

HydraMaster

**Join us to learn more to increase
revenues to your business!**

Friday, September 8th, 2017 – 8:30am – 11:30am

**THE
EXPERIENCE™**
• CONVENTION AND TRADE SHOW •

**Three Part Comprehensive Cleaning Program –
Moderated by Doyle Bloss, HydraMaster, Montego D, E & F**

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**Three Part Comprehensive Cleaning Program –
Moderated by Doyle Bloss, HydraMaster, Montego D, E & F**

Session 1 – 8:30 – 9:20am

How the right equipment selection plays a big role in developing your commercial bidding programs

From portable extractors to truckmounts; mini auto-scrubbers to rotary hard surface tools; triggerless upholstery cleaning tools to laminar flow stair tools; vacuums to counter rotating brush agitation machines. The equipment you invest in plays a huge role in how you profitably set up your commercial carpet and hard surface floor maintenance programs. In this session, you will learn more about how to speed up your cleaning, reduce your drying times, and maximize your productivity to help you get and keep commercial and residential maintenance contracts. Every attendee will receive a FREE download to a customizable commercial planned maintenance program they can customize for their company in Microsoft Word.

Speakers: Shawn Bisailon, Doyle Bloss

Benchmarking Your Cleaning Operations

Cleaning and Coverage Rates

Cleaning rates vary greatly from technician to technician and are greatly influenced by many environmental conditions. The type of carpet and construction, soiling rates, type of soiling and many other factors can influence coverage times. These guidelines should be used only as a starting point.

<u>Cleaning Method</u>	<u>Equipment</u>	<u>Cleaning Rate</u>
Vacuuming	Dual Motor Upright	3000-4000 sq. ft. per hour
	Wide Area Vacuum	4000-6000 sq. ft. per hour
Prespraying	Pump Tank Sprayer	8,000-10,000 sq. ft. per hour
	Electric Sprayer	15,000-20,000 sq. ft. per hour
	In-Line Injection Sprayer	30,000 sq. ft. per hour
Bonnet Cleaning	Heavy furniture density	1500-2000 sq. ft. per hour
	Medium furniture density	2000-2500 sq. ft. per hour
	Light furniture density	2500-3000 sq. ft. per hour
	Vacant area	3000-5000 sq. ft. per hour
Encapsulation Cleaning	Heavy furniture density	1500-2000 sq. ft. per hour
	Medium furniture density	2000-2500 sq. ft. per hour
	Light furniture density	2500-3000 sq. ft. per hour
	Vacant area	3000-5000 sq. ft. per hour
Hot Water Extraction 12-14" Scrub Wand Portable	Heavy furniture density	300-400 sq. ft. per hour
	Medium furniture density	400-500 sq. ft. per hour
	Light furniture density	600-800 sq. ft. per hour
	Vacant area	1000 sq. ft. per hour
Hot Water Extraction Walk Behind Extractor	Heavy furniture density	500-700 sq. ft. per hour
	Medium furniture density	800-1000 sq. ft. per hour
	Light furniture density	1500-1800 sq. ft. per hour
	Vacant area	2000 sq. ft. per hour
Hot Water Extraction Truck Mount Cleaning	Heavy furniture density	500-700 sq. ft. per hour
	Medium furniture density	700-900 sq. ft. per hour
	Light furniture density	1000-1200 sq. ft. per hour
	Vacant area	1500 sq. ft. per hour
Hot Water Extraction Truck Mount Cleaning with Power Wand	Heavy furniture density	500-700 sq. ft. per hour
	Medium furniture density	700-900 sq. ft. per hour
	Light furniture density	1000-1200 sq. ft. per hour
	Vacant area	2000-3500 sq. ft. per hour

So just how do you clean faster? ...without compromising quality!

1. Understand the marketplace
2. Target your marketplace(s)
3. Utilize technology and resources to support technician labor



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Cleaning Faster...

1. Choose the right equipment for the job, not your ego



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Cleaning Faster...

2. Use a rotary extraction jet tool because it cleans the same even when you are tired, and it is faster than a wand

RX15H Hard Surface Rotary Tool



RX20 Rotary Jet Extractor



Cleaning Faster...

3. Need faster drying?



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Cleaning Faster...

4. To dual wand or not to?



Cleaning Faster...

5. Don't forget about chairs, lots of chairs



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Cleaning Faster...

6. Consider/expand encapsulation



Cleaning Faster...

7. Understand when productivity reigns supreme



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Commercial Markets

(As Defined by Carpet Manufacturers)

- Office Buildings
- Retail
- Food Service
- Health Care
- Apartments, Rentals
- Education
- Transportation
- Hospitality



The Value of Planned Carpet Maintenance

Commercial Carpet Cleaning versus Residential Carpet Cleaning

- Amount of traffic
- Amount and type of soiling
- Type of carpet
- Maintenance schedule



The Value of Planned Carpet Maintenance

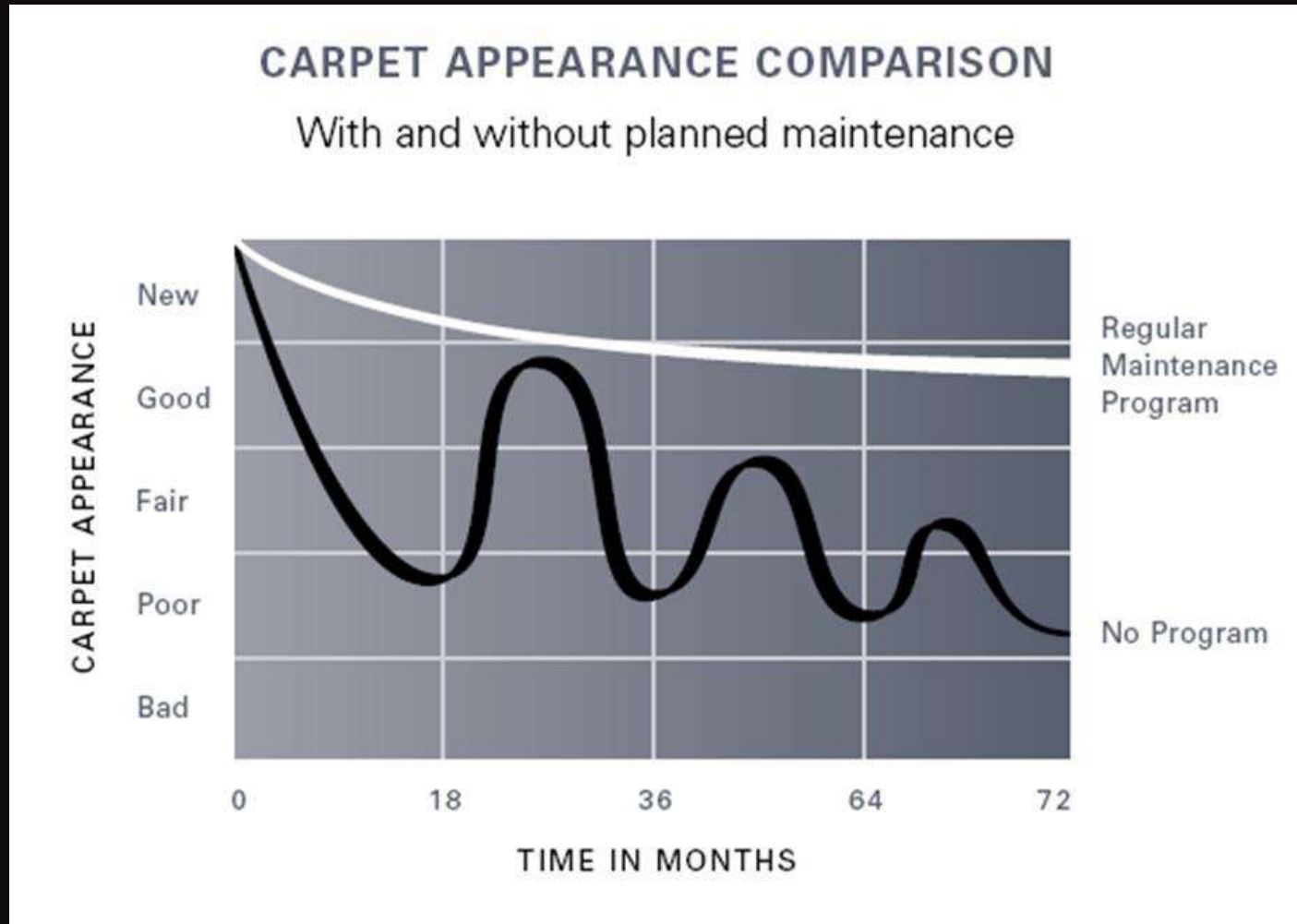
Appearance Demand Carpet Cleaning

- Unacceptable appearance in a commercial facility will eventually force cleaning
- Carpet is designed to hide soiling. By the time it looks dirty, it is filthy.
- Most carpet is cleaned because the appearance has already reached an unacceptable level



The Value of Planned Carpet Maintenance

Appearance Demand Cleaning versus Planned Maintenance



An effective maintenance program will protect your carpet investment.

The Value of Planned Carpet Maintenance

The Benefits of Planned Carpet Maintenance

1. Asset Management
2. Appearance Management
3. Professional Image
4. A Healthier Indoor Environment
5. Reduce or Control “Ownership Costs”



The Benefits of Planned Carpet Maintenance

The Value of Planned Carpet Maintenance

1. Asset Management

- Carpet is a major investment. Any commercial facility wants the maximum value out of any investment.
- You can pay for proper maintenance now... or you can pay for premature carpet replacement or lost image later.
- The carpet will have a longer useful life, present a more prestigious image, and support a more aesthetically pleasant workplace.



