

Professional **Hardwood Maintenance**



WORKBOOK and
TIPS of the **TRADE**



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Water & Wood

The Basic Coatings Intensive Cleaning Process uses cleaning solutions that contain water. These solutions contain evaporators, like alcohol, that help the solution flash off the floor. We should take some time to understand how excess water affects wood flooring. Hardwood flooring is hygroscopic, which means it has the ability to take in or give off moisture. Wood is made of vessels and if flooded it can cause these vessels to fill up and expand. Shrinkage occurs as moisture content decreases, while swelling takes place when the moisture content increases. Wood flooring is expected to shrink in dry environments and expand in wet environments. An excessively swollen wood floor can cause cupping. Cupping occurs when the edges of the boards are higher and the board's center is lower. It is important not to flood any floor with excess water or solution. Wood floor finishes do not prevent wood from gaining or losing moisture; finish merely slows the process.

- Wipe up spills and puddles immediately.
- Use an air mover to assist the drying process.
- Empty the Dirt Dragon's reservoir tank before it becomes too full.
- When stopping the machine be aware that the solution in the brush can leak onto floor. Place a towel under the machine or remove the machine off the floor.

The good news is you do not need to be alarmed; the Intensive Cleaning systems have been used successfully for many years. A properly cleaned floor will not cause any cupping or adverse moisture related issues. Appropriate wood floor maintenance will give your customer beautiful results and bring new life to their floor.

Different Types of Wood Flooring

Extra caution should be taken when working with floors that have excess cracks and floors that have a thin wear layer. Different flooring types have varying abilities to withstand changes in humidity. Awareness of the type of flooring is important for determining if it can handle changes in moisture content.

SOLID WOOD FLOORING can come in an array of sizes, species, and thicknesses. It is one solid piece of wood from top to bottom. It can be site finished or pre-finished. Solid wood flooring is a great candidate for any of the professional hardwood maintenance systems.

ENGINEERED FLOORING is an assembly of multiple sandwiched layers of plywood with a hardwood top sheet. The top layer is usually a 1/16" to 1/6" thickness of hardwood. Due to its multi-ply structure, engineered wood can be very stable and is less susceptible to shrinking and expanding with changes in temperatures and humidity. They can be site finished or pre-finished. These floors are great candidates for any of the professional hardwood maintenance systems.

LAMINATE FLOORING is a melamine-infused paper on top and a wood chip composite on bottom. Laminate is not actually wood flooring but is more of a picture of a wood floor. Care must be taken when cleaning laminate floors. It is not advisable to coat these floors because the coating cannot be sanded off the floor.



System Descriptions

Intensive Cleaning

Aggressively cleans:
 Dirt
 Grease
 Hair
 Dust
 Built up residue
 Contaminants.



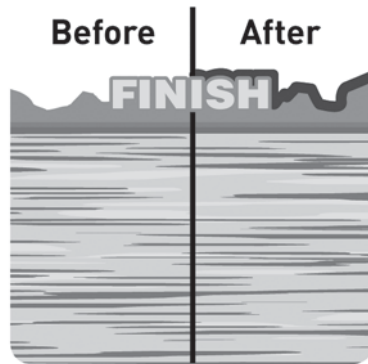
1

Aggressively scrubs the flooring to remove a build up of dirt and contaminants. This can be done alone as a routine maintenance procedure.

- Scrub with Dirt Dragon and I.F.T.
- Repeat scrub with Dirt Dragon and Squeaky™
- Tack with microfiber cleaning pad and Squeaky

Clean and Refinish

Aggressively cleans
 +
 Refinishes the floor to a uniform sheen of Gloss or Satin.



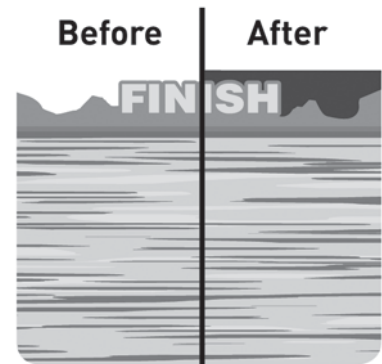
2

A combination of the Intensive Cleaning step and a quick and easily applied Hardwood Floor Refinisher. This system removes dirt from the floor and restores a uniform sheen.

