

Troubleshooting

Problem	Cause	Solution
Scuff marks	Friction from foot traffic across the floor surface.	The floor should be thoroughly cleaned using Basic Cleaner, and Dim Glow Hard Sealer reapplied if appropriate. This process should be repeated every six months, or as the volume of traffic dictates.
Slippery floor	Greasy residues on the floor. Detergent residue – use of unsuitable or over concentrated maintenance products.	Remove residue with absorbent paper then thoroughly clean the floor with diluted Routine Cleaner. Mop the floor with warm water, followed by cleaning the floor with Routine Cleaner.
Scratching	Excessive grit or dirt on the floor.	Ensure appropriate entrance matting is used. Karndean recommends a depth of at least two paces from the entrance. Sweep the floor frequently and ensure that the floor is dressed with Dim Glow Hard Sealer to provide additional protection for the floor.
Streaky appearance	Basic Cleaner has not been removed properly. Irregular drying of Dim Glow Hard Sealer due to underfloor heating, strong sunlight or draughts.	If used, remove the Dim Glow Hard Sealer with Basic Cleaner, then thoroughly rinse the floor making sure all remains of Basic Cleaner are removed.
Poor appearance	Incorrect cleaning products used. Use of dirty maintenance equipment. Dim Glow Hard Sealer applied to a dirty surface.	Use only recommended cleaning products. Use Basic Cleaner to restore the floor to its original appearance and reapply Dim Glow Hard Sealer if required. To ensure the surface is thoroughly clean, use Basic Cleaner to restore the floor to its original appearance and reapply Dim Glow Hard Sealer.

Tips for maintaining your Karndean floor

- 1** All hard floors can be slippery when wet. Take extra care when cleaning and ensure the floor area is allowed to dry completely before use. During periods of wet weather, it may be necessary to put down extra matting to prevent water from being brought in from outside.
- 2** Mop up spillages as soon as possible to prevent spots becoming stains. Use of Karndean Dim Glow Floor Protector should ensure better protection from most substances.
- 3** Use quality, non-rubber backed entrance mats approximately two paces wide to protect against grit and other substances from scratching the floor. Ensure they are cleaned on a regular basis to maintain their effectiveness.
- 4** Do not allow silicone-based products, (eg. polish or glass cleaner) to come into contact with the floor. These can make the floor very slippery.
- 5** Use only Karndean cleaning products. Other products may contain agents that can damage resilient floor surfaces.
- 6** Do not apply thick coatings of Dim Glow Floor Protector. Two thin coats as per the instructions on the container will be sufficient or for high traffic areas, three coats may be necessary.
- 7** Do not slide or drag furniture or other objects across the floor. Use load bearing castors to protect against indentation from heavy items.
- 8** As with all resilient floorcoverings, prevent man-made rubber or latex material from coming into contact with the floor. Permanent discolouration of the floor can occur as a result.

Further information For further guidance on the correct maintenance of your Karndean floor, contact our **Technical Services Department** on telephone **01386 820102**, fax **01386 761249** or email at info@karndean.co.uk.

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Commercial Floor Care Guide

Stage 1

Cleaning a new floor

Following a period of 24 hours after installation, a newly-laid Karndean floor covering should be cleaned (stripped) prior to use to ensure that all residues and dirt have been removed. This procedure can also be used to remove marks and restore the finish of the floor.

Preparation

- 1 Remove all free standing objects from the floor.
- 2 Vacuum or clean walk-off matting and set aside.
- 3 Brush the floor area.
- 4 Remove traces of glue, gum or other debris stuck to the floor using **Karndean Basic Cleaner** undiluted and a green scrubbing pad. (Wear rubber gloves for application of cleaning chemicals).



Application of Basic Stripper

Method 1 – Using a Rotary Scrubber

- 1 Mix **Karndean Basic Cleaner** with clean water in accordance with the label instructions on the side of the container, and manufacturers instructions for the rotary scrubber machine.
- 2 Post 'Wet Floor' signs (use at least two to indicate the area being stripped).
- 3 Scrub the floor using the rotary scrubber fitted with a blue/green scrubbing pad.