Photo: Courtesy of the Carpet & Rug Institute

The Benefits of Planned Carpet Maintenance

1. Asset Management

- Why did the facility purchase the carpet they did?

Color

Style

Pattern

Insulation

Aesthetics

Safety

Acoustics

Image

“Concealability” – hides soiling

**How does
maintenance (or
lack thereof)
effect this?**

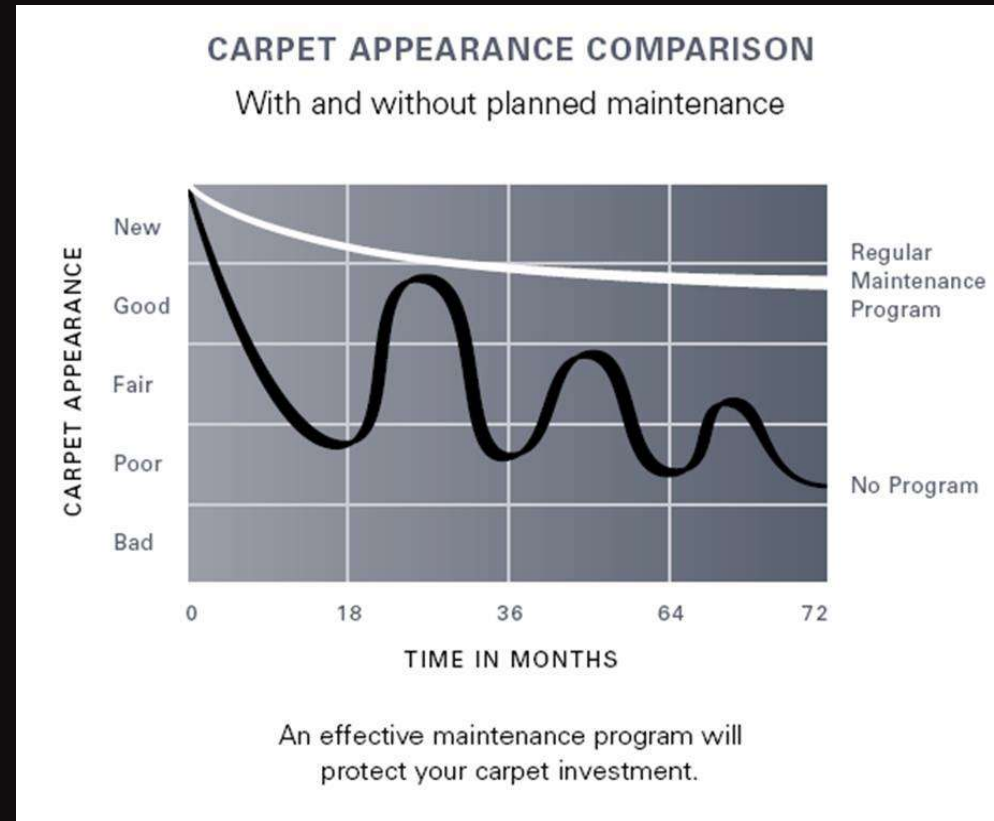


Photo: Courtesy of the Carpet & Rug Institute

The Benefits of Planned Carpet Maintenance

2. Appearance Management

- Provide a continuous high level of appearance
- The carpet can look good all the time
- The carpet never reaches that unacceptable appearance point



The Benefits of Planned Carpet Maintenance

3. Professional Image

- Décor = high quality image
- A clean and refreshed carpet enhances reputation of company



The Benefits of Planned Carpet Maintenance

4. A Healthier Indoor Environment

- EPA sponsored studies in 1991 and 1994 on the interaction of carpet cleaning and indoor environmental quality confirm a cleaner carpet is a healthier carpet
- Government mandates against carpet in Sweden and subsequent tests show replacing carpet with hard surfaces reduces indoor environmental quality because carpet was acting as a filter



The Benefits of Planned Carpet Maintenance

5. Reduce or Control Carpet “Ownership” Costs

What are carpet “ownership” costs?

- Floor prep costs
- Downtime
- Installation
- Cost of carpet
- Maintenance
- Downtime
- Tear Up
- Floor prep costs



The Benefits of Planned Carpet Maintenance

5. Reduce or Control Carpet “Ownership” Costs - Scenario 1

10,000 square foot installation

Floor prep costs	\$1,000.00
Downtime	\$10,000.00
Installation	\$13,200.00
Cost of carpet	\$49,500.00
Maintenance	\$10,000.00
Downtime	\$10,000.00
Tear Up	\$2,500.00
Floor prep costs	\$1,000.00

The Benefits of Planned Carpet Maintenance

5. Reduce or Control Carpet “Ownership” Costs - Scenario 1

10,000 square foot installation

Total Ownership Cost \$97,200.00

Divided by estimated life 5

Ownership Cost Per Year \$19,440.00

The Benefits of Planned Carpet Maintenance

5. Reduce or Control Carpet “Ownership” Costs - Scenario 2

10,000 square foot installation

Floor prep costs	\$1,000.00
Downtime	\$10,000.00
Installation	\$13,200.00
Cost of carpet	\$49,500.00
Maintenance	\$30,000.00
Downtime	\$10,000.00
Tear Up	\$2,500.00
Floor prep costs	\$1,000.00



X 3

Pre-inspection

- Construction of the carpet has a major impact on cleaning and spotting.
- Most cleaning related problems can be prevented by an accurate assessment, scope, pre-inspection, and explanation of the job to and for the carpet owner
- Non-trafficked areas still need to be cleaned due to:
 - Bio-pollutants
 - Airborne soils
 - Volatile organic compounds
 - Contaminant build-up



Developing A Planned Maintenance Program



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Analyzing Building Use and Floor Plan

To set up a Planned Commercial Maintenance Program several aspects need to be taken into consideration.

1. The type of building involved, single or multistory, size of building. This will determine to a large extent the type of carpet cleaning equipment that will be used.



Analyzing Building Use and Floor Plan

2. The type of commercial activity involved needs to be considered. This will determine the length of time between cleanings, how much time is allowed to complete the cleaning, whether or not the building or area can be shut down during the cleaning process. The type, and amount of traffic has a bearing on the cleaning schedule.



Analyzing Building Use and Floor Plan

Section 14 – Developing A Plan

3. The exterior of the building is an important area for planned maintenance. A lot of soils are tracked in or carried in with air currents. Proper cleaning of parking lots and entrance aprons to buildings, entrance mats both exterior and interior should be planned.



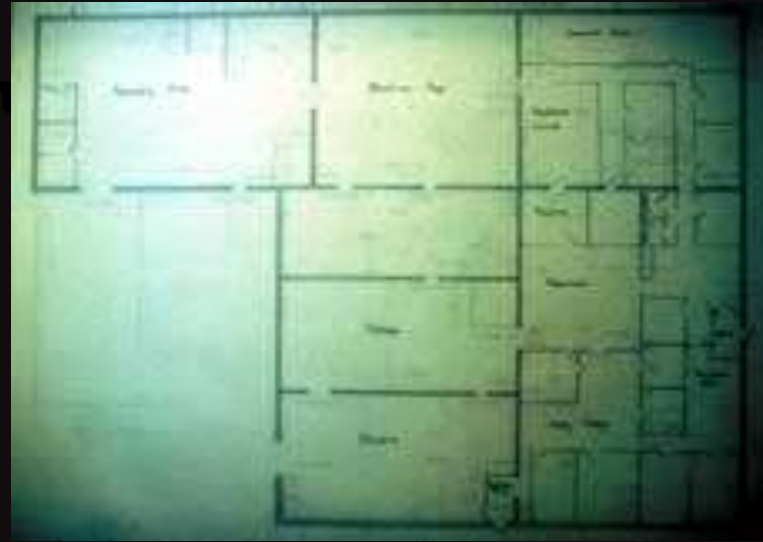
Analyzing Building Use and Floor Plan

4. A floor plan of each level of the building needs to be considered and areas assigned a category for proper cleaning schedules to be determined.

Note on a facility map the primary areas of concern:

- ✓ Track-off areas
- ✓ Funnel areas
- ✓ Main traffic areas
- ✓ Spot prone areas

Potential Sources for Floor Plan: Evacuation Plan, Blueprints



Analyzing Building Use and Floor Plan

5. The type of floor covering needs to be determined. Where they are located in relation to each other and in the building has to be taken into consideration. A tile floor preceding carpet will require the carpet to be vacuumed and cleaned more frequently, due to soils being tracked off of the tile floors. A square footage of each area needs to be known.



Analyzing Building Use and Floor Plan

5. The type of floor covering needs to be determined.

A. Hard surface:

Concrete

Vinyl

VCT

Wood

Tile

Stone

B. Carpet:

Type of carpet, type of construction, type of fibers, style, dye methods, manufacturers cleaning recommendations, type of installation.



