



**DIRECT  
SUPPLY®**

# HARD SURFACE CLEANING GUIDE



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# WHAT'S IN YOUR CART?

- HOUSEKEEPING CARTS
- MICROFIBER BUCKETS, HANDLES & FRAMES
  - DUSTERS
  - MOP PADS & CLOTHS
  - LAUNDRY BAGS
- CHEMICALS (GLASS CLEANERS, DISINFECTANTS, TOILET BOWL CLEANERS)
- GLOVES
- PAPER PRODUCTS & CAN LINERS
- BROOMS & DUSTPANS





# **BEST WAYS TO CLEAN YOUR HARD SURFACES**





## BEST PRACTICES FOR HARD SURFACE CLEANING

- Always wear disposable gloves and change them between each room.
- Clean from top to bottom.
- Make sure you hit all high-touch surfaces.
- Clean floors last.
- To properly disinfect and sanitize with disinfectants and sanitizers, make sure you allow all surfaces to remain wet for the manufacturer's suggested times (known as dwell times).
- The CDC recommends changing cleaning solution in a mop bucket frequently. Switch to microfiber mopping, which uses a clean microfiber pad in each room and water that is never touched by a dirty pad, to eliminate the frequency of changing mop water.

*For the tools to do the job right, see pages 12 - 13.*



# CLEANING YOUR BATHROOMS

1. Start with the bathroom: First, pick up towels placed in the laundry bag. Remove any litter.
2. Do not flush toilet.
3. Start by misting bathroom with disinfectant from high (shower head) to low (base of toilet).  
**Be certain to cover:**
  - Toilet base, seat, flusher, tank base, seat and inside toilet
  - Faucets (sink and shower)
  - Shower/tub, including faucets, shower head, door handle, drain, soap dish, towel holders, etc.
  - Doorknobs and light switches
4. Do not wipe down the bathroom at this time.
5. Next, clean the resident room (see page 7).
6. On a periodic basis, use a 12" flat mop to clean inside of room windows (optional) before using in bathroom.
7. After the resident room has been cleaned, return to the bathroom. Work from high (shower) to low with a 12" flat mop.
8. Mist and use additional disinfectant as needed.
9. Use a double-sided mitt to wipe down the toilet tank. Once complete, rotate the mitt so the back (clean side) is at your palm. Use this side to clean the bowl, rim and seat. Do not use for anything else and put into a laundry bag.
10. Scrub the toilet bowl, close the lid and NOW flush.
11. Clean the mirror and wipe down all areas, including sink, with microfiber cloth.
12. Mop around the toilet last.
13. Remove the flat mop at the door and put into a laundry bag.

*For the tools to do the job right, see pages 12 - 13.*





# CLEANING YOUR RESIDENT ROOMS

1. Clean resident rooms, change linens, open curtains, vacuum (all activities that raise dust).
2. Vacuum: Use crevice tool on all floor-baseboard interfaces.
3. Fold the microfiber cloth in half, then in half again.
4. Mist wiper with cleaner/sanitizer and wipe ALL surfaces people touch. See list to the right.
5. Start high and work downward to low points.

## High-Touch Surfaces

- Light and lamp switches
- TV remote
- ALL door knobs and handles
- Security chain/latch
- Ice bucket
- Telephone hand set
- Drapery pull-rod
- Arms of chairs
- Desk top/drawer knobs
- Thermostat and/or A/C control panel
- Call button/cord

*For the tools to do the job right, see pages 12 - 13.*



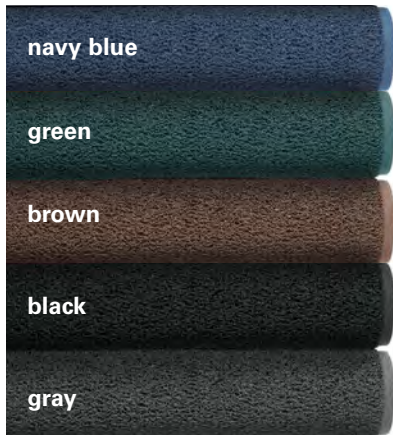
# **HARD FLOOR CLEANING: THE 3-STEP PROCESS**



## STEP 1:

# PREVENTIVE MAINTENANCE

## STOP DIRT AT THE DOOR



Wayfarer Matting



Clarke® Bsw 28"  
Vacuum Sweeper

Just like carpet care, the first step in hard floor care is preventive maintenance. Consider using wide-area sweepers indoors and outdoors to keep matting and entryways free of debris.

