



W.E. GREER LTD.

"OUR REPUTATION IS SPOTLESS"

SANITATION CITATION TRAINING GUIDE



SUPERNOVA

ULTRA HIGH SPEED FLOOR CARE
WITH PERIODIC MAINTENANCE



QUICK TIPS

- 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.
- Use floor mats at entry ways 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.
- Change dust mop heads frequently and hang them for storage rather than storing them standing up.
- 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.
- Remove pads and pad holders before storing floor machine.

READ THIS FIRST!

Personnel should be properly trained before performing floor care. Observe all WHMIS 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. The 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 up-right 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 into walls, baseboards or displays

General

- Always place “Wet Floor” caution 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 operation 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:

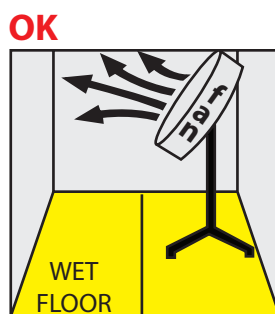
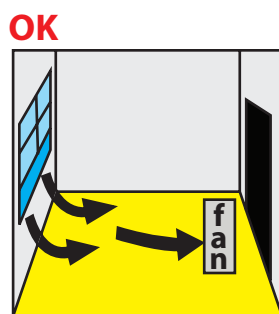
Do not apply coatings on surfaces with a temperature less than 7°C (45°F). Floor temperatures of less than 7°C (45°F) can cause any finish to cure improperly and fail by cracking and “powdering”. This can happen near entryways, freezer sections in grocery stores, or on floors covering concrete pads in 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 onto the coating. Direct them away from wet coatings or over the floor to circulate air.



STRIPPING WITH EASYWAY



EQUIPMENT REQUIRED:

Floor machine, wet vacuum, black or high productivity pads, old cotton mop, rolling bucket with wringer, dust mop, edge tool, scraper, walk-off towel and squeegee.

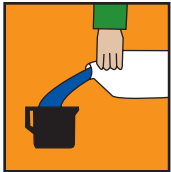
PROCEDURE:



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

HELPFUL TIPS:

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



Dilute Easy Way stripper at recommended dilution with cold water (1:1 to 1:3).

- Dilute according to directions for best results – too little may not perform, too much wastes product and money



Apply stripper solution liberally with an old but clean mop. 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



5 - 10 MINUTES

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 to do 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 Easy Way stripper, 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

SLAPSHOT BASE COAT & SUPERNOVA FINISHING



EQUIPMENT REQUIRED:

Looped end rayon blend mop and bucket with garbage bag liner.

PROCEDURE:



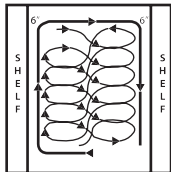
Mop/Bucket: Line bucket with liner and pour in Slapshot. Pour only what you plan to use. Use clean blended rayon mop. Dip into and press out excess - do not use wringer.



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 used 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 as the 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

Microfibre: Transfer your finish to a watering can, or a bottle with a pouring spout.



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

Microfibre: Pour a small amount at top of section and dip mop pad into it. Outline area, then run a bead down the side of the area and use figure-8 motions to fill in.

- Outline a manageable area for the amount of coating in the mop (usually about 10' x 10'). 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



Lay down two coats of Slapshot as a base for your floor finish program. **Allow 45 minutes to dry in between Slapshot 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



After allowing time for basecoat to dry, repeat steps above with Supernova finish.



- Use a fresh liner and mop for finish to prevent contamination
- Do not lay down more than three coats of base or finish in one 24 hour period.