Components of a Planned Maintenance Program

1. Soil Control/Prevention
2. Daily/Periodic Maintenance
3. Appearance Management/Interim Cleaning
4. Restorative “Deep” Cleaning

Recommended Cleaning Frequencies

Soil and Traffic Level	Vacuum	Spot Removal	Appearance Maintenance Cleaning	Restorative Cleaning
Light Private offices, cubicles	2+ times per week	As needed	2-4 times per year	1 times per year
Medium Interior hallways, shared offices, conference rooms	3+ times per week	As needed	4 times per year	2 times per year
Heavy General entrances lobbies, main hallways	1+ times per day	As needed	4-6 times per year	2-4 times per year
Severe Severe climate general entrances, food service	1+ times per day	As needed	N.A.	12+ times per year

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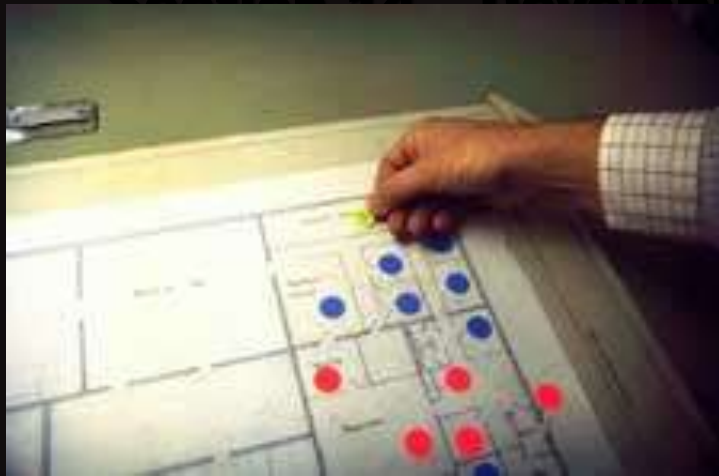
Assign Area Designations

Each area of the building needs to be assigned a category based upon the amount of traffic it receives or type of area it is. Then a maintenance program can be established based upon each area.

- Category 1: Severe Traffic Areas**
- Category 2: Heavy Traffic Areas**
- Category 3: Medium Traffic Areas**
- Category 4: Light Traffic Areas

Consider the Profile of the Area:
Understand the use and importance of the area - high profile vs. low profile. Areas that customers go, VIP offices, conference rooms, etc..

- Putting The Plan On Paper



Category 1: Severe Traffic Areas

Category 2: Heavy Traffic Areas

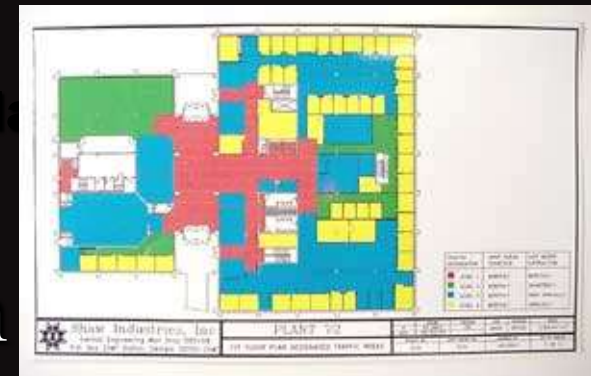
Category 3: Medium Traffic Areas

Category 4: Light Traffic Areas

Putting The Plan On Paper

Section 14 – Developing A Planned Map

- Computer Assisted Planning
 - Word processing program (Microsoft Word) to customize procedures
 - Graphics program for color coding map



Category 1: Severe Traffic Areas:

Examples: Airports, Entries to Hospitals, Malls & Theaters

Cleaning schedule:

1. Vacuuming: All areas need to be vacuumed with a commercial grade vacuum cleaner on a daily basis. Use a pile lifter monthly. Vacuums which use HEPA filters are recommended.
2. Spot Cleaning: All areas need to be spot cleaned as needed by a trained professional using proper techniques to insure the use of proper chemicals, agitation, and rinsing. Standard procedures do not require pre-spotting, rather the carpet should be cleaned normally then spots cleaned after, if residue remains.
3. Interim Maintenance Cleaning: Carpet needs to be cleaned on a weekly basis using a low moisture encapsulation cleaning system.
4. Restorative Cleaning: This should be performed on a monthly basis to remove any residues from Interim Maintenance Cleaning procedures, to remove deeply imbedded soil, refresh the texture of the carpet and for overall Indoor Air Quality. This should be done utilizing a Hot Water Extraction truck mounted equipment or a High performance portable machine.

Yellow equals variables that could change from proposal to proposal

Category 2: Heavy Traffic Areas

Examples: entrances, showrooms, lobbies, corridors, stairs, hallways, retail sales floors, executive offices, clerical office areas, food service areas, elevators, channeled traffic flow areas, break rooms, mail rooms

Cleaning schedule:

1. Vacuuming: All areas need to be vacuumed with a commercial grade vacuum cleaner on a daily basis. A pile lifter should be used monthly.
2. Spot Cleaning: All areas need to be spot cleaned as needed by a trained professional using proper techniques to insure the use of proper chemicals, agitation, and rinsing. Standard procedures do not require prespotting, rather the carpet should be cleaned normally then spots cleaned after, if residue remains.
3. Interim Maintenance Cleaning: Carpet needs to be cleaned on a weekly basis using a low moisture encapsulation carpet cleaning system
4. Restorative Cleaning: This should be performed on a quarterly basis to remove any residues from Interim Maintenance Cleaning procedures, to remove deeply imbedded soil, refresh the texture of the carpet and for overall Indoor Air Quality. This should be done utilizing a Hot Water Extraction truck mounted equipment or a High performance portable machine.

Category 3: Medium Traffic Areas

Examples: some hallways, shared offices, conference rooms

Cleaning schedule:

1. Vacuuming: All areas need to be vacuumed with a commercial grade vacuum cleaner on a daily basis. A pile lifter should be used on a quarterly basis.
2. Spot Cleaning: All areas need to be spot cleaned as needed by a trained professional using proper techniques to insure the use of proper chemicals, agitation, and rinsing. Standard procedures do not require prespotting, rather the carpet should be cleaned normally then spots cleaned after, if residue remains.
3. Interim Maintenance Cleaning: Carpet needs to be cleaned on a monthly basis using a low moisture encapsulation carpet cleaning system.
4. Restorative Cleaning: This should be performed every six months to remove any residues from Interim Maintenance Cleaning procedures, to remove deeply imbedded soil, refresh the texture of the carpet and for overall Indoor Air Quality. This should be done utilizing a Hot Water Extraction truck mounted equipment or a High performance portable machine.

Category 4: Light Traffic Areas:

Examples: Private Offices & Cubicles

Cleaning schedule:

1. Vacuuming: All areas need to be vacuumed with a commercial grade vacuum cleaner on a weekly basis. A pile lifter should be used on an as needed basis.
2. Spot Cleaning: All areas need to be spot cleaned as needed by a trained professional using proper techniques to insure the use of proper chemicals, agitation, and rinsing. Standard procedures do not require pre-spotting, rather the carpet should be cleaned normally then spots cleaned after, if residue remains.
3. Interim Maintenance Cleaning: Carpet needs to be cleaned on an as needed basis using a low moisture encapsulation carpet cleaning system.
4. Restorative Cleaning: This should be performed every six months to remove any residues from Interim Maintenance Cleaning procedures, to remove deeply imbedded soil, refresh the texture of the carpet and for overall Indoor Air Quality. This should be done utilizing Hot Water Extraction truck mounted equipment or a High performance portable machine.

- The Facility Manager's Role In A Successful Program

Section 14 – Developing A Planned Maintenance Program

- Specification of the right carpet for the environment it is installed in
- Maintenance of Entry Walkways, Sidewalks
- Use of walk off mats/grids
- Periodic cleaning/servicing of the air handling system
- Building design/usage considerations

Each Customized Program Should Include:

- Color Coded Map
- Written Procedures Plan
- Daily, Weekly, Monthly, Quarterly, Annual Procedures
- Follow-Up On Every Job
- Emergency Response Plan
- Water Damage and Intrusion Plan

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Friday, September 8th, 2017 – 8:30am – 11:30am



**Three Part Comprehensive Cleaning Program –
Moderated by Doyle Bloss, HydraMaster, Montego D, E & F**

Session 2 – 9:20 – 10:10am

Learning where and how you can increase your revenues in restorative tile cleaning and other hard surfaces

During this session, you'll have a chance to learn about the very latest in job pre-inspection procedures, proven demonstration techniques, and even discover a whole new world of lucrative tile cleaning jobs that you are likely overlooking now.

You will learn how; to evaluate the floor by identifying pre-existing conditions; increase your chances for a successful outcome by under-promising and over-delivering; recognizing conditions that could be created or revealed during cleaning and keep them from become problems; and pointing out repairs and corrections and floor restoration that might need to be performed that exceeds the parameters of the restorative cleaning job that opens up additional income earning opportunities for your company or a referral partner you outsource these jobs to.

Most importantly, you will learn proven demonstration techniques to get the jobs and learn the procedures to be sure your scope of work and pricing accurately reflects the work you will need to perform.

Speakers: Shawn Bisailon, Doyle Bloss, Bryan Thomson



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Stone, Tile & Concrete Cleaning



Stone, Tile & Concrete Cleaning



Stone

Tile

Stamped
Concrete

Polished
Concrete

Stone, Tile & Concrete Cleaning

Your service choices with stone

- **Clean**
- **Clean and Revitalize**
- **Restorative Cleaning and Sealing**



- **Restorative Cleaning, Stain Removal, Sealing and Protecting, and Transforming/ Modifying (Polishing, Honing, Lippage Removal)**

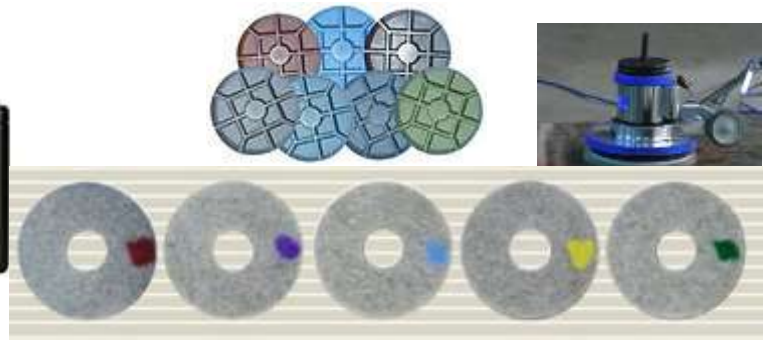


3M™ Trizact™ Diamond Abrasives



Designed for use with the Scotchgard™ Stone Floor Protector System, 3M™ Trizact™ Diamond Abrasives can help turn your dull and scratched stone floors into beautiful and shiny floors.