### MATTING

Matting is the first step in effective cleaning, protecting flooring and reducing costs. It requires minimal labor to maintain and makes the rest of your equipment work more easily. Three stages of matting – exterior scrape, vestibule brush and interior dry – should be utilized for best results.

### SWEEPERS

Sweepers act as a great assistant to matting. They pick up most surface-level dirt and particles and can be used inside or outside. Cleaning outside a building's entrance – up to 75' around – with a sweeper can prevent 85% of soil from reaching your community's floors.

### Just 15' of matting prevents up to 85% of dirt from entering your community!

- Carpets stay cleaner with less chemicals and less energy – it's environmentally friendly, cost effective and saves time!
- Help prevent falls. Matting may absorb excess moisture that can cause dangerous slips and falls on floors.
- You can create a good first impression. Quality matting helps establish a pleasant ambiance for residents and guests as they enter your community.
- Help save money on rental costs. Stop paying expensive rental costs for matting, and purchase your own from Direct Supply!

75% to 85% of dirt and moisture is removed from shoes in the first 15' of matting

50% to 70% of dirt and moisture is removed from shoes in the first 10' of matting

30% to 40% of dirt and moisture is removed from shoes in the first 5' of matting

Matting should be as wide as the opening of your doorway

### Save up to \$180 per mat by owning instead of renting!

Matting can help keep your floors looking great by catching dirt and moisture at your doorways before it enters your community. In fact, 15' of matting may absorb 75% to 85% of dirt and moisture from the shoes of incoming visitors.

There are countless services that offer matting for a monthly rental fee, which usually includes the matting and regular monthly cleanings. While this seems like a cost-saving option, this service often costs communities more than purchasing matting would.

That's because renting just one 3' x 5' entrance mat often costs approximately \$15 every month. This adds up to \$180 annually for the same matting that can be easily purchased for around \$50.

As for cleaning, entrance mats generally require weekly service because of the large amount of dirt they collect from the outdoors. That means your maintenance personnel will most likely have to clean your mats in addition to the monthly rental service you already pay for.

On the other hand, having your maintenance staff take a few minutes to clean your matting while cleaning the rest of your floors often costs less than the price of renting.

*For the tools to do the job right, see pages 14 - 15.*



## STEP 2:

# DAILY MAINTENANCE

## MOPPING & SCRUBBING



*Rubbermaid® High-Security Healthcare Janitor Cart*



*Nobles® Speed Scrub® Walk-Behind Scrubber*

Regular mopping is critical to helping control the spread of germs and protecting residents, but traditional wet mopping creates cross-contamination risks if mop heads and water are not changed out frequently. Microfiber mopping systems reduce this risk and offer several benefits. Using an autoscrubber is a great way to clean hallways and common areas. Autoscrubbers mop and dry the floor as you go, allowing you to clean larger spaces in less time.

### MICROFIBER

Microfiber provides a more effective low-moisture alternative to standard mopping in spaces such as resident rooms and bathrooms, and can help your community realize several benefits.

- Reduced Operating Costs
  - 95% water savings
  - 95% chemical savings
  - 45% labor savings
  - 10 times longer product life
- Better Effectiveness
  - Third-party tested to be 99.95% effective
- Greatly Reduced Cross-Contamination Risk
  - One pad per room is recommended
- Better Ergonomics/Lowered Injury Risk
  - Staff-friendly equipment

### AUTOSCRUBBERS

Autoscrubbers clean hallways and large common spaces. They can help improve cleaning effectiveness and operational efficiency while reducing labor costs. Low-moisture cleaning options can reduce water consumption up to 70%, and some versions can virtually eliminate the use of chemicals. For general-purpose cleaning, a neutral-pH-based floor cleaner should be used. Choose from a variety of pads and brushes to make an autoscrubber the ideal tool for cleaning nearly every hard floor surface throughout your community.