- Scrub with Dirt Dragon and I.F.T.
- Scrub with Squeaky
- Apply Hardwood Floor Refinisher with a microfiber cleaning pad

TyKote Dust Free Recoating

Aggressively Cleaning
 +
 Refinishes the floor to a uniform sheen of Gloss, Semi-Gloss, Satin, or Super Matte
 +
 Provides a durable protective coating



3

A combination of the Intensive Cleaning step and StreetShoe®, a very durable protective coating. This system removes dirt from the floor and protects with a very durable coating.

- Scrub with Dirt Dragon and I.F.T.
- Repeat scrub with Dirt Dragon and Squeaky
- Apply TyKote® with a microfiber pad
- Top coat with StreetShoe

Option 1 - Intensive Cleaning



STEP 1: SCRUB WITH I.F.T. - Intensive Floor Treatment

I.F.T. is a high alkaline aggressive cleaner that will easily remove ground-in dirt and contaminants. I.F.T. is the first step in the two-part Intensive Cleaning process.

1. Vacuum all loose dust and dirt from the floor.
2. Clean the floor using the Dirt Dragon and I.F.T. (Intensive Floor Treatment) solution:
 - a) Mix 1 part I.F.T. with 4 parts cold water in solution tank.
 - b) Apply an even amount of solution to the floor with the Dirt Dragon using the manual feed switch to maintain control over volume. Do not puddle solution. While applying solution, vacuum and brush should be operating. (See Dirt Dragon operator's manual for complete usage instructions).
 - c) While applying diluted solution, make sure to pay special attention to corners. Use a clean mop and I.F.T. solution to clean corners.
 - d) Repeat the procedure in each area of the floor until the entire floor has been cleaned. For stubborn marks and dirt and shoe marks, use a moderately abrasive pad or sponge moistened with Intensive Floor Treatment.
3. Empty soiled solution from recovery tank. Depending on the condition of the floor, it may be necessary to repeat this step more than once.

STEP 2: SQUEAKY CLEANER

Scrubbing with Squeaky Cleaner is the second stage of the Intensive Cleaning process. It is designed to neutralize the floor and remove residue left from the I.F.T. The two cleaners are specifically formulated to remove different types of contaminants from the floor and may not be combined into a single treatment.

1. Clean the floor using the Dirt Dragon and Squeaky Concentrate cleaner:
 - a) Mix 1 part Squeaky Concentrate with 4 parts cold water in solution tank.
 - b) Apply even amount of solution to the floor with the Dirt Dragon using the manual feed switch to maintain control over volume. Do not puddle solution. While applying solution, vacuum and brush should be operating. (See Dirt Dragon operator's manual for complete usage instructions).
 - c) While applying diluted solution make sure to pay special attention to corners. Use a clean mop and Squeaky/water solution to clean corners.
 - d) Repeat the procedure in each area of the floor until the entire floor has been cleaned.
2. Empty soiled solution from the recovery tank.

NOTE: *Rubber or latex gloves are recommended to prevent skin irritation.

*Solution disposal may change depending on local requirements.

Consult your local regulations for disposal information.



Option 2 - Clean and Refinish

INSPECT THE FLOOR

The current floor finish must not be worn to the point that the color of the floor is not uniform. If this is the case, or if the previous finish has completely worn away to expose bare wood, the floor should be refinished using a standard sand and finish process.

Check the wood wear layer of the flooring. If the flooring is laminate or engineered and the wear layer is less than 1/8", it may not respond well to water. If the flooring cannot resist the humidity of being rinsed with water, the Intensive Cleaning system should either not be used or extreme caution should be taken when cleaning. A combination of the Intensive Cleaning step and a quick and easily applied Hardwood Floor Refinisher. This system removes dirt from the floor and restores a uniform sheen.