Simply using your existing floor cleaning equipment, you can typically refurbish your stone floors for less than \$0.75 per square foot versus up to \$2.00 per square foot when contracting this service out.



Stone, Tile & Concrete Cleaning

Your service choices with concrete

- **Clean**
- **Restorative Cleaning, Degreasing, Brightening, and Revitalizing**
- **Restorative Cleaning and Sealing**
- **Densifying**
- **Polishing**



Tile & Grout Floor Surfaces



Ceramic Tile



Porcelain Tile

Stone Floors



Marble



Flagstone



Sandstone

Stone Floors



Granite



Slate



Travertine

Stone Floors



Sandstone



Serpentine

Other Indoor Stone Surfaces



Fireplaces



Countertops



Bathrooms

Concrete Floor Surfaces



More than just big box stores...

Concrete Floor Surfaces



Concrete Floor Surfaces



Concrete Floor Surfaces



Stamped Concrete

Luxury Vinyl Tile



How to Identify the Hard Surface Floor You Are Cleaning

Types of Floors

- Tile: Ceramic, Porcelain, Quarry and Saltillo (Terracota) Tile
- Stone: Marble, Flagstone, Sandstone, Granite, Slate, Travertine, Serpentine
- Concrete: Finished, Polished, and Stamped Concrete
- Hybrid (Concrete and Stone): Terrazzo

How to Identify the Hard Surface Floor You Are Cleaning

Testing Procedures for Floor Identification:

- ✓ Ask the customer
- ✓ Appearance. Become familiar with what these types of floors look like at a flooring retailer
- ✓ Porosity - Place a few drops of water on a part of the floor you have wiped clean. Watch to see how quickly the water is absorbed.
- ✓ Acid Test - Place a few drops of CleanMaster HydraVitalize Acid Cleaner in an inconspicuous area on a spot on the floor.
- ✓ The Scratch (or Hardness) Test.
- ✓ Check for Floor Finish.

How to Identify the Hard Surface Floor You Are Cleaning

Ask the customer

- The owner will sometimes know if they have installed natural stone or a specialty tile.
- They may have access to installation paperwork which will identify the floor for you.



How to Identify the Hard Surface Floor You Are Cleaning

Appearance. Pay a visit to your local flooring retailer and become familiar with what various types of floors look like.

- For example, a colorful or patterned surface indicates glazed ceramic or porcelain.
- Quarry tile often has an earthy look in shades of red, gray or brown.
- Repeating Patterns - Natural stone will usually not have a pattern that repeats, but man-made tiles do. There are a few exceptions to this rule.



How to Identify the Hard Surface Floor You Are Cleaning

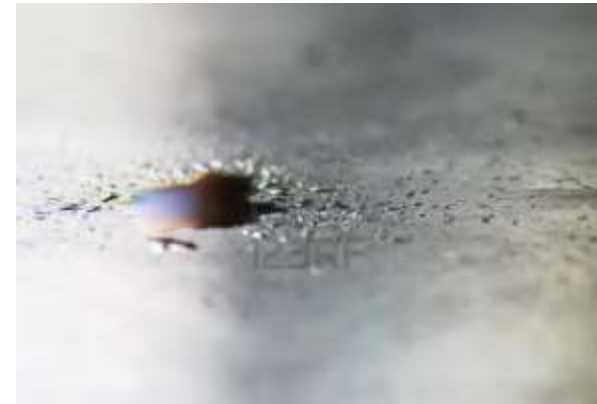
Appearance. Pay a visit to your local flooring retailer and become familiar with what various types of floors look like.

- Check the edges of the material – This test is not fool proof, but can sometimes help distinguish between real stone and tile that looks like stone.
 - Stone usually has a small bevel on the edge, about 1/16”.
 - Man-made tiles usually have square edges.
- Width of grout channel – The grout channel for synthetic tile will usually be 1/4”. Natural stone will have a narrower channel, typically 1/8”. Terrazzo and some marble or granite may have metal dividers rather than grout. Plus, remember that sanded grout usually indicates man-made tile.

How to Identify the Hard Surface Floor You Are Cleaning

Porosity - Place a few drops of water on a part of the floor you have wiped clean in an inconspicuous area. Watch to see how quickly the water is absorbed.

- Porcelain and glazed ceramic will absorb so little water that you will not notice it being absorbed.
- Unsealed terracotta will absorb water rapidly.



How to Identify the Hard Surface Floor You Are Cleaning

Porosity - Place a few drops of water on a part of the floor you have wiped clean in an inconspicuous area. Watch to see how quickly the water is absorbed.

- Stone will absorb water at differing rates darkening the stone as it soaks in. Water may take 10 minutes or longer to soak into highly polished marble and some granite.
- The presence or absence of seal will affect the absorption rate.

Cleaning application – an unsealed porous stone floor is more likely to have permanent stains you can't remove. In worst case scenarios the floor may permanently darken after cleaning. The stone needs to be sealed.

How to Identify the Hard Surface Floor You Are Cleaning

Acid Test - Place a few drops of CleanMaster HydraVitalize Acid Cleaner in an inconspicuous area on a spot on the floor. This is to test for sensitivity to acid

- Observe whether it bubbles, fizzes, or does nothing. If it turns white and bubbles, it is because the acid is reacting with the calcium carbonate in the floor. This indicates an acid sensitive material, likely marble, limestone, onyx or travertine.
- This test also identified terrazzo.



How to Identify the Hard Surface Floor You Are Cleaning

Acid Test - Place a few drops of CleanMaster HydraVitalize Acid Cleaner in an inconspicuous area on a spot on the floor. This is to test for sensitivity to acid

- The acid reaction test can also be used to identify sanded grout.
 - Sanded cementitious grout will react by bubbling and fizzing.
 - Unsanded cementitious grout will have little reaction. Epoxy and other grouts will not react at all to the acid.

Cleaning application – you can't use an acid cleaner on a stone floor that contains calcium carbonate. Alternative for brightening is QCT with OxyBreak.

How to Identify the Hard Surface Floor You Are Cleaning

The Scratch (or Hardness) Test.

The scratch test for stone is based on a scale developed by Friedrich Moh in 1822. It measures the relative hardness of natural stone

- It is ranked on 10 steps. There is great variation in the “steps.”
- Essentially, you are determining is what scratches what.

Mohs Scale of Hardness

Mineral	Scale Number	Common Objects
Talc	1	
Gypsum	2	
Calcite	3	Fingernail Copper Penny
Fluorite	4	
Apatite	5	Steel Nail Glass Plate
Orthoclase	6	
Quartz	7	
Topaz	8	Streak Plate
Corundum	9	
Diamond	10	

How to Identify the Hard Surface Floor You Are Cleaning

The Scratch (or Hardness) Test.

- Choose your tool to scratch with
 - Quartz = 7
 - Steel nail = 5.5
 - Fingernail = 2.5
- Try to scratch the stone with a sharp corner of your tool
- Do the reverse - Try to scratch your tool with the stone

Mohs Scale of Hardness

Mineral	Scale Number	Common Objects
Talc	1	
Gypsum	2	
Calcite	3	Fingernail Copper Penny
Fluorite	4	
Apatite	5	Steel Nail Glass Plate
Orthoclase	6	
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How to Identify the Hard Surface Floor You Are Cleaning

The Scratch (or Hardness) Test.

- By determining "What scratches what" or "What is equal" you can make judgments about hardness
- Softer stone such as travertine, marble, limestone, and slate will all scratch to differing degrees with this test procedure.
- If a floor is hard and difficult to scratch, it is probably a man-made ceramic or porcelain tile.

Mohs Scale of Hardness

Mineral	Scale Number	Common Objects
Talc	1	
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Topaz	8	Streak Plate
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Diamond	10	

How to Identify the Hard Surface Floor You Are Cleaning

The Scratch (or Hardness) Test.

- 5.5 is an important dividing line. Every stone below 5.5 will show scratches. Every stone above 5.5 like granite and quartz will not. That is why they use granite for kitchen countertops.

Mohs Scale of Hardness

Mineral	Scale Number	Common Objects
Talc	1	
Gypsum	2	
Calcite	3	Fingernail Copper Penny
Fluorite	4	
Apatite	5	Steel Nail Glass Plate
Orthoclase	6	
Quartz	7	
Topaz	8	Streak Plate
Corundum	9	
Diamond	10	

Cleaning application – on softer stone, precautions must be taken to not scratch the surface of the floor when using a rotary extraction tool. If the floor did scratch when tested or has an epoxy urethane finish that will scratch, use the brush ring on your rotary extraction tool.

How to Identify the Hard Surface Floor You Are Cleaning

Check for Floor Finish. (Sometimes called the scrape test)

The pores in stone and grout should be filled with a penetrating or impregnating sealer. This will hold out water, oils and other soils.

- Some floors may have been coated with a topical finish or wax. Finishes easily become worn in high use areas but may build up in other areas resulting in an uneven, blotchy look.
- The presence of a topical coating will make your work much more difficult!

Cleaning application – if there is floor finish on the tile, you can rest assured it is on the grout too. This will limit the cleaning process and the grout will not likely come clean until the floor finish is stripped off

How to Identify the Hard Surface Floor You Are Cleaning

Check for Floor Finish. (Sometimes called the scrape test)

The pores in stone and grout should be filled with a penetrating or impregnating sealer. This will hold out water, oils and other soils.

