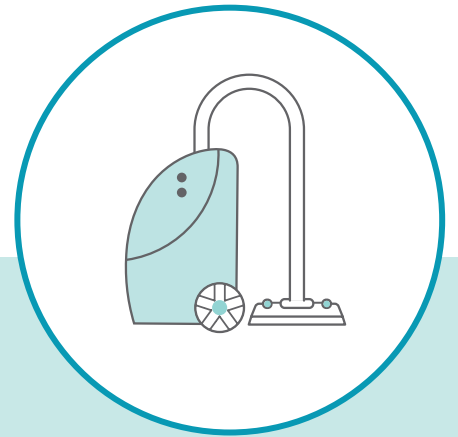


# FOUNDATION CLEANING

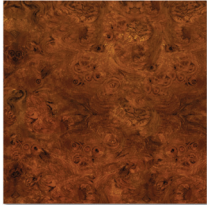
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## RESOURCES



### POINTERS/TIPS

Remove jewellery and rings before commencing any cleaning project. Scratches and damages happen easily without us even realising it.



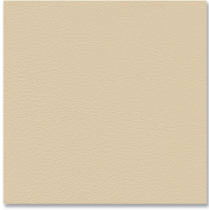
#### WOOD

- Avoid wet mopping wood floors. Damp-mop instead and, if necessary, dry them straight away afterwards.
- Avoid using alcohol or vinegar.
- Clean surfaces with a seamless cloth and, where possible, a neutral detergent.
- Avoid unnecessary force. You can scratch the surface.
- Avoid sliding objects across wooden surfaces. Lift them instead.
- Move furniture out of direct sunlight or away from heat sources.
- Avoid using household sprays and wood polishes. These result in wax build-up which leaves the wood dull, lifeless, and more difficult to clean.
- Keep items such as keys, telephones and jewelry in suitable containers. These can scratch surfaces.
- When vacuuming, slow down near furniture, walls and skirting.
- Lift suitcases through the interior; don't drag or pull them.



#### STONE

- Avoid wet mopping stone floors. Damp-mop them and, if necessary, dry them straight away afterwards.
- When cleaning, avoid using alcohol or vinegar, even if diluted with water. Use neutral detergents instead.
- Take care to avoid spills and do not allow liquids to rest on the surface.
- If spills occur, soak them up immediately. Then wipe the area with a damp cloth and dry thoroughly.
- Avoid cutting directly on stone countertops.
- Know your acids. They can stain or mark the surface permanently.
- Apply a stone impregnator as part of your routine maintenance. Always follow the manufacturer's instructions.
- Use stone-specific care products to maintain stone.



#### LEATHER

- Use a soft, clean, slightly damp cotton cloth.
- Avoid excess water when cleaning.
- Blot up spills immediately by using a dry sponge or cloth.
- Avoid scrubbing. Use a gentle wiping action. Also, use a white cloth so you can easily see if any dye is being transferred to the cloth.
- Use appropriate high-quality leather cleaners and protectors sparingly. Always follow the instructions on the label as well as the leather manufacturer's care instructions.



#### METAL

- Avoid using excess water when cleaning.
- For routine cleaning, use a clean, soft, damp cloth or chamois and warm water. Check your cloth to ensure there is no embedded dirt that might cause scratches.
- Avoid bleach, vinegar, alcohol, and abrasive cleaners. If required, use a neutral detergent for heavy soiling.
- Always follow the grain of the metal.
- Avoid excessive pressure; particularly when polishing plated metal.
- Check plated metals for cracks and lifting edges. If you find any, consult a specialist.
- Dry well with a fresh cloth to avoid water spots and marks.



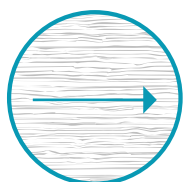
#### GLASS AND MIRROR

- Remove jewellery and rings to avoid accidental scratches.
- Use a seamless, lint-free cotton cloth, a non-leather chamois, or a microfibre glass polishing cloth with a flat weave.
- Never use a scouring pad.
- Dry-dust to remove light dust and bring up the shine.
- Damp-clean to remove light soiling. Use plain water, or a solution of vinegar and water or alcohol and water.
- Avoid spraying mirrors directly. Instead, spray into the cloth and wipe with the cloth.
- To remove heavy soiling such as soap scum or oil-based body washes from shower glass, use a cellulose sponge and a mild detergent.

## 3 BASIC MOTIONS

1. Follow-the-Grain Motion
2. 'S' Motion
3. Overlapping Circular Motion

You will sometimes need to combine these when cleaning to get the desired result.



### FOLLOW-THE-GRAIN MOTION

When cleaning brushed metal or wood, follow the direction of the grain where possible. The grain refers to the textured lines on the wood or metal. If you clean across the grain, you may cause fine scratches on the surface.



### 'S' MOTION

The 'S' motion traps dust or dirt in the cloth. Use it for general horizontal or vertical surface cleaning; for example, dusting and damp wiping. You can also use it when mopping floors.



### OVERLAPPING CIRCULAR MOTION

The overlapping circular motion helps ensure you miss no part of a surface when cleaning. Use this method primarily when cleaning glass and mirrors or when applying maintenance products to leather or stone surfaces.

