

How To Troubleshoot Common Floor Care Problems

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

POOR GLOSS

MOST COMMON CAUSES	SOLUTION
Insufficient coats or recoat schedule off.	Scrub, rinse and apply additional coats. (Maintain 2-3 medium to full coats; use additional coats for regularly buffed or high traffic areas).
Coats of finish are too thin.	Apply in medium to full coats; avoid old worn or wrung-out mops.
Wrong scrubbing or buffing pads/brushes used (too aggressive).	Use red or green pads for routine scrubbing; blue or black pads for deep scrubbing; approved pads/brushes for buffing; appropriate brush is recommended on uneven floors.
Excessive amount of sand and grit on floor.	Use approved mats, dust mop frequently, and remove grit outside doors.
Floor not properly rinsed before recoat.	Strip floor, rinse well and then apply new finish.

STREAKS IN FLOOR FINISH

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

POWDERING/POOR ADHESION OF FLOOR FINISH

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

SCUFFING AND SCRATCHING OF FINISH

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

DISCOLORED FLOOR FINISH

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