- If you suspect a topical coating is present, try to scratch or scrape it off using your fingernail. A polymer finish will flake off. A wax finish will roll into a ball. A finish meant to be permanent cannot be easily removed.
- A splash of water will not penetrate the tile if a finish is present and intact. Another test is to apply some rubbing alcohol to the surface. This will penetrate many finishes leaving a white milky appearance.

How to Identify the Hard Surface Floor You Are Cleaning

Check for Floor Finish. (Sometimes called the scrape test)

The pores in stone and grout should be filled with a penetrating or impregnating sealer. This will hold out water, oils and other soils.

- A topical coating will need to be stripped off. The process will vary according to the type and thickness of the coating. This is a very labor intensive process with grout and can keep you from getting a uniform appearance in the grout after cleaning. This should be part of your pre-cleaning inspection report to the customer
- CleanMaster HydraStone will remove some coatings, but a product intended for stripping finishes is often required. Use according to manufacturer's directions.
- We recommend against the application of topical coatings on stone or tile floors!

Pre-Cleaning Inspection Guidelines

Grout condition/hardness/strength

- Normal cleaning pressures call for cleaning hard surface floors between 800-1200psi.
 - You need to test the grout to determine if its structural integrity or hardness has been compromised
 - Using a knife or scratch awl, press firmly into the grout in several inconspicuous areas.
 - If the knife penetrates too easily, it may have trouble holding up against higher cleaning pressures
 - The harder the grout , the higher your pressure can be (within reason). Soft or loose grout will require lower pressures (800psi max), special tools, and you should have the customer sign a liability waiver.
-

Pre-Cleaning Inspection Guidelines

Grout condition/hardness/strength

- Note any **cracked or damaged tile or stone**. Look for **missing, cracked and loose grout**. This may come out during the cleaning process.

Pre-Cleaning Inspection Guidelines

Moisture underneath the tiles could indicate a serious problem.

- A **moisture meter** can be used to compare moisture levels before and after the job.
- Excess moisture indicates a leak or other source of water under the flooring and also an increased likelihood of efflorescence.
- Checking moisture levels also indicates when the floor has returned to normal moisture content and is ready for seal.

Pre-Cleaning Inspection Guidelines

INTEGRITY of the floor and installation. Check for –

- Lippage or uneven installation of the floor with some tiles higher than others. Variations of 1/16” are acceptable. The only means of correcting lippage is to grind the affected tiles until they are all even, an advanced step way beyond the cleaning technicians role.
- Loose tiles can be located by tapping the floor with a rubber mallet or a wooden handle. A hollow sound indicates the tile is not firmly attached to the underlayment. Record the number and location of any loose tiles.

Pre-Cleaning Inspection Guidelines

Additional Pre-inspection procedures –

- Check for wax or topical coatings as discussed earlier. If there is a coating that needs to be removed, allow for the extra work in your schedule and pricing.
- Determine porosity of the stone or tile. A porous floor will require more preconditioner. The floor will absorb more water and require longer to dry.
- Porosity also influences the amount of sealer that must be applied.
- Apply less sealer than the floor will hold and you have not provided the most effective application. Apply more sealer than the floor will absorb and the excess will dry on the surface forming a milky, white haze.

Pre-Cleaning Inspection Guidelines

Additional Pre-inspection procedures –

- Look for signs of **efflorescence** – a precipitate that has the appearance of a white, chalky powder-like substance on the surface of the grout or stone or porous tiles such as saltillo.
 - Some efflorescence will look like crystals. This type is more difficult to remove.

Your inspection may reveal that a job poses potential problems beyond your experience or skill level.

Experience is a great teacher, but some lessons can be very expensive. Know when to walk away from a job that could be unprofitable or holds risks you are not willing to accept.

Preparation and Set-up

- Determine all areas that need to be prepared and protected prior to starting the cleaning job.

Door ways, floor transition areas, stairwells, appliances, walls, furniture

- Always take into consideration any carpet or wood floors that are that adjoin the floor being cleaned. Protect with a double layer of plastic to prevent damage from overspray or splashes.

CAUTION!

Acid cleaners can permanently damage stainless steel.

- Review the steps necessary to do the job. An ounce of prevention prevents call-backs and damaged property!



- Make sure your customer has signed for and approved all the options you have discussed.
- Be realistic about extreme situations. Under-promise and over-deliver!

- Scratches, abrasion and other indicators of wear are not removed by cleaning! This means a clean floor may not have the same level of gloss it once did.
- Abrasive wear is common in softer stone.
- Correcting scratches requires polishing which is a separate and additional service from cleaning.



Equipment & Materials



Equipment & Materials

RX-15H Rotary Hard Surface Extraction Cleaning Tool

The RX-15H allows you to clean tile, stone, and concrete floors faster and easier and better than any other cleaning tool or system. Combined with your truckmount or high performance - high pressure portable extractor, it will clean circles (pardon the pun) around any automatic scrubber on the market. If you are looking for restorative deep cleaning of hard surface floors, the RX-15H is your ideal cleaning tool. Your ability to clean surfaces at higher solution pressures with rotary jet agitation, along with your exclusive ability to quickly recover wastewater and soiling and dry the floor, make the RX-15H a better and more environmentally responsible way to clean hard surfaces floors.



Equipment & Materials

RX-15H Rotary Hard Surface Extraction Cleaning Tool

The RX-15H hard surface floor cleaning tool is light-weight, yet it is extremely strong and durable. To really understand the power of the RX-15H you have to understand its cleaning action.

- It is a self-contained rotary washer and extractor, driven by water pressure. It agitates, washes and rinses the surface and immediately recovers the soil and water at the same time. It works best at solution pressures between 800-1200psi.



Equipment & Materials

RX-15H Rotary Hard Surface Extraction Cleaning Tool

- Under the molded hood you find a spray-bar and pressure-wash jets. These are driven by the water pressure, and the RX-15H spins faster at higher pressure. The RX-15H works with front-to-back and side-to-side motion.
- The durable handle has a 2" vacuum line all the way to the cleaning head for better air-flow and faster drying.
- The industry leading 15" cleaning path allows you to clean 25-30% faster than traditional 10-12" rotary tools and three times as fast as stationary hard surface wands. This saves you time, labor, and money!



Equipment & Materials

RX-15H Rotary Hard Surface Extraction Cleaning Tool

The RX-15H allows you to adapt to the floor you are cleaning – tile, stone, or concrete. The RX-15H blasts soil and dirt from tile, grout, and smooth or rough surfaces

- The RX-15H includes both a hard boot and brush ring for smooth or rough surfaces. The hard boot is typically used on harder surfaces and the brush should be used for sensitive stone surfaces that might scratch. The brush bottom prevents trapping particles that could scratch soft floors. The brush may also be preferred on very flat floors when the plastic body forms a tight seal making the tool harder to move.



Equipment & Materials

RX-15H Rotary Hard Surface Extraction Cleaning Tool

- The plastic boot that contacts the floor assures good vacuum and a dry finish for most tile floors.
- No tools are required to change from the hard boot to the brush, as the EZ change system allows you to quickly switch from one to the other with no screws, pop rivets, or tools needed!



Equipment & Materials

RX-15H Rotary Hard Surface Extraction Cleaning Tool

Ergonomic Design. Easier to use. Easier to maintain.

- The handles are spaced average shoulder width apart for a smoother ergonomic cleaning that feels like the tool is floating across the floor. This design also allows the tool to work effectively for shorter or taller technicians. The easy pull trigger helps reduce repetitive motion strain on muscles and tendons.
- The easy-access inline filter makes cleaning and maintenance a snap. Clean filters will prevent loss of water pressure to ensure peak performance at all times on all surfaces.



Equipment & Materials

RX-15H Rotary Hard Surface Extraction Cleaning Tool

Ergonomic Design. Easier to use. Easier to maintain.

- The aerodynamically designed head creates a laminar flow vortex and the radial vacuum line provides for more even removal of recovered water and soil than competitive designs so your floor dries faster.
- The deck has a toe adjustable vacuum relief to prevent annoying sticking from excess suction and lets you optimize your vacuum pressure on the fly
- Low profile design allows the tool to get under counters and toe kicks.
- The high grade ceramic swivel is rebuildable



Equipment & Materials

- The RX-15H can't reach everywhere. Being round, it has its limitations in corners or tight spots on the floor. For those and other areas you need a stationary wand like the Gekko



Equipment & Materials

RX-7H Hand-Held Rotary Hard Surface Extraction Tool

- The RX-7H does fit almost everywhere and will clean just about any surface – vertical or horizontal. When you need to clean in corners and in tight areas, even walls and counter tops, you can get the same cleaning power as the RX-15H in the RX-7H Hand-held tool.
- It concentrates extra power into a smaller area and is perfect for tiled walls and showers, bath tubs, and countertops

Equipment & Materials

Cobra Detailer Tool

- The ultimate hard surface detail tool. Cleans corners, edges and all tight spaces. Easy to use ergonomic design, one hand operation. Replaceable brush and one year manufacturer warranty.
- Injected mold ST-nylon construction
- Weight - 2 lbs.
- Rated up to 2150 psi
- Rated up to 200° F water temperature
- Companion tool for the RX-15H



Equipment & Materials

- Following are some of the most common accessories for hard surface floor cleaning used in today's cleaning services:



Stone, Tile, Grout, and Concrete Cleaning Product Application Guide

	QCT with					
	OxyBreak	HydraSolv	HydraStone	HydraBoost CT	HydraSeal	HydraVitalize
<i>Stone</i>						
Flagstone	✓	✓	♥	X	♥	✓
Sandstone	✓	✓	♥	X	♥	✓
Marble	X	✓	♥	X	♥	X
Limestone	X	✓	♥	X	♥	X
Travertine	X	✓	♥	X	♥	X
Serpentine	✓	✓	♥	X	♥	✓
Slate	✓	✓	♥	X	✓	✓
Granite	X	✓	♥	X	♥	X
<i>Man-Made Tile</i>						
Ceramic	♥	♥	✓	♥	X	♥
Porcelain	♥	♥	✓	♥	X	♥
Quarry	♥	♥	✓	♥	X	♥
Saltillo	♥	♥	✓	♥	✓	♥
Terazzo	♥	♥	✓	♥	X	♥
Grout	♥	♥	✓	♥	♥	♥
<i>Concrete</i>						
Raw/Unfinished	♥	✓	✓	♥	♥	✓
Finished/Polished	♥	✓	✓	♥	✓	✓
Stamped	♥	✓	✓	♥	♥	✓

♥ = Recommended
 ✓ = Acceptable
 X = Do Not Use

QCT with OxyBreak™

Peroxide Activated Quarry & Ceramic Tile and Concrete Cleaner and Brightener

- A synergistic combination of specialty surfactants, hydrogen peroxide, and D-Limonene that quickly cleans and brightens the grimeiest concrete, quarry tile, and ceramic tile and grout floors, fixtures, and walls.
- It safely lightens and brightens grout lines without leaving water marks or residue.