## GENERAL TIPS

- Place protective cloths:
  - Under your cleaning chemicals, caddies, and equipment to protect the surface on which they are resting.
  - Around or below the surface you are cleaning to protect nearby surfaces.
- Start at the highest level in a room and work downwards. This will help ensure you do not create more work as dust falls from higher levels onto surfaces you have just cleaned.
- Avoid spraying surfaces directly. Spray cleaning solution into your cloth and wipe the surface clean. This way, you prevent spray from landing on, and potentially damaging, surrounding surfaces.
- Be as gentle as possible. If you use excessive pressure, you risk scratching or damaging the surface.
- Turn your cloth over to use all its surfaces. That way, you minimise transfer of dirt and dust and get the maximum use out of your cloth.
- Change your cloth regularly to reduce the risk of dirt or grit scratching surfaces.

# SURFACE CLEANING METHODS

## FOUNDATION CLEANING

### TYPES OF DUST



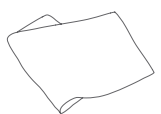
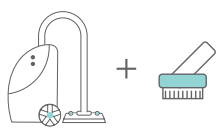



#### DRY DUST

Dust from carpets, textile fibres, paper fibres etc. Tends to be dry and easy to remove.

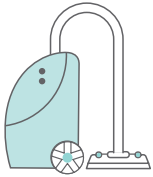


#### GREASY DUST

Dust that comes from air handling units tends to be slightly greasy and difficult to remove.

METHODS OF REMOVING DUST	PURPOSE	GUIDELINES
<p>DRY DUST</p>  <p>A clean, dry cloth</p>	<ul style="list-style-type: none"> <li>Removing dust from an otherwise clean surface.</li> </ul>	<ul style="list-style-type: none"> <li>Use an 'S' motion to trap dust in the cloth.</li> <li>Use a seamless cloth for delicate or high-gloss surfaces.</li> </ul>
<p>VACUUM DUST</p>  <p>Vacuum cleaner and an accessory</p>	<ul style="list-style-type: none"> <li>Periodic deep cleaning, to remove excess dust before damp wiping or wet cleaning.</li> </ul>	<ul style="list-style-type: none"> <li>Use an 'S' motion.</li> <li>Avoid exerting undue pressure.</li> <li>Attach a cloth around the fluffy nozzle or other accessory to help avoid damaging the surface.</li> </ul>
<p>DAMP WIPE</p>  <p>A clean cloth with a spray bottle</p>	<p>Cleaning surfaces that:</p> <ul style="list-style-type: none"> <li>Are lightly soiled.</li> <li>Can withstand only a small amount of water; for example, wood, stone, metal, and leather.</li> </ul>	<ul style="list-style-type: none"> <li>Spray cleaning solution into your cloth. Avoid spraying surfaces directly.</li> <li>Use an 'S' motion to trap dust and dirt in the cloth.</li> </ul>
<p>WET CLEAN</p>  <p>A bucket with a well-wrung cloth</p>	<ul style="list-style-type: none"> <li>Cleaning when a detergent may be required.</li> <li>Deep cleaning.</li> <li>Cleaning surfaces that can get wet without getting damaged; for example, windows, toilets, sinks, showers, and baths.</li> </ul>	<ul style="list-style-type: none"> <li>Use an 'S' motion to trap dirt in the cloth.</li> <li>Avoid splashing or overlapping onto adjoining surfaces.</li> <li>Use a protective cloth to prevent damage to surrounding surfaces.</li> <li>When you have finished, rinse (if required) and dry the surface.</li> </ul>
<p>POLISHING / BUFFING</p>  <p>Seamless, lint-free, flat-weave cloth</p>	<ul style="list-style-type: none"> <li>Bring up the shine on metal, plastic, mirror and glass surfaces.</li> <li>Remove light streaks and water marks.</li> </ul>	<ul style="list-style-type: none"> <li>Use a clean, dry lint-free cotton cloth or a microfibre glass and metal polishing cloth.</li> <li>Use a light, repetitive, and consistent motion to achieve a uniform shine.</li> <li>Avoid applying too much pressure. You risk removing the finish.</li> </ul>

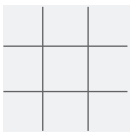
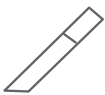
## STEP 1



### BEFORE VACUUMING CLEANING

- Verify that:
  - The dust bag or canister is not full.
  - You have the appropriate brush head for the floor type.
  - The brush head is free of hair and other debris.
  - The filter does not need to be changed.
  - All parts including the plug and cord are fully intact and everything is working properly.
- Pull the electrical cord out fully from the machine before you begin.
- Move small pieces of furniture and vacuum underneath them once a week.

## STEP 2



### WHEN VACUUMING CLEANING

- Use the crevice tool to vacuum around the base of walls and unmovable furniture.
- Start vacuum cleaning at the furthest point from the door and walk your way out of the room.
- In your mind, divide the floor area into smaller, easy-to-manage sections. Finish each section before you start the next. That way, you are less likely to miss sections.
- When vacuum cleaning, push the vacuum cleaner forwards and backwards in small squares.
- Overlap your strokes to ensure you clean the entire area.
- Move slowly over the floor to give the vacuum cleaner time to lift dirt, dust, and hair. This will also help you avoid bumping into furniture or skirting boards and damaging them.
- For best results when vacuum cleaning carpets, repeat the process in the opposite direction. So, if you originally vacuumed from North to South, turn and vacuum from East to West. This ensures a deeper clean.