STEP 1+2: Intensive Cleaning Process (I.F.T. and Squeaky)

STEP 3: Hardwood Floor Refinisher

1. Rock product several times to mix contents.
2. Squirt Basic Coatings Hardwood Floor Refinisher on to the floor and spread evenly across the floor with a clean microfiber pad. Work in small sections and smooth the product out in the direction of the wood grain. Coat the entire room to ensure an even appearance.
3. One quart of Hardwood Floor Refinisher should cover 500 square feet.
4. A second coat may be applied after 2 hours.
 - Allow the floor to dry for at least 1 hour before walking on it with socks.
 - Furniture may be replaced after 24 hours and regular traffic may resume.
 - Allow two weeks before replacing rugs or cleaning with wood floor cleaners.
 - Check the Videos section of www.basiccoatings.com for application techniques.

Why Basic Coatings WaterBased Finish

Basic Coatings waterbased urethane finishes are quickly becoming the industry standard for wood flooring protection because of their many benefits.

- * Quick dry and cure times means that you can put the floor back into use faster.
- * Low VOC (Volatile Organic Compound) finishes are considered green and contain less harmful fumes.
- * A variety of sheens are available for the desired appearance.
- * Innovated nanotechnology particles make these finishes some of the most durable coatings for wood flooring protection.

Born out of bowling alley finishes in the 70's, Basic® Coatings was waterbased before waterbased was green. Manufactured right here in the USA, Basic Coatings was the originator and remains the innovator in waterbased wood floor finish.

Option 3 - TyKote Recoat



After cleaning with the Intensive Cleaning step the bonding agent TyKote is applied. This is followed by the durable coating StreetShoe®275. Available in 4 sheens StreetShoe 275 offers unmatched protection and durability.

STEP 1+2: INTENSIVE CLEANING PROCESS (I.F.T. AND SQUEAKY)

STEP 3: TYKOTE

TyKote replaces the messy process of sand screening wood floors. TyKote acts as the bonding layer between the existing floor and StreetShoe 275.

- 1) Apply a small amount of TyKote to a small area of the floor and use a clean microfiber mop to spread it out to a thin, uniform coat. Work around the floor until all areas have been coated. Be sure that every area of the floor intended for recoat has been wetted with TyKote. Any missed spots may result in poor adhesion of the topcoat.
- 2) Allow TyKote to dry (approximately 1 hour under good conditions) before proceeding to the next step. TyKote should be dry to the touch. Do not wait longer than 6 hours before applying the topcoat or the effectiveness of TyKote will diminish. If for some reason more than 6 hours elapses, it is advisable to reapply the TyKote. It is not necessary to repeat the cleaning steps in this case as long as the area has remained clean and dry during the elapsed time.
 - a) It is important that only a very thin, uniform coat of TyKote be applied (>2,500 sq.ft./gallon). Thicker coats will serve no useful purpose and may in fact be detrimental to your results as a whole.

STEP 4: TOPCOAT

MIXING

1. Use a stir stick to re-disperse any settlement and rock container several times.
2. While stirring finish, slowly add one 3-ounce bottle XL Catalyst per gallon of StreetShoe® 275.

APPLICATION

- 3a. T-bar Application: Pour a small puddle of topcoat along the far wall and use a T-bar applicator to apply a uniform coat to the floor. Apply the finish with the grain of the wood. Work carefully but quickly as water-based finishes dry rapidly. Maintain a wet edge at all times.
- 3b. Roller Application: Another method of coating uses a 1/4" nap roller designed for smooth surfaces. Pour a 3" tall by 4' wide puddle on the floor. Place the roller in front of the puddle and then pull it back about 4' until the roller is unsaturated. Now push the roller through the initial place where it was set down and feather up off the floor. Continue to work across the floor and maintain a wet edge at all times.
4. One gallon of StreetShoe 275 should cover 500-700 square feet.
5. If the floor is in relatively good condition, only one coat should be necessary. If desired or if floor receives heavy traffic, a second coat may be applied once the initial coat is dry (approximately 3-4 hours). The second coat can be applied within 24 hours of the initial finish coat without any further preparation besides tacking dust.
 - a) Allow the floor to dry for at least 3 hours before walking on it with socks.
 - b) Furniture may be replaced after 24 hours and regular traffic may resume.
 - c) Allow two weeks before replacing rugs or cleaning with wood floor cleaners.
 - d) Check the Videos section of www.basiccoatings.com for application techniques.