QCT with OxyBreak™

Peroxide Activated Quarry & Ceramic Tile and Concrete Cleaner and Brightener

- With the activating and boosting effects that OxyBreak™ has on citrus solvents, the solution penetrates every crack, crevice, and pore to emulsify and dissolve even the most stubborn soiling and grime.
- It also self neutralizes so you don't need to worry about neutralizing the grout lines after cleaning and brightening them.



HydraSolv

High Powered Tile and Grout Cleaner and Degreaser

- A high powered cleaning and degreasing agent specifically formulated for ceramic, porcelain, and quarry tile floors and their grout lines. It is used as a prespray/pretreatment on tile and grout to loosen, breakdown, dissolve, and emulsify even the grimeiest of soils.
- It can be used on residential or commercial tile floors and other hard surfaces, indoors and outdoors.



HydraSolv

High Powered Tile and Grout Cleaner and Degreaser

- HydraSolv is also an excellent cleaner for hard surfaces that have been exposed to fire and smoke as it effectively removes soot.



HydraBoost CT

Powder High Powered Concrete and Tile Cleaner and Degreaser/ Booster Additive

- HydraBoost CT is a powder, high powered concrete and tile and grout cleaner and degreaser designed to safely and effectively dissolve, break down, dislodge, and emulsify even the grimeiest soils from concrete, finished concrete, and ceramic, porcelain, and quarry tile floors and surfaces.
 - Alkaline cleaning agents and heavy duty surfactants are activated by the power of oxygen to allow the effervescent solution to get into every crack, crevice, and pore. It is the ideal cleaning agent for heavily soiled restaurant kitchen tile floors and other indoor and outdoor surfaces exposed to high levels of grease and oil contamination.
-

HydraBoost CT

Powder High Powered Concrete and Tile Cleaner and Degreaser/ Booster Additive

- The oxygenated cleaning power of HydraBoost CT also makes it an ideal boosting agent for trashed and neglected carpet that has been exposed to high levels of oxygenated oils and grease. Simply add a couple of ounces of HydraBoost CT to your favorite traffic lane cleaner/preconditioner for the ultimate in cleaning power.



HydraStone

Alkaline Heavy Duty Stone and Tile Cleaning Solution

- Specially formulated for the heavy duty cleaning of natural stone floors and surfaces, as well as tile and grout floors and walls.
- Unlike most hard surface cleaners that contain water conditioning agents and harsh solvents that can actually etch and damage a fine stone surface, HydraStone was specifically made to safely and effectively clean stone and tile surfaces.



HydraStone

Alkaline Heavy Duty Stone and Tile Cleaning Solution

- HydraStone is designed to deep clean and restoratively clean marble, granite, limestone, travertine, slate & sandstone as well as ceramic, porcelain and quarry tile & grout. It also works to effectively dissolve and emulsify stubborn soils on masonry and concrete
- HydraStone is designed to be applied as a prespray/pretreatment spray to loosen, dissolve, break down and emulsify built-up soiling, and to assist in stain removal.



HydraVitalize

Acid Stone, Tile, and Grout Revitalizing and Renewing Cleaning Solution

- HydraVitalize is used to renew and restore stone, tile and grout that has not responded effectively to other types of cleaning, or that has been exposed to a build-up of hard water spots and deposits, grout haze, soap scum, pet urine deposits, rust, and efflorescence.
- The acid cleaning action revitalizes and renews the appearance of ceramic, porcelain and quarry tile, as well as grout, granite, slate and sandstone.



HydraVitalize

Acid Stone, Tile, and Grout Revitalizing and Renewing Cleaning Solution

- It uses a safer and milder proprietary acid than conventional acids like phosphoric and muriatic so it emits fewer vapors and requires fewer precautions



HydraSeal

Premium Stone, Concrete, and Grout Water Based Sealer

- Preserves and protects the investment in fine floors and surfaces by providing advanced penetrating bonded protection at the molecular level.
- This bonded protection penetrates deep into porous surfaces and protects against water and oil based spills and stains, chemical degradation, biological growth, and efflorescence, while preserving the natural look of the surface, and not effecting slip resistance.



HydraSeal

Premium Stone, Concrete, and Grout Water Based Sealer

- HydraSeal works best on the most porous surfaces, but is effective on marble, granite, limestone, bluestone, Saltillo, travertine, sandstone, unfinished concrete, and grout lines. HydraSeal can be used as an interior or exterior treatment.
- HydraSeal provides four times the level of sealing and protection of “home improvement center” sealers.





Tile & Grout Cleaning Procedures

Ceramic, Porcelain, Quarry, Saltillo

Pre-Cleaning Procedures

1 Identify the type of grout used. The most common type of grout used for tiles is sanded grout. This is made from a blend of Portland cement and sand. You can identify this type of grout by its sandy feel and the fact that it is usually used when grout lines are 3/16" or wider. Epoxy grout is identified by its plastic like appearance that is frequently rounded on top. Unsanded grout is usually only used with natural stone flooring. Your initial inspection of the job should include a thorough examination of the grout. Look for cracks that may be present due to movement of the substrate surface or installation or mixing issues. You should not use a high pressure rotary extraction tool on floors with loose or damaged grout. Sections of grout that have are loose or broken can be blasted out by the high pressure cleaning of hard surface rotary extraction tools and high pressure hard surface wands.

2 Always protect flooring surfaces adjacent to the floor being cleaned from splash and overspray of the cleaning solution.

3 Examine preventative maintenance procedures

- The regular use of walk off mats reduces the tracking of soils from outside. The mats can remove abrasive grit from the bottom of shoes that can damage some hard surface floors.
- Sweep or vacuum floors prior to deep cleaning to remove particulate soils. An untreated microfiber dust mop works well for this.



4 For increased efficiency in restorative cleaning, apply tile and grout cleaning solutions cleaners with an in-line injection sprayer to take advantage of solution pressure and heat created by your high performance portable extractor or truckmount. You can also use a "pump-up" pressure sprayer, electric or battery powered sprayer. Apply in even overlapping patterns.





Tile & Grout Cleaning Procedures

Ceramic, Porcelain, Quarry, Saltillo

Daily or Periodic Maintenance and Care

1 Mix HydraStone Stone & Tile Cleaner 1 part solution to 32 parts water.



2 Apply with mop.

3 Extract cleaning solution with extraction equipment, auto-scrubber, wet vacuum or clean mop.





Tile & Grout Cleaning Procedures

Ceramic, Porcelain, Quarry, Saltillo

Restorative Deep Cleaning – Heavy soil, grease and oil contamination

- 1** Mix 1 part **HydraSolv** with 4 parts water into sprayer



- 2.** Apply with sprayer or mop

- 3.** Allow several minutes of dwell time but do not allow solution to dry.

- 4** Grout lines may need to be agitated with a grout brush.



- 5** For best results, agitate and extract cleaning solution using high pressure warm or hot water from a **RX20** with a hard surface attachment, hard surface rotary extraction tool or high pressure hard surface wand. Your portable or truckmounted extractor should maintain a minimum of 800 psi and a maximum of 1200 psi. For more sensitive surfaces, consider using a hard surface wand or simply mop with clean water and rinse. Specialty hand-held hard surface pressure cleaning tools will be very helpful when cleaning countertops, walls, along edges, and in tight places.



- 6** For faster drying, especially in humid environments, consider the use of an axial, centrifugal, thrust or downdraft air mover after cleaning.

- 7** After the floor has dried, consider the need for application of **HydraSeal** to grout to protect against staining.





Tile & Grout Cleaning Procedures

Ceramic, Porcelain, Quarry, Saltillo

Acid Cleaning – to remove soap scum, hard water deposits, urine deposits, rust, and efflorescence. Lightening and brightening grout lines

1 When cleaning with acid solutions, take special precautions to prevent splashes or spills onto metal surfaces, particularly stainless steel appliances. Metal surfaces, especially stainless steel, may be etched by contact with acid solutions.

2 Apply **HydraVitalize Organic Acid Stone, Tile and Grout Cleaner**. For normal soiling, mix 1 part solution with 1 parts water. For heavy soiling, mix 1 part solution with 1 part water. For routine maintenance, mix 1 part solution with 10 parts water.



3 Apply solution generously to floor with sprayer or mop

4 Grout lines may need to be agitated with a grout brush.



5 For best results, agitate and extract cleaning solution using high pressure warm or hot water from a **RX20** with a hard surface attachment, hard surface rotary extraction tool or high pressure hard surface wand. Your portable or truckmounted extractor should maintain a minimum of 800 psi and a maximum of 1200 psi. For more sensitive surfaces, consider using a hard surface wand or simply mop with clean water and rinse. Specialty hand-held hard surface pressure cleaning tools will be very helpful when cleaning countertops, walls, along edges, and in tight places.