Never drag the vacuum cleaner when working on delicate surfaces. Pick it up or place it on a drop cloth.

## STEP 3



### AFTER YOU HAVE FINISHED

- When you have finished vacuum cleaning, always remove the plug from the socket by hand. If you pull it by the cord, you risk damaging the socket. Moreover, as the plug flies back towards you, it can damage furniture.
- Follow the manufacturer's instructions to clean your vacuum cleaner on a regular basis. This will help maintain efficiency and avoid any unpleasant odours.

## CLEANING TIPS



### AVOID CLEANING IN THE SUN

If the sun is shining directly onto the glass being cleaned, it will dry quickly increasing the risk of streaks. The same applies if the heated mirror temperature is set too high.



### WORK FROM TOP TO BOTTOM

Begin cleaning at the top and work down using an overlapping circular motion. This will ensure that drips do not affect an already perfectly cleaned surface.



### USE HOT SOAPY WATER

This method will not only remove grease and dirt, it will leave the surface super shiny and streak-free. It will also be easy to spot-clean later.



### BUFF TO REMOVE ANY STREAKS

Polish windows in a vertical direction on one side of the window and horizontally on the other side. This will show you which side the streaks (if any) are on.

After cleaning, examine the glass from different angles to see if there are any streaks. Use a glass polishing cloth to buff them away.



### AVOID LINT

Avoid using paper towels or old cloths that might leave lint on the glass.

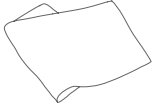
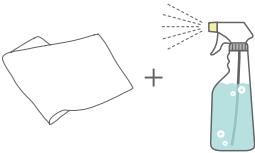




### CHECK FOR AIR CON AND HEATING VENTS

These two elements can leave grease deposits, which then attract dirt! You may need to use a slightly stronger cleaning solution.

# GLASS & MIRROR CLEANING

## FOUNDATION CLEANING

CLEANING METHOD	PURPOSE	GUIDELINES
<p>DRY DUST</p>  <p>A clean, dry cloth</p>	<ul style="list-style-type: none"> <li>When you need to remove light dust and bring up the shine.</li> </ul>	<ul style="list-style-type: none"> <li>Use a seamless glass and polishing cloth.</li> <li>Wipe using an 'S' motion to trap dust in the cloth.</li> </ul>
<p>DAMP WIPE</p>  <p>A clean cloth with a spray bottle</p>	<ul style="list-style-type: none"> <li>When you need to remove fingerprints or the cloudiness that sometimes appears on glass.</li> </ul>	<ul style="list-style-type: none"> <li>Use a drop cloth to protect surrounding surfaces.</li> <li><b>Always</b> spray onto your cloth, not directly onto the surface.</li> <li>Begin cleaning at the top and work down using an overlapping circular motion.</li> </ul>
<p>WET CLEAN</p>  <p>A bucket with your cleaning solution and a well-wrung cloth</p>	<ul style="list-style-type: none"> <li>When you need to remove soap scum or oil-based body washes from shower glass, or when you need to remove fingerprints from frosted glass.</li> </ul>	<p>Wet cleaning is a 3-step process:</p> <ol style="list-style-type: none"> <li>Clean: <ul style="list-style-type: none"> <li>Begin cleaning at the top and work down by using an overlapping circular motion.</li> <li>Use a drop cloth to protect surrounding surfaces.</li> </ul> </li> <li>Rinse: <ul style="list-style-type: none"> <li>Use a fresh bucket of clean water to rinse the glass.</li> </ul> </li> <li>Dry: <ul style="list-style-type: none"> <li>Dry the surface with a soft, clean cloth.</li> <li>For larger areas, use a squeegee to remove large amounts of water. Regularly wipe the blade on a clean cloth to avoid smearing dirt around.</li> </ul> </li> </ol>
<p>POLISHING / BUFFING</p>  <p>Seamless, lint-free, flat-weave cloth</p>	<ul style="list-style-type: none"> <li>When you want to remove light streaks and water marks and bring up the shine.</li> </ul>	<ul style="list-style-type: none"> <li>Use a light, repetitive, and consistent motion to achieve a uniform shine.</li> </ul>







# MOPPING

## FOUNDATION CLEANING

### BEFORE YOU START

1. What type of hard floor surface are you cleaning?
2. What type of dirt or soiling do you need to remove?
3. And how much dirt or soiling is there to remove?