Pretest/Inspection; before coating

TESTING FOR WAX OR POLISH

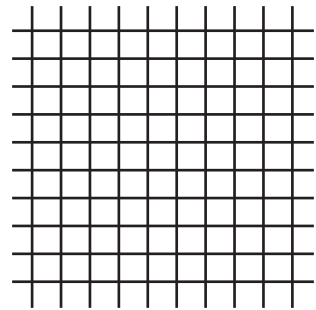
*Do not use a coating system on floors that have been previously maintained with wax or polish.

- 1) Paste wax: When testing for wax, first lightly clean the area with Squeaky. Using a small amount of mineral spirits on a clean, white cloth, rub on an area of the floor that has not been exposed to high traffic. If a discoloration or film appears on the cloth, then paste wax is likely present and a recoating system should not be used. The floor will either need to be re-waxed or sanded.
- 2) Acrylic polish or acrylic floor waxes: mix 1/4 tsp. of I.F.T., 1/4 tsp. of household ammonia in 8 ounces of water. Apply a few drops of this mixture on the floor in a corner of the room. If the spot turns white, acrylic wax is most likely present. Clean the floor with I.F.T. and then recheck. Continue this cleaning step until the polish has been removed. If you are unable to remove the acrylic polish in this manner, a recoating system should not be used.
 - a. We have had success removing some waxes by adding 1 cup of ammonia to the I.F.T. solution.

CROSS HATCH TEST

The Cross Hatch Test is a simple method to make sure of finish compatibility when recoating floors. Basic® Coatings always recommends performing a test recoat area and then checking for adhesion to make sure the system will be successful. The test area should be about the size of a playing card.

1. Perform the same recoating system procedures that will be used on the entire floor.
2. Return the following day and lightly score the finish with a razor in a 1/4" checkerboard pattern without going down to the wood.
3. Cover the test area with a piece of masking tape. Gently rub tape and create some heat.
4. Pull the tape off the floor.
5. If the majority of finish squares remain on the floor and not on the tape, your recoat most likely will be successful. If the majority of finish is removed by the tape, then you will need to evaluate another recoating or re-sanding method.



Recoating Tips



- One of the most important aspects in this process is to never leave standing water or cleaner on the floor. Standing water that sits for anymore than 5 minutes could create problems, such as floor cupping or delaminating depending on the quality or condition of the structure.
- Don't spend forever brushing out a waterbased coating. They set up much faster than OMU-Oil Modified Urethane, but waterbased urethane usually flows out well on its own. Brushing after the finish starts to set will cause it to streak and remain that way. Resist the temptation to keep brushing and re-brushing. Fix any flaws after the coat has fully dried.
- Mix the finish adequately before coating. Be sure to mix in any settlement on the bottom of the container with a stir stick. Not mixing the finish can cause streaking in the final appearance.
- Bundle the finish. Never use 2 different gallons in a large room. On large floors, combine the finish in a larger container. This will keep the sheen consistent.
- Clean and tack the floor before coating. It is even a good idea to clean the window sills and counter tops. A clean home provides for a perfect finish.
- Adding up to 12 ounces of Dry Time Extender, from Basic Coatings, to StreetShoe 275 can slow dry times, thus giving the product more time to flow and level.
- Make sure to feather out turns made by the T-bar. Try feathering turns and cutting in behind the T-bar with a 10" paint pad. Also, use the paint pad when backing out of a room. The paint pad has less of a tendency to leave applicator marks.
- The roller application method can be helpful on tricky floors like kitchens and hallways.
- Apply an even pressure or no pressure to the applicator. Different pressures can lead to varying film thicknesses which could lead to varying sheens. Be consistent with your application across the floor.
- Be aware of your recoating window of opportunity. You may not need to abrade at all between coats. Basic Coatings waterbased finishes have a 24 hour recoat window. Use a surface-reading moisture meter to tell when you can apply another coat of finish.
- Try to achieve the recommended coverage rates. Finishes are designed to be applied at a specific film thickness. If you apply the finish at the recommended rate it will have a better chance to flow and level.
- Make sure to turn off the HVAC system and close all windows and doors while coating. This will keep the finish from drying too quickly. After 30-60 minutes of no airflow the finish will tack over. At this point open the floor to airflow. Use fans to remove the solvent from the room. The off gassed solvent is denser than air and will fall back on the floor unless the room has been properly ventilated. A well ventilated floor makes for a stronger finish.