Continues



Tile & Grout Cleaning Procedures

Ceramic, Porcelain, Quarry, Saltillo

Acid Cleaning – to remove soap scum, hard water deposits, urine deposits, rust, and efflorescence. Lightening and brightening grout lines

6 For grout, it is important to neutralize the cleaning solution residue. Mix 1 part **HydraStone** with 32 parts water and apply to grout. Allow several minutes of dwell time and then rinse with water.



7 For faster drying, especially in humid environments, consider the use of an axial, centrifugal, or downdraft air mover after cleaning.

8 After the floor has dried, consider the need for application of **HydraSeal** to the grout to protect from staining.





Grout Sealing Procedures

NOTE: Reminder – for porcelain, glazed ceramic, and other non-porous man-made tiles, apply sealer to the grout lines only.

1 **HydraSeal Premium Stone, Concrete and**

Grout Sealer is ready to use and should be applied straight. Shake thoroughly before application



2 Sealer may be applied to damp surfaces approximately one hour after water has been removed from cleaning procedures. They drier the grout, the better the penetration.



3 Apply sealer with grout line applicator. Squeegee excess onto grout and wipe up remainder off of non-porous tiles. If a white haze develops on tiles, buff off with white polishing pad and a 175 rpm rotary floor machine.



Luxury Vinyl Tile

Post-Construction Clean-Up/Maintenance

- 1 Sweep or vacuum floors prior to deep cleaning to remove particulate soils. An untreated microfiber dust mop works well for this.



- 2 Mix 1 part HydraStone with 16 parts water into sprayer



- 3 Apply with sprayer or mop

- 4 Allow several minutes of dwell time but do not allow solution to dry.

- 5 tines may need to be agitated with a grout brush.



- 6 For best results, agitate and extract cleaning solution using high pressure warm or hot water from a compact auto-scrubber





Natural Stone Cleaning & Maintenance Procedures

Flagstone, Limestone, Travertine, Marble, Terrazzo, Serpentine, Slate, or Granite

Pre-Cleaning Procedures

1 Your initial inspection of the job should include a thorough examination of the grout. Look for cracks that may be present due to movement of the substrate surface or installation or mixing issues. Sections of grout that have are loose or broken loose can be blasted out by the high pressure cleaning of hard surface rotary extraction tools and high pressure hard surface wands.

2 Always protect flooring surfaces adjacent to the floor being cleaned from splash and overspray of the cleaning solution.

3 Examine preventative maintenance procedures.

4 The regular use of walk-off mats reduces the tracking of soils from outside. The mats can remove abrasive grit from the bottom of shoes that can damage some hard surface floors

5 Sweep or vacuum floors prior to deep cleaning to remove particulate soils. An untreated microfiber dust mop works well for this. **It is absolutely necessary to remove all particulate soiling from a stone surface prior to cleaning if you are going to use a high pressure rotary extraction tool to clean stone. Otherwise, the particulate soiling can become entrapped by the rotary head and severely scratch some stone surfaces, particularly polished marble.**



6 For increased efficiency in restorative cleaning, apply stone solutions cleaners with an in-line injection sprayer to take advantage of solution pressure and heat created by your high performance portable extractor or truckmount. You can also use a “pump-up” pressure sprayer, or electric or battery powered sprayer. Apply in even overlapping patterns.



Natural Stone Cleaning & Maintenance Procedures

Flagstone, Limestone, Travertine, Marble, Terrazzo, Serpentine, Slate, or Granite

Daily or Periodic Maintenance and Care

1 Mix
HydraStone
Stone & Tile Cleaner
1 part solution to 32
parts water.



2 Apply with
mop.

3 Extract cleaning
solution with extraction
equipment, auto- scrubber,
wet vacuum or clean mop.





Natural Stone Cleaning & Maintenance Procedures

Flagstone, Limestone, Travertine, Marble, Terrazzo,
Serpentine, Slate, or Granite

Restorative Deep Cleaning – Heavy soil, grease and oil contamination

Sweep or vacuum floors prior to deep cleaning to remove particulate soils.

An untreated microfiber dust mop works well for this. **It is absolutely**

necessary to remove all particulate soiling from a stone surface prior to cleaning if you are going to use a high pressure rotary extraction tool to clean stone. Otherwise, the particulate soiling can become entrapped by the rotary head and severely scratch some stone surfaces, particularly polished marble.



2 Mix 1 part HydraStone with 16 parts water into sprayer



3 Apply with sprayer or mop

4 Allow several minutes of dwell time but do not allow solution to dry.

5 Grout lines may need to be agitated with a grout brush.



6 For best results, agitate and extract cleaning solution using high pressure warm or hot water from a **RX20** with a hard surface attachment, hard surface rotary extraction tool or high pressure hard surface wand. Your portable or truckmounted extractor should maintain a minimum of 800 psi and a maximum of 1200 psi. For more sensitive surfaces, consider using a hard surface wand or simply mop with clean water and rinse. Specialty hand-held hard surface pressure cleaning tools will be very helpful when cleaning countertops, walls, along edges, and in tight places.



Continues



Natural Stone Cleaning & Maintenance Procedures

Flagstone, Limestone, Travertine, Marble, Terrazzo, Serpentine, Slate, or Granite

Restorative Deep Cleaning – Heavy soil, grease and oil contamination

7 For faster drying, especially in humid environments, consider the use of an axial, centrifugal, or downdraft air mover after cleaning.

8 After the floor has dried, consider the need for application of **HydraSeal** to protect the surface. **HydraSeal** should only be used marble, granite, limestone, bluestone, Saltillo, travertine, and terrazzo. Stone that is prone to efflorescence such as slate should only be sealed with a solvent impregnating sealer.





Natural Stone Cleaning & Maintenance Procedures – Flagstone, Limestone, Travertine, Marble, Terrazzo, Serpentine, Slate, or Granite *Acid Cleaning – to remove soap scum, hard water deposits, urine deposits, rust, and efflorescence. Lightening and brightening grout lines*

1 Sweep or vacuum floors prior to deep cleaning to remove particulate soils. An untreated microfiber dust mop works well for this. **It is absolutely necessary to remove all particulate soiling from a stone surface prior to cleaning if you are going to use a high pressure rotary extraction tool to clean stone. Otherwise, the particulate soiling can become entrapped by the rotary head and severely scratch some stone surfaces, particularly polished marble.**

2 CAUTION! – Acid cleaning should not be used on ANY stone floor that contains calcium. Acids can severely etch limestone, travertine, marble, and other stone containing calcium.

3 When cleaning with acid solutions, take special precautions to prevent splashes or spills onto metal surfaces, particularly stainless steel appliances. Metal surfaces, especially stainless steel, may be etched by contact with acid solutions.



4 Apply **HydraVitalize Stone, Tile and Grout Cleaner**. For normal soiling, mix 1 part solution with five parts water. For heavy soiling, mix 1 part solution with 1 part water. For routine maintenance, mix 1 part solution with 10 parts water.



5 Apply solution generously to floor with sprayer or mop.

6 Grout lines may need to be agitated with a grout brush.



Continues



Natural Stone Cleaning & Maintenance Procedures – Flagstone, Limestone, Travertine, Marble, Terrazzo, Serpentine, Slate, or Granite

Acid Cleaning – to remove soap scum, hard water deposits, urine deposits, rust, and efflorescence. Lightening and brightening grout lines.

7 For best results, agitate and extract cleaning solution using high pressure warm or hot water from a **RX20** with a hard surface attachment, hard surface rotary extraction tool or high pressure hard surface wand. Your portable or truckmounted extractor should maintain a minimum of 800 psi and a maximum of 1200 psi. For more sensitive surfaces, consider using a hard surface wand or simply mop with clean water and rinse. Specialty hand-held hard surface pressure cleaning tools will be very helpful when cleaning countertops, walls, along edges, and in tight places.



8 For grout, it is important to neutralize the cleaning solution residue. Mix 1 part **HydraStone** with 32 parts water and apply to grout. Allow several minutes of dwell time and then rinse with water.



9 For faster drying, especially in humid environments, consider the use of an axial, centrifugal, or downdraft air mover after cleaning.





Natural Stone Cleaning and Maintenance Procedures

Flagstone, Limestone, Travertine, Marble, Terrazzo,
Serpentine, Slate, or Granite

Countertop Maintenance

1 Mix
HydraStone
1 part solution with 32
parts water.



2 Apply
in a light
even, mist using
overlapping strokes.

3 Allow solution to
dwell on surface 1-2
minutes before wiping

4 Wipe and clean
surface with a clean,
white, cotton towel. There is
no need to rinse.





Natural Stone Cleaning and Maintenance Procedures

Flagstone, Limestone, Travertine, Marble, Terrazzo,
Serpentine, Slate, or Granite

Special Issues with Stone Care and Maintenance - Efflorescence

Efflorescence is a white, powdery, blotchy or crystalline deposit on the surface of concrete, limestone, marble or masonry products. Efflorescence is due to moisture combining with calcium hydroxide in the limestone, marble or cement, and forming crystals when it reacts with the carbon dioxide in the air.

1 Light deposits of efflorescence may often be removed with a stiff brush or agitation with a white or beige floor pad under an **RX20** with a hard surface kit or a rotary floor machine. It may even wear off over time with foot traffic.

2 Heavier deposits, especially with a crystalline appearance, can be dissolved using **HydraVitalize Stone, Tile and Grout Cleaner**. Mix 1 part **HydraVitalize** with 1 part water.