CLEANING METHOD	PURPOSE	GUIDELINES
<p>DRY DUST-MOPPING</p> 	<ul style="list-style-type: none"> <li>• Removing dust from a hard floor.</li> <li>• Cleaning delicate floors such as leather or certain parquet floors. Always follow the care instructions for the surface.</li> </ul>	<ul style="list-style-type: none"> <li>• Dry dust-mop with a lambswool, cotton or synthetic mop head.</li> <li>• Follow an 'S' motion to trap the dust in the mop head.</li> <li>• Vacuum clean your dust mop-head regularly to remove trapped dust and dirt.</li> </ul>
<p>DAMP MOPPING</p> 	<ul style="list-style-type: none"> <li>• Cleaning floors that are sensitive to moisture, for example, parquet, laminated wood, and stone.</li> <li>• Performing light-duty cleaning.</li> </ul>	<ul style="list-style-type: none"> <li>• Use a slightly damp mop head.</li> <li>• Use an 'S' motion to trap the dust or dirt in the mop head.</li> <li>• Dry parquet, laminated wood, and stone floors with a soft cloth after mopping because they are sensitive to moisture.</li> </ul>
<p>WET MOPPING</p> 	<ul style="list-style-type: none"> <li>• Cleaning high-traffic areas.</li> <li>• Deep cleaning.</li> </ul>	<ul style="list-style-type: none"> <li>• Always place a drop cloth under your equipment.</li> <li>• Squeeze or wring the mop well.</li> <li>• Follow an 'S' motion to clean the surface.</li> <li>• Rinse the mop thoroughly and change the water regularly.</li> <li>• For best results, clean, rinse and then dry with a soft, lint-free cloth.</li> <li>• Never wet mop wooden or stone floors without consulting your surface care instructions. If you do wet mop these surfaces, dry them straight away.</li> </ul>
<p>STEAM MOPPING</p> 	<ul style="list-style-type: none"> <li>• Cleaning large floor surfaces such as corridors and high traffic areas – particularly stone and tile surfaces.</li> <li>• For removing stubborn dirt.</li> <li>• Where the manufacturer's care instructions allow it.</li> </ul>	<p>Before steam mopping:</p> <ul style="list-style-type: none"> <li>• Vacuum clean or thoroughly sweep the floor.</li> <li>• Consult the manufacturer's care instructions for that surface.</li> <li>• Never leave the steam mop running and resting on the floor. Heat builds up quickly and can cause damage.</li> <li>• Never put chemicals in the reservoir without consulting the manufacturer's instructions.</li> </ul>

## TECHNIQUES




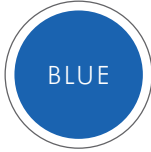

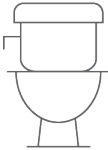
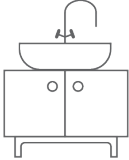
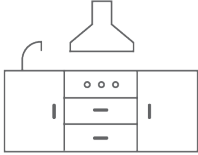


### MOPPING – GENERAL GUIDELINES


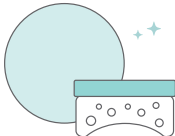

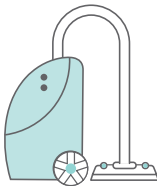
- Wear personal protective equipment (PPE) to protect yourself from exposure to cleaning chemicals.
- Strategically position your 'Wet Floor' signs to help keep people off the floor and avoid accidents.
- Place your bucket on a drop cloth to catch any drips that might run down the bucket and damage the floor.
- Start mopping at the furthest point from the door and work your way out of the room. Don't forget to move the bucket along with you as you go!
- Divide the area you want to mop into small, easy-to-manage sections. Finish each section before you start the next.
- Change your water regularly to avoid re-depositing dirt onto the floor.
- When wet mopping, do not allow water to seep into joints. This can cause wooden floors to warp or crack and stone floors to become stained.
- Be careful not to splash or wet adjoining surfaces such as carpets.
- If you wet-mop a floor, dry it quickly afterwards and tidy away your 'Wet Floor' signs.
- Rinse high-traffic floors at least once a week with plain, hot water after mopping. This helps reduce the potential build-up of cleaning chemical.

# COLOUR CODE SYSTEM FOR CLEANING EQUIPMENT

## FOUNDATION CLEANING

- In the cleaning industry, we often use dedicated tools and equipment for different areas to help us avoid carrying germs, dust, dirt and debris from one area to another.
- It is a universal colour-code system. We restrict the use of each colour to a specific area or surface.

				
				
<p>Red is for high-risk areas such as toilets, bidets and their fittings, and toilet floors.</p> <p>Never use equipment that has been used to clean red areas anywhere else.</p>	<p>Yellow is for bathroom surfaces that are not considered high risk.</p> <p>Yellow covers a broad range of surfaces, so your cloths will get dirty more quickly. Remember to change them frequently.</p>	<p>Green is for food and drink service areas.</p> <p>Change your cloths frequently to avoid cross-contamination.</p>	<p>Blue is for areas that are considered to present a low risk of infection.</p> <p>You can use blue-coded cleaning tools and equipment across a broader range of areas and surfaces.</p>	<p>White is generally not designated to a specific area. You can decide where you use it.</p> <p>However, restrict it to a specific area or task to avoid cross-contamination.</p>