MAINTENANCE USING FAST LANE



EQUIPMENT REQUIRED:

Single disc floor machine or autoscrubber, burnisher, red or white and high speed pad, looped and rayon blend mop, bucket with wringer, 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) are easier to remove if done immediately
- Scratching is a common problem that reduces gloss and floor service life, so dust mopping to remove gritty soil is very important



Dilute Airx 66 neutral floor cleaner (1:256). Scrub with autoscrubber 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
- Ensure you are using the right pad for the job
- Floor should be completely dry before restorer application
- The more frequently you perform maintenance, the longer the floor will last



GLOSS RESTORING: When dry, burnish with ultra high speed machine to enhance appearance. Repeat as needed.

- Dry burnish when pressed for time or as interim maintenance step to remove light scratches and boost gloss



As needed, once or more per week, mix 1 gallon (4L) Fast Lane into 14 gallons (53L) of water into an autoscrubber tank. Scrub and pick up in one pass.

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



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

DEEP SCRUB & RECOAT



EQUIPMENT REQUIRED:

Autoscrubber, blue pad, 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



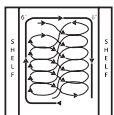
Dilute Deep Scrub (1:40).

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



Scrub with blue pad and autoscrubber. Pick up solution with scrubber.

- 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



Reapply 2 coats of Supernova. 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.)

TROUBLESHOOTING GUIDE

INITIAL APPLICATION:

PROBLEM	CAUSES									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 (<10°C/50°F)	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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Rinse thoroughly after stripping on a warm floor (+10°C/50°F), use clean equipment to apply medium coats (do not try to “stretch” finish) and allow adequate time between coats.
Streaks in finish	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Strip and rinse thoroughly, apply medium coats of finish and allow adequate time between coats.
Poor adhesion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 (+10°C/50°F) using clean equipment.
Long dry time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Apply medium coats in areas with good air flow on a warm floor (+10°C/50°F). See “Give Your Coatings a Chance” section.
Mop Drag	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Apply medium coats, allow adequate time between coats in areas with good air flow and warm floors (+10°C/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	CAUSES										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	Over-spray from polish or other cleaner	Dirty buff/burnish pads		Inappropriate 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Match pad to coating, follow scheduled maintenance, turn pad frequently.
Swirl marks on floor when buffed/burnished	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 coatings to cure
Slippery floors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Use appropriate cleaner, quickly remove spots and spills before buffing/burnishing, take extra care when spraying polishes, etc. near resilient floors to avoid overspray.

KEY: = Most likely cause = Possible cause

WHY DEAL WITH W.E. GREER LTD?

In business since 1923

Alberta based, family owned and operated

Unparalleled customer support staff

Manufacture 40% of products sold

Wide selection of cleaning chemicals and equipment

Quality assurance program in place since 1992

State of the art equipment showroom and service department

Well stocked warehouses across Alberta

Willingness to tailor service to customer's unique needs

Electronic ordering available on website



Head Office & Manufacturing: Edmonton, Alberta

14704 - 119 Ave, Edmonton, AB, T5L 2P1

Ph. #: 780-451-1516 ◇ Fax: 780-451-2405 ◇ Service Fax: 780-452-4538 ◇ Toll Free Fax: 1-800-265-0666

Calgary

6025 - 6 Street, S.E.

Calgary, AB

T2H 1L8

Ph. #: 403-640-4664

Fax: 403-640-2979

Toll Free Ph. #: 1-888-435-6257

Toll Free Fax: 1-877-269-3804

Grande Prairie

#106, 11735 - 105 Street

Grande Prairie, AB

T8V 8L1

Ph. #: 780-532-8766

Fax: 780-539-3979

Toll Free Ph. #: 1-877-532-8766

Fort McMurray

Bay H, 254 Gregoire Drive

Fort McMurray, AB

T9H 4K6

Ph. #: 780-791-3466

Fax: 780-791-0562

Lethbridge

210C - 12A Street, N.

Lethbridge, AB

T1H 2J1

Ph. #: 403-327-1531

Fax: 403-327-1532

Toll Free Ph. #: 1-866-327-1513

Toll Free Fax: 1-866-700-1532

www.wegreer.com