**Want to save money, reduce your carbon footprint and eliminate sticky floors?  
Try the chemical-free route.**

*See pages 20 - 21 for more information.*

*For the tools to do the job right, see pages 14 - 15.*



## STEP 3:

# RESTORATIVE MAINTENANCE

## CONDITIONING



*Nobles® Speedshine Floor Machine*



*Nobles® Speed Gleam Burnisher*

Bring the life and shine back to your floors with seasonal stripping and refinishing, along with monthly buffing or burnishing.

### FLOOR MACHINES

The first step to proper hard floor conditioning is surface prep, stripping and light buffing – all of these tasks can be done with a floor machine. Floor machines operate at lower speeds – 175 to 330 rpm – than burnishers and are typically only used quarterly or semi-annually.

### BURNISHERS

The second step to proper hard floor conditioning is high-speed burnishing to “pop a shine.” Burnishers operate at significantly higher speeds – 1500 to 2000 rpm – and with greater down pressure than floor machines. The higher the speed, the better the shine. Like floor machines, burnishers are usually only needed on a quarterly or bi-annual basis.

**Floor machines and burnishers should not be used on Luxury Vinyl Tile (LVT) or Luxury Vinyl Plank (LVP) flooring. Doing so may void the floor's warranty.**

*For the tools to do the job right, see pages 14 - 15.*





# BEST TOOLS FOR HARD SURFACE CLEANING



# MICROFIBER STARTUP GUIDE

	Item Description	Suggested Qty. (Each)
	Janitor Cart	1
	Microfiber Mop Bucket, Handle	1
	Microfiber Frame, Fits 18"W Pads	1
	Microfiber Mop Handle	2
	Microfiber Flat Mop, Wet/Damp, 18"	20
	Microfiber Flat Mop, Dry/Dust, 18"	6
	Microfiber Cloth, 12" x 12"	20
	Microfiber Cloth, 16" x 16"	20
	Microfiber High Duster Set, Wand	1
	Microfiber High Duster Replacement Pads	6
	Microfiber Flat Mop, Scrubber, 18"	10
	Microfiber Glass Cloth	6
	12" Frame	1
	Microfiber Flat Mop, Wet/Damp, 12"	20
	Double-Sided Mitt	20
















*Suggested quantities are based on cleaning 20 resident rooms.*





# **KEY MANUFACTURERS & EQUIPMENT**

# KEY TYPES OF FLOOR CARE EQUIPMENT

	Scrape Mat		Stand-On Autoscrubber
	Brush Mat		Chemical-Free Autoscrubber
	Dry Mat		Single-Speed Floor Machine
	Compact Sweeper		Dual-Speed Floor Machine
	Wide-Area Sweeper		Orbital Floor Machine
	Microfiber Mopping System		Burnisher
	Compact Autoscrubber		Burnisher with Dust Control
	Large-Area Walk-Behind Autoscrubber		

## KEY MANUFACTURERS





# RESOURCES



# MICROFIBER GIVES YOU THE CLEANEST FLOORS WITH LESS EFFORT AND COST

## RETURN ON INVESTMENT

Through the use of a microfiber cleaning system, you will see an immediate and substantial return on your investment. Here are some conservative estimates:

	Current System	Microfiber System
Decrease Supply Usage	Current Mops – ~50 washings/mop	Microfiber Damp Mops – 500 washings
	Current Dust Mops – ~30 days/mop	Microfiber Dust Mops – 500 washings
	Current Cotton Cloths – 100 washings	Microfiber Cloths – 500 washings
	<b>Result</b> – 95% cost reduction in product replacement	
Decrease Chemical and Water Usage	Chemical – \$1.32/day*	Chemical – \$.055/day
	Water – \$.48/day**	Water – \$.02/day
	<b>Result</b> – 95% decrease in chemical and water spend	
Increase Productivity	Time (Min/Room) – ~17 minutes	Time (Min/Room) – 15 minutes
	Time/Mop Bucket Change – ~10 minutes	Time Saved/Day – ~ 60 minutes/day*** No bucket change needed
	Square Feet/Hour – 5,000 ft <sup>2</sup> (based on ISSA 447 Cleaning Calculator)	Square Feet/Hour – 23,810 ft <sup>2</sup> (based on ISSA 447 Cleaning Calculator)
	<b>Result</b> – 60 minutes saved/housekeeper each day	
Increase Cleanliness	67.75% Microbe Removal (with detergent cleaner)	94.5% Microbe Removal (with detergent cleaner)
	<b>Result</b> – Significantly decrease risk of cross-contamination (creates safer environment for residents and staff)	

## Increase Staff Satisfaction



Each housekeeper lifts  
200 lbs. less per day



Ergonomic advantages  
minimize body breakdown



Tasks performed quicker  
and with less effort

**Result** – Improving efficiency and quality of cleaning program directly leads to increase in staff satisfaction, retention and quality of life for residents

\*Assuming diluted chemical cost of \$.055/gallon, filling 4 gallons/bucket and changing bucket every three resident rooms

\*\*Assuming water cost of \$.02/gallon, filling 4 gallons/bucket and changing bucket every three resident rooms

\*\*\*Assuming 10 minutes/mop bucket change and the bucket is changed every three resident rooms



# USING MICROFIBER PADS

1



Flip pads into the mop bucket and remove the plastic bag.

2



Fill the mop bucket with 6 quarts of cleaning solution.

3



Press the mop frame against the wet mop to fasten the hook-and-loop system.

4



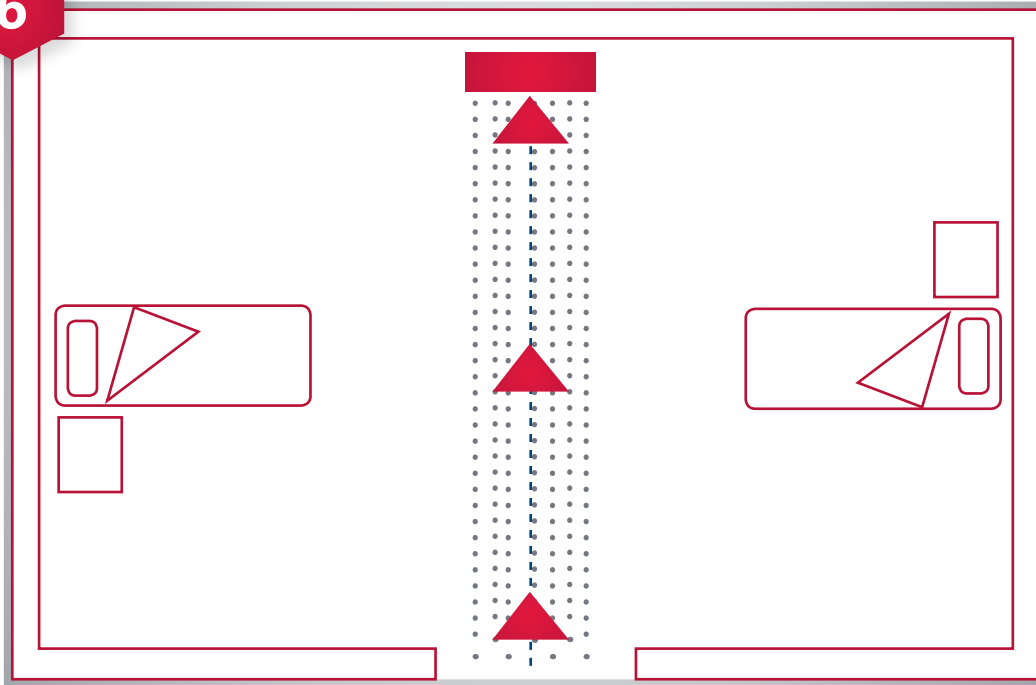
Mop the floor using the "Figure 8" motion illustrated in the diagrams right.