3 Be sure to protect surfaces not being treated. Use personal protective equipment.



4 Wipe the solution onto the affected area using a sponge or brush.

5 Rinse and extract with water. Use a minimum amount of moisture, as excess moisture can lead to the formation of efflorescence again.

6 Accelerate drying using a axial, centrifugal, or downdraft air mover after cleaning.



Natural Stone Cleaning and Maintenance Procedures – Flagstone, Limestone, Travertine, Marble, Terrazzo, Serpentine, Slate, or Granite

Special Issues with Stone Care and Maintenance - Sealer Haze

1 Stone and grout will not hold an unlimited amount of sealer. When excess sealer is applied and has nowhere to go, a smooth milky white haze can appear on the surface of the stone or grout.

2 Generally, sealer haze on stone will wear off with traffic. Sealer haze on grout can be removed by wiping with a clean towel and more sealer. After application, finish with wiping with just a towel.

3 In extreme conditions, excess sealer can be removed from the stone using **HydraStone** and scrubbing.





Natural Stone Cleaning and Maintenance Procedures

Flagstone, Limestone, Travertine, Marble, Terrazzo,
Serpentine, Slate, or Granite

Special Issues with Stone Care and Maintenance - Oil Stains

1 Oil that penetrates through unsealed or poorly sealed stone will penetrate the porous surface. The best way to prevent oil based stains is by making sure the stone always stays properly sealed.

2 Oil stains that do penetrate into the stone can sometimes be removed by the application of a specialty poultice. Contact your local HydraMaster or US Products Distributor for more information on this process. [Click here](#) to find a HydraMaster distributor near you;



Natural Stone Cleaning and Maintenance Procedures

Flagstone, Limestone, Travertine, Marble, Terrazzo, Serpentine, Slate, or Granite

Special Issues with Stone Care and Maintenance - Rust Stains

1 Surface rust stains on stone and grout can sometimes be removed simply by the restorative deep cleaning procedures already discussed.

2 Deeper rust stains will require intensive acid cleaning procedures using **HydraVitalize** previously discussed.



3 Keep in mind that acid sensitive stone, that acid cleaning is not appropriate. For rust stains on those types of stone, **(CAUTION - Acid cleaning should not be used on ANY stone floor that contains calcium. Acids can severely etch limestone, travertine, marble, and other stone containing calcium)** a polishing or grinding process may be required.



Natural Stone Cleaning and Maintenance Procedures

Flagstone, Limestone, Travertine, Marble, Terrazzo,
Serpentine, Slate, or Granite

*Special Issues with Stone Care and Maintenance -
Organic Stains (Common Household Food And Beverage Spills)*

1 These would be stains that remain after restorative deep cleaning.

2 **Knock Out 1** will lighten or eliminate some stains. Test the stone surface or grout first for colorfastness when applying **Knock Out 1**.



3 Apply **Knock Out 1** directly to the stain.

4 Allow the solution to dry.



5 Apply **HydraSeal** to the affected area.





Concrete Cleaning Procedures – Stamped Concrete, Polished Concrete

Professional Cleaning or Restoration Contractors equipped with the proper equipment and tools have the most efficient way to clean and restore the finished look of treated, polished, or stamped concrete floors. As the soil builds up in seams, cracks, and crevices, and as the often porous concrete absorbs in oil and soil, traditional cleaning mechanisms such as “mop and bucket” or automatic floor scrubbers simply can’t restore the appearance of this fine finished concrete to an acceptable level. The heated, high pressure cleaning solution applied to the concrete surface from a high performance portable or truckmount extractor, combined with a rotary extraction tool or specially adapted hard surface wand clean the concrete surface more effectively than any other system. Add to that fact that the waste water handling and collection ability of your truckmount or high performance portable is becoming an environmental necessity outdoors, and is almost a requirement indoors for the deep cleaning of concrete surfaces. Rotary hard surface tools used in conjunction with your high performance portable or Truckmounted extractor not only speed up the cleaning and drying of a concrete floor, they also do a much better job of removing absorbed soil and oil from the porous concrete surface. Now, CleanMaster Cleaning Solutions from HydraMaster have created two comprehensive cleaning solutions specially formulated for cleaning, degreasing, and brightening concrete and tile floors utilizing the oxidizing power of hydrogen peroxide to create an activated effervescent solution that gets into every crevice, crack and pore of concrete to emulsify, dissolve and remove even the most stubborn soiling.



Concrete Cleaning Procedures

Cleaning and Brightening Concrete Floors

1 **QCT with OxyBreak** cleans and brightens concrete and grout lines without the use of harsh acids and chlorine bleaches that can damage the grout and surrounding flooring materials. It cleans, refreshes, and brightens concrete, tile and grout without leaving watermarks or residue like other cleaning chemicals can.



2 Read entire label before using. Use only as directed. Always pretest surface with cleaning solution for colorfastness prior to cleaning. Wear protective eyewear, gloves, long sleeves, and long pants while handling concentrate. Ensure work area is well-ventilated during application. Keep children and pets out of the area during application and drying.



3 Apply **QCT with OxyBreak**. For normal soiling, mix 1 part solution with 4 parts water. For heavy soiling, mix 1 part solution with 1 part water. For routine maintenance, mix 1 part solution with 10 parts water. For application through a in-line Injection Sprayer, use straight solution into sprayer bottle. Use no metering tip which results in a 1:4 mixture.

4 Apply mixed solution with sprayer evenly and liberally across surface to be cleaned. You can use a pump-up sprayer or a battery powered sprayer. If preferred, you can apply mixed solution with a damp mop, sponge, or other appropriate professional equipment. If using a mop for solution application and surface cleaning, change your mop water often to make sure that soil is not re-deposited.

5 For best results, agitate and extract cleaning solution using warm or hot water and a rotary agitation surface cleaner. For tight spaces or especially sensitive surfaces use a hard surface cleaning wand, or simply mop to rinse with clean warm or hot water.

6 When area has been rinsed thoroughly. Allow floor to dry.

7 For faster drying, especially in humid environments, consider the use of an axial, centrifugal, or downdraft air mover after cleaning.



Concrete Cleaning Procedures

Cleaning and Degreasing Concrete Floors

1 **HydraBoost CT** is a high performance, alkaline, heavy-duty concrete, tile and grout cleaner and degreaser that safely replaces mineral spirits and chlorinated solvent-based heavy-duty concrete degreasing products. **HydraBoost CT** penetrates concrete surfaces on contact to soften, lift, and remove a wide range of oils, soils, and greases.



2 Read entire label before using. Use only as directed. Always pretest surface with cleaning solution for color-fastness prior to cleaning. Ensure work area is well-ventilated during application. Keep children and pets out of the area during application and drying.



3 This product is ultra-concentrated. For normal soiling, mix 2 ounces of **HydraBoost CT** powder with one gallon of warm or hot water into a professional sprayer. For extreme soiling, mix three to four ounces of powder with a gallon of warm or hot water into a professional sprayer. For application through a in-line injection sprayer, mix 12 oz. of powder and fill container with water. Use 4:1 dilution.

4 Apply mixed solution with sprayer evenly and liberally across surface to be cleaned. You can use a pump-up sprayer or a battery powered sprayer. If preferred, you can apply mixed solution with a damp mop, sponge, or other appropriate professional equipment. If using a mop for solution application and surface cleaning, change your mop water often to make sure that soil is not re-deposited.

5 Allow for 5-10 minutes of dwell time. For concrete, if stains have been deeply absorbed, allow 15 minutes of dwell time so the solution has time to reach into the concrete pores and crevices and the oxygen activated effervescent solution can dissolve the soiling and lighten discoloration.

6 For best results, agitate and extract cleaning solution using warm or hot water and a rotary agitation surface cleaner. For tight spaces or especially sensitive surfaces, use a hard surface cleaning wand, or simply mop to rinse with clean warm or hot water.

7 When area has been rinsed thoroughly. Allow floor to dry.

8 For faster drying, especially in humid environments, consider the use of an axial, centrifugal, or downdraft air mover after cleaning.

**Join us to learn more to increase
revenues to your business!**

9:59

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Join us to learn more to increase revenues to your business!

Friday, September 8th, 2017 – 8:30am – 11:30am



Three Part Comprehensive Cleaning Program –
Moderated by Doyle Bloss, HydraMaster, Montego D, E & F

Session 3 – 10:30-11:30am

What should your company look for when selecting your next Truckmount?

Join some of the industry's leading truckmount salespeople in a panel setting and let them teach you their secrets to how they help each customer find the truckmount that best meets their needs. You can buy a truckmount from just about any distributor, but these folks sell more truckmounts in a month than many places sell in a year. How do they do it? By listening to the customer, studying their business, and aligning them with just the right unit. It is not just temperature or vacuum cfm. It is alignment of need, image, expertise and more. Make sure your next equipment purchase follows their strategies to ensure you maximize your investment.

- Mason Tomaino – Jon-Don , www.jondon.com
- Ernie Lombardi – All Care Distributors, Wayne NJ - www.allcaredist.net
- Noel Saenz – Pro Line Carpet Maintenance Supply, San Carlos and Sacramento, CA – www.prolinesupply.com
- Joe Versluis – HydraMaster – www.hydramaster.com

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Join us to learn more to increase revenues to your business!

Friday, September 8th, 2017 8:30am - 11:30am

Three Part Comprehensive Cleaning Program

Moderated by Doyle Bloss, HydraMaster
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Drawing will be held
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***Join us to learn more to increase
revenues to your business!***

Friday, September 8th, 2017 – 8:30am – 11:30am



***Three Part Comprehensive Cleaning Program –
Moderated by Doyle Bloss, HydraMaster, Montego D, E & F***

**Thank you for attending!
See you in the Trade Show!**



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