<p>CLOTHS</p> 	<ul style="list-style-type: none"> <li>• Always wash synthetic microfibre cloths separately from other cloths. Otherwise, they can attract lint.</li> <li>• Dry microfibre cloths at a low temperature or allow to air-dry. They will harden with too much heat, becoming stiff and scratchy.</li> <li>• Avoid fabric softener. It reduces the cleaning efficiency of the cloth by coating and clogging the fibres.</li> </ul>
<p>SPONGES AND SCOURERS</p> 	<ul style="list-style-type: none"> <li>• Machine wash using a little detergent and air-dry.</li> <li>• Avoid using fabric softener.</li> </ul>
<p>MOPS</p> 	<p>These tips apply to flat, strip, string and sponge mops. Follow the manufacturer's instructions for steam mops.</p> <ul style="list-style-type: none"> <li>• Rinse mop heads thoroughly with hot water after each use to remove dirt and any cleaning solution.</li> <li>• Wring them out as much as possible and allow them to dry completely before storing them. Alternatively, allow them to hang dry over a bucket to catch the drips.</li> <li>• If your mop head is machine washable, wash it with a little detergent at 65°C every few uses.</li> </ul>
<p>VACUUM CLEANER</p> 	<p><b>Bagless Vacuum Cleaners</b></p> <ul style="list-style-type: none"> <li>• Empty the cylinder after each use.</li> <li>• Wash the cylinder in warm soapy water, rinse it, and allow it to air-dry completely.</li> </ul> <p><b>Bagged Vacuum Cleaners</b></p> <ul style="list-style-type: none"> <li>• Replace the bag when the indicator light comes on.</li> <li>• Use a slightly damp cloth to wipe in and around the bag area and the outside of the machine.</li> <li>• Whenever possible, avoid generic vacuum bags. If the bag doesn't fit properly, dust can find its way into the motor and damage your machine.</li> </ul> <p><b>Filters</b></p> <ul style="list-style-type: none"> <li>• Check filters regularly. Some can be washed; others must be replaced to ensure optimal airflow and suction.</li> </ul> <p><b>Brush Heads</b></p> <ul style="list-style-type: none"> <li>• Inspect brush heads before every use.</li> <li>• Remove any threads and hairs before switching on the machine. These can prevent the brush from rotating and cause the motor to burn out.</li> <li>• Use scissors to carefully cut through difficult-to-remove threads or hairs.</li> </ul>

# HANDLING CLEANING CHEMICALS

## FOUNDATION CLEANING

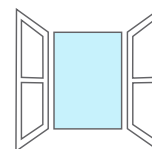
When handling any chemicals, it is essential that you take the necessary precautions to protect yourself, others, and the environment.



Before using any chemical, always read and follow the label and the MSDS or the COSHH Assessment for the chemical.



Always wear appropriate personal protective equipment (PPE).



Ensure your work area is well ventilated. Some cleaning chemicals contain toxic substances that can build up indoors.



Always dilute concentrated cleaning chemicals according to the manufacturer's instructions.



Never mix cleaning chemicals they may produce poisonous gas.



Store cleaning chemicals in clearly labelled containers, in a safe location and out of the reach of children.



Never store chemical dilutions in drinking water bottles.



If you make up your own solution, clearly label the containers with the name of the solution, the date, and your initials.



Do not overcrowd shelves with cleaning chemicals.



Do not store chemicals on the floor or up high. If they leak, they risk interacting with other chemicals.



Safely discard cleaning chemicals by following the manufacturer's instructions.

	Indicates a risk of explosion if the container is heated or punctured.
	Indicates that the substance or its fumes pose a risk of fire if they come into contact with air, water, heat, flames, or sparks.
	Indicates that the chemical can react to cause a fire, intensify a fire, or cause an explosion.
	Indicates gas under pressure which can explode if exposed to heat, or it can indicate refrigerated gas which can cause cold burns or injury.
	Indicates that the substance can be corrosive to metal and cause severe skin or eye damage on contact.
	Indicates that the substance can be toxic and even fatal if swallowed, inhaled or if it comes into contact with the skin.
	Indicates that the substance can damage health if it is swallowed, inhaled, or comes into contact with the skin or eyes.
	Indicates a risk of serious and long-term damage to health and even death if it is swallowed or enters the airways.
	Indicates that the chemical can cause immediate or delayed danger to the environment with long last effects.

## DISINFECTING

- Disinfecting kills all, or almost all, germs.
- If dwell time is not observed, the disinfectant will not work, or at the very least, it will have a reduced effect.

## HOW DO I USE DISINFECTANTS?

1



Before disinfecting, ensure that you are wearing suitable PPE.

2



Then thoroughly clean the surface.

3



Read and follow the manufacturer's instructions. Disinfectants are available in either ready-to-use or concentrated format.

4



Prepare enough disinfectant solution for one day only.

5



Respect the manufacturer's recommended dwell time. This is the amount of time the disinfectant must be in contact with the surface, and remain wet, to work as described on the label.

6



When the dwell time has elapsed, wipe the surface with fresh, hot water and a clean cloth to remove any chemical residue.\*

**\*Note** This step is very important, any residue left behind can be ingested or absorbed through the skin. Dry the surface with a fresh cloth.

## SANITISING

- Simply put, sanitising reduces the number of germs to a safe level in accordance with regulations.
- You allow sanitisers to evaporate from the surface. When the sanitiser has evaporated, it stops working but, at that point, germs have been reduced to a safe level.

## HOW DO I USE SANITISERS?

1



Before sanitising, ensure that you are wearing suitable PPE.

2



Then thoroughly clean the surface.

3



Read and follow the manufacturer's instructions. Sanitisers are available in either ready-to-use or concentrated format.

4



Apply your sanitising solution to the clean, dry surface.

5



Allow it to air-dry for a minimum 30 to 60 seconds.

6



Do not rinse.