Repairs/Customer Expectations

REPAIR SCRATCHES WITH STREETSHOE® 275

Scratches that go through the existing finish into the wood will require some extra time to repair. Repairs should be done prior to the refinish schedule since it may require several hours for the repaired areas to dry.

- 1) Use a fine abrasive paper (180 grit or finer) to smooth out the scratch (1/2" to 1" wide) and gradually taper out to the regular finish surface. If the scratch has exposed a different color than the floor as a whole, the color should be matched with a suitable color treatment. Test the system by staining and finishing a separate piece of wood (you must use the same type of wood as exists in the floor) and compare it to the color of the floor. Wax-based color sticks must not be used to match the color. The stain or dye used must be fully cured to manufacturer's specifications.
- 2) When color is satisfactory and the area is dry, rebuild the repair area to better match the rest of the floor by applying thin coats of the Basic Coatings finish to the area, one coat at a time. Use a foam paintbrush for best results.
 - a) HINT: Using very thin layers of finish will yield the best results. Mix only the amount needed for the repair
- 3) Apply the first layer of finish only to the center of the abraded area. Successive layers may be applied as the previous coat dries (usually about 1 hour). Gradually work out toward the edge of the repair area with each successive coat with dry time between any two coats. Three to five layers of finish will typically result in a repair that cannot be seen in the completed floor.

CUSTOMER EXPECTATIONS

A good practice is to tell the homeowner up front what to expect and what not to expect. Do not over sell the job. Listen to their expectations and make sure they are reasonable. This procedure will not fill in cracks, deep scratches, indentations, or fix dark pet stains. Many times the flooring in an entrance way is worn down to bare wood and darkened from being exposed to dirt and moisture. Many of these blemishes will still remain after being cleaned and recoated.

Remember...." It's flooring not furniture." We do not walk on dining room tables and conversely we should not expect a floor finish to be inspected like a furniture polish.

The Professional Hardwood Maintenance systems will properly clean and provide a new protective coating to the floor. It will protect and add value to their investment of hardwood flooring. The cost to replace or sand and finish a hardwood floor is very expensive and disruptive. Proper maintenance and recoating will add years to their floor with low impact to the homeowner. It will add beauty to tired looking floors and bring back the luster to the floor. It will do this without the usual dust and long term odor associated with traditional recoating methods. You are providing a product and service that is unmatched in the hardwood floor industry.

After Sale Maintenance Tips



AFTER COATING

- Use mats in traffic areas and doorways – avoid some rubber-backed mats as they may discolor floor.
- Place felt pads under furniture.
- Dust mop with Basic’s microfiber mop and Squeaky™ cleaner. Cleaners should not be used until 2 weeks after the application of the coating.
- Do not use wax or silicone-based polishes or cleaners. Some wood flooring cleaners sold at your local store may actually make the floor more difficult to clean and may create problems when the floor requires refinishing. Use Squeaky cleaner from Basic Coatings.
- Avoid deep scratches. High heels and dog nails can damage wood flooring. Do not slide furniture across the floor.

POST-COATING TIMING

	StreetShoe® 275	Hardwood Floor Refinisher
Walk on Floors <i>(with stocking feet)</i>	3-4 hours	1-2 hours
Return Furniture to Floor <i>(use felt pads)</i>	24 hours	24 hours
Return Rugs to Floor <i>and maintain by cleaning with Squeaky® cleaner by Basic</i>	2 weeks	2 weeks

Post Sale Maintenance Schedule

Be sure to sell or leave the homeowner with a Basic Coatings Squeaky Maintenance kit. Squeaky cleaner and the microfiber mop were specifically designed to clean wood floors without depositing a film.

The key to extending the life of the floor is proper maintenance. Make the homeowner aware that you are available for a periodic intensive cleaning and every year or so you can come back to add a protective coat of finish.

A properly maintained wood floor should never have to be sanded. Let’s educate the homeowner about the proper maintenance of wood floors.



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