Removal of Basic Cleaner

- 1 Remove all residue with a wet vacuum or a mop and rinse the floor using clean water.
- 2 If a heavy build-up of residue is present, repeat the 'Application of Basic Cleaner' procedure.
- 3 After the floor has dried, check that all stripper residue has been removed by running your hand across the floor. If residue is found on your hand, the floor must be rinsed again until there is no foaming of the rinse water.
- 4 Equipment should be cleaned in cold running water and stored safely.
- 5 Do not remove 'Wet Floor' signs until the floor is completely dry.



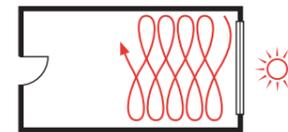
Stage 2

Protecting and sealing a floor

After cleaning, Karndean recommends that the floor is protected before traffic is allowed to enter. This initial care treatment protects the floor covering from marks and fine scratches and facilitates easier routine maintenance.

Application of Dim Glow Hard Sealer

- 1 Following the Cleaning procedure, post 'Wet Floor' signs (use at least two to indicate the area being finished/sealed). Where possible, avoid strong sunlight and draughts during application and drying of **Dim Glow Hard Sealer** and, if installed, ensure all underfloor heating is switched off before commencing work.
- 2 Apply undiluted **Karndean Dim Glow Hard Sealer** in a thin, even coat using a clean lint free mop.
- 3 Working from the farthest corner from the exit, and where possible parallel to the main light source (eg. window), apply the sealer using overlapping strokes until the whole floor is coated. *(To avoid transition marks, neighbouring areas must be coated immediately while the sealer is still wet.)*
- 4 Allow the floor to dry for approximately 30 minutes (waiting for the sealer to go dry to the touch, followed by a further 15 minute waiting period.)
- 5 Apply a second coat of sealer to the floor, working in the opposite direction and where possible, perpendicular to the main light source (eg. window).
- 6 Allow the floor to dry for at least six hours, or preferably overnight.
- 7 Thoroughly clean the mop with cold running water.
- 8 Once the floor is completely dry, remove 'Wet Floor' signs.



To ensure the floor remains protected from marks and fine scratches, the Dim Glow Hard Sealer protective layer will need to be re-applied approximately every six months (depending on foot traffic levels). Stage 1 (Cleaning a New Floor) should be repeated before re-applying the Dim Glow Hard Sealer.

Stage 3

Routine maintenance

The floor should be cleaned on a regular basis to refresh the surface. The frequency of routine maintenance will depend upon the level of traffic across the floor and amount of dust and dirt transferred from the surrounding environment.

- 1 Remove loose dust and dirt from the floor using a soft brush or dust mop.
- 2 Post 'Wet Floor' signs (use at least two to indicate the area being cleaned).
- 3 Dilute **Karndean Routine Cleaner** with water in accordance with the label instructions.
- 4 Liberally apply the cleaning solution over a manageable area using a clean mop, then mop off the cleaning solution and leave to dry.
- 5 Thoroughly clean the mop with cold running water.
- 6 Once the floor is completely dry, remove 'Wet Floor' signs.
- 7 **Karndean Routine Cleaner** can be used with automatic cleaning appliances (eg. scrubbing machines), especially for larger areas or for the removal of stubborn dirt from time to time.



Commercial cleaning products



Stage 1

Karndean Basic Cleaner

Coverage:
2.5ltr approx. 125m²
5ltr approx. 250m²

Stage 2

Karndean Dim Glow Hard Sealer

Coverage:
2.5ltr approx. 45m²
5ltr approx. 90m²

Stage 3

Karndean Routine Cleaner

Coverage:
2.5ltr approx. 625m²
5ltr approx. 1,250m²