## HAND SANITISERS

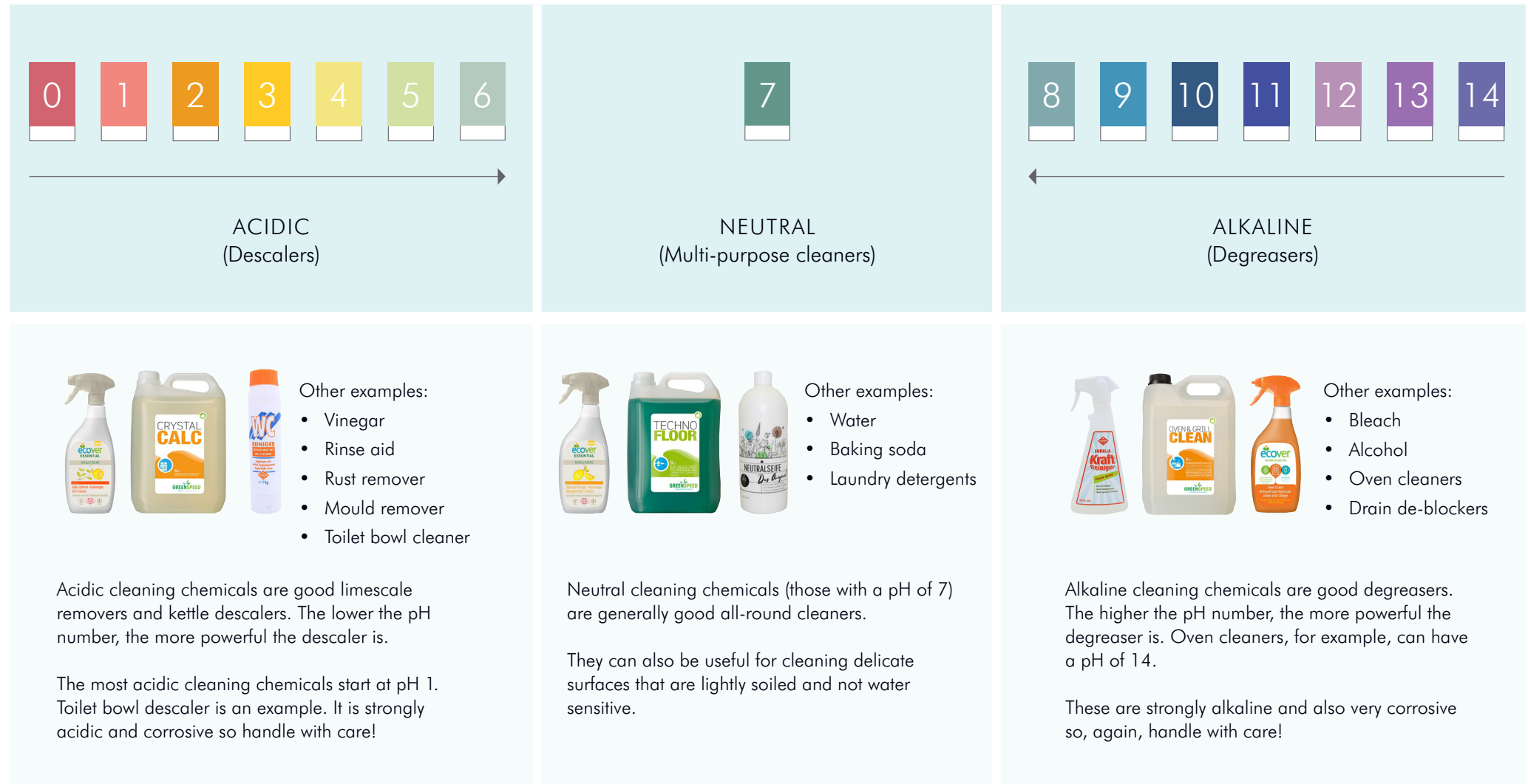
- This is exactly how hand sanitisers work too.



# CLEANING CHEMICALS AND THE pH SCALE

## FOUNDATION CLEANING

The location of a chemical on the pH scale will determine its cleaning ability.



# GLOSSARY

## FOUNDATION CLEANING

TERM	DESCRIPTION
Abrasive cleaners	A substance or cleaning chemical that has a grainy texture and can damage surfaces
Acidic	Having a pH of less than 7, for example, toilet bowl descaler; the lower the pH, the more powerful, and corrosive, the cleaning chemical is
Adhesive resins	Bonding agents used in the manufacturing of engineered stone
Airborne matter	Tiny particles of dust, dirt, soot, or liquid droplets that are small enough to be suspended in the air
Airflow	The movement of air required to carry the dirt to the dust bag or cylinder of a vacuum cleaner. The stronger the airflow, the better the cleaning ability of the vacuum cleaner
Alcantara	A synthetic textile that looks like suede
Alkaline	Having a pH of greater than 7, for example, oven degreaser; the higher the pH, the more powerful, and corrosive, the cleaning chemical is
Aniline	The most natural looking type of leather, it has no protective pigment or coating
Bath scum	A white or grey-ish film that coats surfaces in your bath, shower or sink. It is a combination of soap, dead skin, body oils and the minerals found in water
Bidet	Shaped like a shallow bowl; used for washing yourself after using the toilet
Bleach	A powerful and widely available disinfectant. Use with caution
Body fluids	Blood, urine, sweat, vomit, faeces, etc.
Bonding forces	In the context of cleaning, the attraction of dust, dirt, and grime to surfaces
Break-in period	The time it takes for fibres to soften
Buffing	A cleaning method used to bring up the shine on a surface after cleaning
Dwell time	The amount of time a cleaning chemical needs to remain in contact with a surface to work properly
Cellulose	A sponge made mostly from natural fibres
Cellulose sponge	A hard wearing and absorbent sponge, generally made from wood fibres and synthetic bonding agents. Ideal for use on uneven surfaces such as brushed stainless steel and sandblasted glass
Central nervous system	The brain and the spinal cord
Chamois	A cleaning cloth made from leather, it absorbs water well

