dust mop frequently, and remove grit outside doors.
Floor not properly rinsed before recoat	Strip, rinse well, and apply new finish.

## DISCOLORED FLOOR FINISH

MOST COMMON CAUSES	SOLUTION
Finish applied with new cotton mops before soaking/cleaning them	Soak and clean new mops thoroughly. Use rayon mops to apply finish.
Incorrect concentration of cleaner	Follow recommended dilution ratios.
Dirt coated into floor finish	First, deep scrub and recoat. If that does not work then strip and re-apply.
Outside dirt, sand and grit ground into finish	Use approved mats and runners.
Ineffective daily cleaning (particularly with UHS program prior to burnishing)	Damp mopping may not be sufficient. Use auto-scrubber daily with proper cleaner and pads.
Leaving ph stripper residue behind can discolor the finish	Rinse fully after stripping, use litmus paper to test the ph of the floor to be 7ph

## STREAKS IN FLOOR FINISH

MOST COMMON CAUSES	SOLUTION
Recoating too soon before prior coat has dried properly	Strip, rinse and reapply. With most finishes, allow at least 15 minutes after finish is dry to the touch before recoating. Do not recoat if mop drags.
Floor finish applied over factory finish on new tile	Strip thoroughly, rinse and reapply finish.
Dirty mop or equipment used	Insure equipment is clean before applying finish.
Floor finish frozen or stored in extreme heat	Replace damaged product. Strip, rinse, and reapply finish.
Contaminated finish put back in container	Do not save leftover finish in container for future use. Dispose of it.

## SCUFFING AND SCRATCHING OF FINISH

MOST COMMON CAUSES	SOLUTION
Wrong scrubbing or buffing pads/brushes used	Use recommended pad or brush for each procedure.
Excessive dirt and grit on floor	Use approved mats and dust mop frequently.
Floor finish film is too thick from excessive recoating	Deep scrub with a black pad before recoating. (Maintain 4 to 6 coats.)
Not scrubbing or buffing often enough	Separate main from secondary traffic areas and schedule appropriate maintenance.

## POWDERING/POOR ADHESION OF FLOOR FINISH

MOST COMMON CAUSES	SOLUTION
Factory finish not stripped from new tile before finishing	Thoroughly strip, rinse and reapply finish.
Applying coats too thinly	Apply in medium to full coats. (Avoid wrung-out mops.)
Wrong buffing pads or brushes used (too aggressive)	Use recommended pads or brushes.
Burnishing a finish designed for low speed buffing or spray-buffing	Match the finish to the maintenance procedure.
Floor not thoroughly cleaned or rinsed before finishing	Before applying finish, floor must be thoroughly cleaned and rinsed.