5



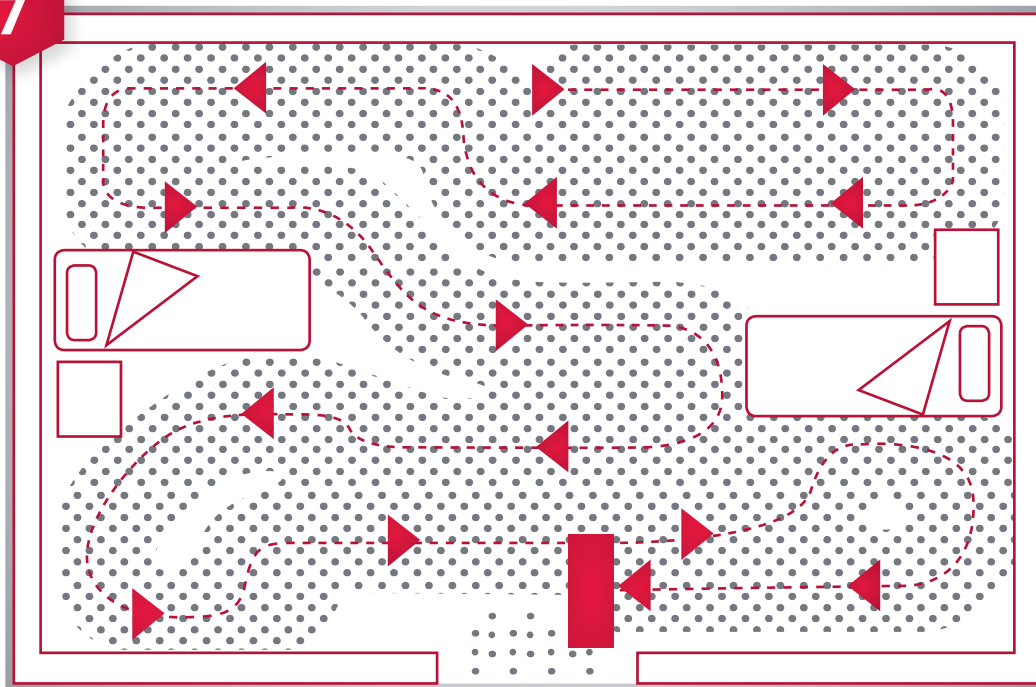
Step on sides of the mop and pull to release the pad. Place in a soiled laundry bag.

6



Starting at the doorway, pull the mop across to the opposite wall, leaving a trail of cleaning solution.

7



Mop using a "Figure 8" motion, keeping the same edge of the mop leading along the trail.



# WASHING MICROFIBER PADS

## SORT

Lint has a negative effect on microfiber. Microfiber should be processed separately. In a continuous batch washer, avoid placing microfiber in the chamber directly behind high-linting products, such as towels or blankets.