# GLOSSARY

## FOUNDATION CLEANING

TERM	DESCRIPTION
Chrome-plated/plating	A layer of chromium is applied to another metal
Chromium	A shiny, hard metal
Cleaning caddy	A holder used to keep your cloths, equipment, and chemicals together whilst cleaning
Cleaning 'clean'	To reduce dust in areas that are not used on a day-to-day basis
Concentration / Concentrated cleaning chemical	A cleaning chemical that must be diluted in water before use in accordance with the instructions on the label
Corrosion	The pitting, staining, or marking of a surface due to a chemical reaction
COSHH (Control of Substances Hazardous to Health) Assessment	A document that outlines the hazards and risks of exposure to hazardous substances
Cross-contamination	Transference of bacteria, viruses, or fungi from one area to another
Damp wiping	Use of a slightly damp cloth to clean surfaces that can withstand only a small amount of water, or surfaces that are lightly soiled
Deep clean	Removal of dirt and grime from areas that are not traditionally part of routine cleaning
Deep-pile carpet	A carpet with longer, looser carpet fibres and loops
Degreaser	A cleaning chemical used to remove grease and oil
Descaler	A cleaning chemical used to remove limescale and other minerals from surfaces
Detergent	A cleaning agent that combines with dirt and soiling to make it more soluble in water. In household cleaning, it generally refers to washing up liquid and laundry detergent
Disinfectant	A substance that kills bacteria and other microorganisms
Drop cloth	A cloth used to protect surfaces from overspray or damage
Dry dusting	Use of a dry cloth to remove dust from an otherwise clean surface
Dual-purpose head	Vacuum cleaner brush used to clean both hard floors and low-pile carpets in areas with minimal traffic
Dust mites	Tiny insects that live in dust and dirt, mattresses, carpets, curtains, etc.
Dwell time	The amount of time a cleaning chemical needs to remain in contact with a surface to work properly

# GLOSSARY

## FOUNDATION CLEANING

TERM	DESCRIPTION
Electric power-head	Vacuum cleaner brush suitable for cleaning hard floors and medium- to high-pile carpets
Engineered stone	A stone surface manufactured from crushed stone, bound together by adhesive resins
Fixtures and fittings	Taps, faucets, sink plugs, door and drawer knobs or handles, hinges, drawer sliders, and railings
Flat weave cloth	A smooth cloth that is ideal for cleaning delicate surfaces and polishing glass and mirrors
Galuchat	The skin of a stingray, used as an exotic leather
Gastroenteritis	A contagious bacterial or viral infection that causes vomiting and/or diarrhoea
Gold-plated/plating	A thin layer of gold applied to another metal
Grain	The textured lines on the surface of wood or brushed metal
Granite	The hardest and most dense of natural stones
Grime	Build-up of dirt, dust, or soiling that is difficult to remove
Grit	Small hard bits of gravel, sand, or foreign matter that can scratch a surface
Grout	Substance found in the joints between tiles
Hammam	Another name for a steam room
Hammered	A rough, textured stone or metal surface
Hard-floor head	Type of vacuum cleaner brush suitable for cleaning hard floors such as hardwood, parquet, laminate, or vinyl
Hardwood	Wood where the tree fibres are densely packed, making it harder and more suitable for use as flooring, chairs, tables, etc.
Hazardous substances	Substances that, if handled incorrectly, can damage health or the environment
High Efficiency Particle Arrestor (HEPA) filters	Filters designed to trap more of the dust particles that can aggravate asthma and allergies
High-traffic areas	Areas used by large numbers of people or frequently used areas
Honed	A satin-smooth, dull-looking stone surface

# GLOSSARY

## FOUNDATION CLEANING

TERM	DESCRIPTION
Humidity	The amount of water droplets in the air
Ingestion	Swallowing something by mouth
Inhalation	The action of breathing in
Lacquered	Treated with a clear or coloured coating for durability and water resistance
Laminate	Flooring made from 99% wood by-products bonded with resins
Limescale	A build-up of calcium and other minerals found in water
Limestone	A natural stone formed at the bottom of lakes and seas by the accumulation of shells, bones, coral, etc.
Lint	Tiny pieces of loose fibres from clothing, towels, and bedding
Lint-free	A cloth that does not release any loose fibres when used
Loop weave	An absorbent cloth that has tiny fibre loops, useful for removing dirt and drying surfaces
Low-pile carpet	A carpet with short carpet fibres and tighter loops
Low-traffic areas	Areas used by small numbers of people or infrequently used areas
Magic sponge	Abrasive cleaning sponge, made from melamine, that hardens when wet
Majilite	A type of faux leather or faux suede
Manufacturer's care instructions/Surface care instructions	Guidance on how to care for the surface
Marble	A natural stone found in the mountainous regions of many countries of the world
Material Safety Data Sheet (MSDS)	A document that describes the potential hazards of a particular chemical. It also provides information about how to handle and store the chemical and how to respond in the event of an accident involving the chemical
Microfibre	A type of synthetic cloth often used in cleaning
MSDS (Material Safety Data Sheet)	A document that describes the potential hazards of a particular chemical. It also provides information about how to handle and store the chemical and how to respond in the event of an accident involving the chemical
Natural fibre	Fibres made from plants, animal, or mineral sources; for example, cotton, linen, bamboo, silk, and chamois