## INSPECT



Check for Defects



Remove Debris

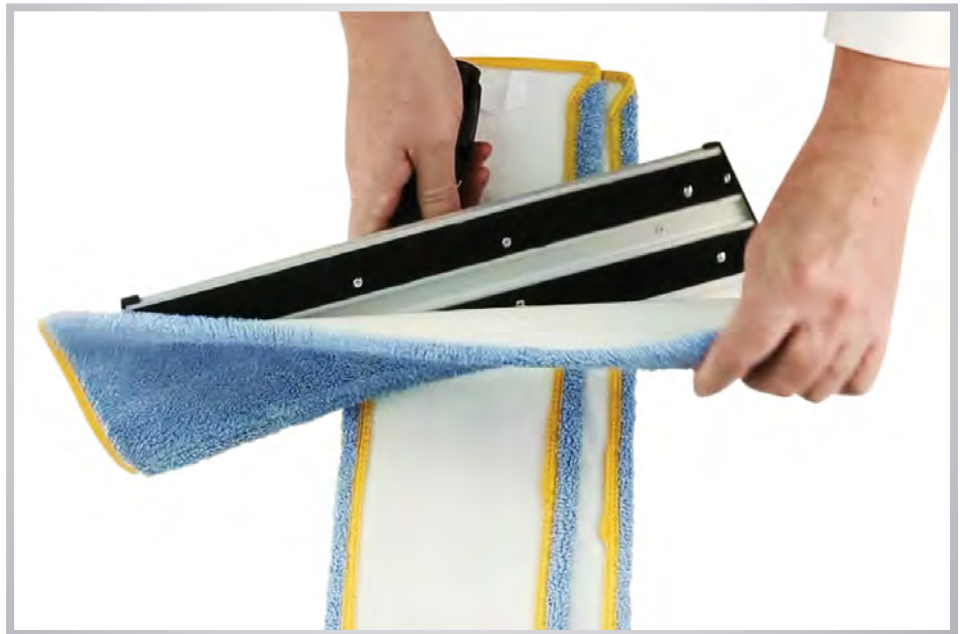
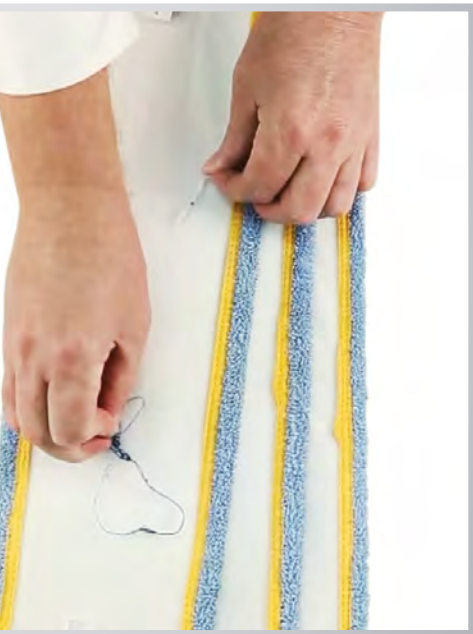
## WASH FORMULA GUIDELINES

### WASHING

- Maximum 200°F with normal agitation, spinning and rinsing
- Proper rinsing is of utmost importance for avoiding hazy floors; operators should consult their chemical company for proper chemical levels (including detergent)
- Use the proper setting for the load size
- Do not use fabric softener
- Do not wash with cotton products
- Use bleach if desired (required if water is not at least 160°F)
- Use maximum extraction in the wash cycle to cut back on dry time

### DRYING

- Maximum 130°F
- Tumble dry and promptly remove items from the dryer



Test Velcro

Washer size	Detergent Load	18" pads per load
60 lbs.	1.5 oz.	130
86.6 lbs.	2.0 oz.	175
101.4 lbs.	2.5 oz.	220
125 lbs.	3.1 oz.	270
141.4 lbs.	3.5 oz.	305
174.8 lbs.	4.2 oz.	375

*Each manufacturer's guidelines are different.  
Consult your manufacturer's laundering instructions.*



# WHY CHEMICAL-FREE AUTOSCRUBBERS?



Some autoscrubbers include technology that allows them to clean without the use of chemicals. With these scrubbers, components inside the machine electrically charge clean tap water before dispensing it on the floor. When charged water comes into contact with soil and other particles, it acts like soap bubbles to remove the soil from the floor just as effectively as a standard chemical cleaner.

**There are many benefits to this type of cleaning, including:**



### **COST SAVINGS**

Reduce the need for standard floor cleaners and only use floor chemicals when disinfection is needed



### **GO GREEN**

Protect the environment by putting fewer chemicals back into the earth



### **CLEANER FEEL**

Eliminate that sticky-floor feel by not leaving chemical residue behind

## **THE CHEMICAL-FREE CYCLE**

CLEANTAP  
WATER IN  
SOLUTION TANK

WATER GETS  
AN ELECTRICAL  
CHARGE

BUBBLES ARE  
MADE IN THE  
WATER

BUBBLES  
FIND AND  
LOOSEN SOIL

RECOVERY  
TANK COLLECTS  
DIRTY WATER