# GLOSSARY

## FOUNDATION CLEANING

TERM	DESCRIPTION
Nubuck	A type leather with a velvety surface, created by sanding the top surface of the animal skin
Oiled	Treated with special oils to give a satin finish and greater durability
Onyx	A natural stone formed over millions of years from the build-up of calcium and other minerals in spring water
Ottoman	A low seat or foot stool that often opens up to serve as a storage box
Overlapping circular motion	Movement of cloth in overlapping circles when cleaning or polishing to ensure no part of the surface is missed
Pantry	A small room used for food and drink service, cleaning, and washing dinnerware
Parquet	A type of wooden flooring made from small strips or blocks of wood laid to create a regular or geometric pattern
Patina	Found on certain furniture and caused by the aging process of wood, leather and certain metals, combined with rubbing, dusting and the natural grease from fingertips
Personal protective equipment (PPE)	Protection against health or safety risks at work
pH scale	Tells you whether a cleaning chemical is acidic, alkaline, or neutral. Each type has different cleaning abilities and, if used incorrectly, the potential to damage surfaces
Physical Vapour Deposition (PVD)	The vapour coating of a surface such as metal or plastic with a metal such as gold, for example
Polished	A surface that is shiny, smooth, and mirror-like
Polymer	A bonding agent
Porous	Easily absorbs moisture
Protein stains	Stains caused by the juices from meat, poultry or fish, dairy products and goose fat
Respiratory issues	Issues relating to breathing or the organs involved in breathing
Respiratory system	The organs responsible for taking in oxygen and expelling carbon dioxide
Rinse aid	A chemical that goes into the dishwasher to prevent the build-up of limescale
Routine maintenance	Any maintenance that is done on a regular basis
Sandblasted	A textured stone surface often used where non-slip is required

# GLOSSARY

## FOUNDATION CLEANING

TERM	DESCRIPTION
Sanitiser	A chemical used to reduce the number of germs to a safe level in accordance with regulations
Scourer sponge	An abrasive pad made of plastic or metal mesh
Scullery	A small room used for food service, cleaning, and washing dinnerware
Scum	A white or greyish film that coats surfaces in your bath, shower or sink. It is a combination of soap, dead skin, body oils and the minerals found in water
Skirting	A board, usually made of wood or stone, that runs along the base of an interior wall
S Motion	Movement of a cloth or mop in the shape of an S to trap dust or dirt in the cloth or mop
Soiling	In a cleaning context: dirt, grime, spills, mess
Stainless steel	A metal that is manufactured primarily from a combination of iron and chromium
Static charge	In the context of this course, an imbalance of electric charges between a surface and your cloth when you rub the surface. It causes dirt and dust to stick to cloths
Static cling	The tendency of dust to stick to a cloth due to a build-up of static electricity
Streaking	Stripy marks left behind on a surface after cleaning
Suction	Indicator of how powerful a vacuum cleaner is and how well it will remove dirt, dust, and soiling from floors
Suede	A type leather with a soft, fuzzy surface; created by sanding the reverse of the animal skin
Stone impregnator	A chemical used to repel liquids and oils that can damage the surface of stone
Synthetic fibre	Cloth manufactured from polyester, polyamide, or a combination of these
Tanning	The process of treating animal hides and skins to produce leather
Tannins	Plant-based substances sometimes used for dyeing textiles and found in many types of food and drink including berries, chocolate, tea, coffee, and wine
Teak	A type of wood
Travertine	A type of limestone characterised by tiny holes in its surface
Turbo head	Type of vacuum cleaner brush suitable for cleaning hard floors and looped and low-pile carpets in medium traffic areas

# GLOSSARY

## FOUNDATION CLEANING

TERM	DESCRIPTION
Ultraleather	A type of faux leather or faux suede
Upholstery	The material used to cover some furniture items
Vacuum cleaner heads	The floor cleaning attachments situated at the end of the vacuum tube
Vertical surfaces	Refers to surfaces such as interior walls, shower doors, and wardrobe and cupboard doors; in contrast to horizontal surfaces such as floors, tabletops, countertops, etc.
Vinyl	A synthetic material used as flooring, often in high-traffic or wet areas
Waxed	Treated with a specially formulated blend of waxes, sometimes mixed with colour, to form a durable seal
Wet cleaning	Used for heavily soiled surfaces that can get wet without being damaged
W motion	Movement of a cloth or mop in the shape of a W, overlapping your strokes to ensure you clean the entire surface

This glossary contains terms used in The Foundation Cleaning Course and other common everyday terms.