

# Hallmark Floors Total Floor Care

TrueMark® Refresh for Wood Flooring -Poly & GlazeTek



# Hallmark Floors TrueMark® Poly & GlazeTek ReFresh



Use TrueMark® Refresh for periodic maintenance of Hallmark Floors' finished with TrueMark Poly & GlazeTek® factory-applied finish. Can also be used on floors coated with the Hallmark XYZ wood flooring recoat/restoration system. TrueMark® Refresh contains polyurethane particles designed to add an extra layer of protection and shine to high-traffic areas that have become worn.

## PRODUCT FEATURES

- Modern maintenance for Luxury Vinyl and Premium Vinyl floor surfaces.
- Protects the floor from visual signs of aging and wear.
- Incorporates polyurethane particles for toughness.
- Dissolves itself with each new application.
- Does not build up layers.
- Recommended maintenance 3 – 4 times per year (but may be more or less, depending on actual floor traffic, climate, and other factors.)

## Before Getting Started

Prior to refreshing Hallmark Floors hardwood flooring, finished with TrueMark® Poly or GlazeTek® finishes, it must be tested for the presence of both Acrylic Polish and/or Paste Wax. If paste wax is detected the floor cannot be refreshed with TrueMark® Refresh at all. This testing is necessary because acrylic wax polish will prevent Hallmark Floors' commercial-polyurethane TrueMark® Poly or GlazeTek® finishes from sticking to the floor, instead beading up like water on glass.

## Testing and Removal Procedure for Acrylic Polish

### Testing to Determine the Presence of an Acrylic Polish

1. Find multiple inconspicuous areas on the floor for testing.
2. Locate and put on the nitrile gloves in the *Hallmark Acrylic Polish Testing Kit*.

3. Use the *Testing Kit* and choose multiple areas on the floor for testing; these areas should be spread out, providing a “snapshot” of the entire floor. Locate the *Acrylic Polish Testing Solution* in the Testing Kit.
4. Apply a few drops of solution to test areas and wait 2 minutes.
5. If the wet drop develops an opaque, white haze, the floor is contaminated with acrylic polish and will need to be stripped prior to the application of Hallmark Floors ABC Luxury Vinyl Tile Recoat System.
6. Using a clean white rag, wipe up solution drops.
7. You may observe gloss differences in the spots where you rubbed off the solution droplets – further confirmation of the presence of acrylic wax polish.
8. NOTE: The Acrylic Testing Kit shall not be used as a guarantee as to a floor being contaminated with acrylic wax or not.
9. NOTE: A negative test via Acrylic Testing Kit result DOES NOT guarantee that the floor does not need to be stripped. Further, Hallmark Floors is NOT LIABLE for actions taken as a result of Kit results. This is due to the probability that to fully guarantee a floor is acrylic-wax-free would require testing every spot... *And* the probability that a user could perform the test on not enough spots, in the wrong spots, or perform the tests wrong.

## Procedure for the Removal of Acrylic Polish

### Using Armstrong® New Beginnings® stripper:

1. Vacuum floor with canister vacuum with a soft brush attachment. If an upright vacuum is used, beater bar and brush must be in the 'OFF' position.
2. Use in a well-ventilated area.
3. Wear Rubber Gloves.
4. Avoid contact with Knees & skin
5. Using a sponge mop, apply liberally over a 3' x 3' area.
6. While still wet, scrub with a nylon brush.
7. Take up with sponge mop or cloth; thoroughly rinse & wring out after.
  - Mop quickly, in order to remove as much of the product as possible, since the stripper + acrylic polish “sludge” will begin to re-harden soon.
  - Rinse area thoroughly with clean, warm water, and then move to the next (3' x 3') area.
  - Rinse & wring out sponge mop frequently to ensure full removal of stripper sludge.
  - Change water multiple times to ensure rinse water is always clean, and that all of the stripper has been removed.
8. Repeat testing process to ensure complete removal of acrylic polish; as long as polish is still detected, repeat the stripping process.
9. Wait until floor is completely dry prior to proceeding with Hallmark Floors' TrueMark® ReFresh. Pay attention to cracks and low spots, as these will be slowest to drying and will tend to accumulate stripper + acrylic polish “sludge.”
10. (See Armstrong® New Beginnings® packaging for full product information and warnings.)



## Testing to Determine the Presence of Paste Wax

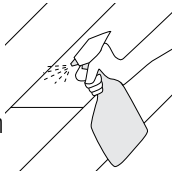
1. Find multiple inconspicuous areas on the floor for testing.
2. Clean a test area with TrueClean® Hardwood & LVT Cleaner.
3. Apply a few drops of mineral spirits to the cleaned area. Allow to stand for 3 minutes.
4. Using a clean white towel, wipe up the mineral spirits. If towel shows a brown or yellow waxy residue, the floor has been waxed with Paste Wax, so STOP: it may not be restored via the Hallmark Floors Vinyl Recoat System.

NOTE: Hallmark Floors Vinyl Recoat System is incompatible with Paste Wax, and so cannot be used on Paste-Waxed floors.

## Getting Started – Standard Refreshing

**1. Thoroughly vacuum the floor** with a canister vacuum with a soft brush attachment (use of a vacuum with a power brush head will damage the floor surface and void the warranty.) Removal of all loose surface dirt prior to starting renovation is critical to the success of the renovation.

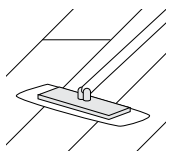
**2. Select a high-traffic area** where the appearance of the floor is most noticeably-effected. Using Hallmark TrueClean® Wood & LVT Cleaner, spray mist an area of the floor and rub vigorously with a clean white towel. If the towel is noticeably dirty, the dirt from the entire floor must be removed, prior to application of TrueMark® Refresh.



**3. Shake spray bottle of TrueClean® Wood & LVT Cleaner:** Before use, gently shake the bottle to make sure the cleaning agents are well mixed (30 sec.)

**4. Pre-Refresh Cleaning:** Follow the instructions on the bottle of Hallmark TrueClean®. The cleaner may be sprayed directly onto the floor in a fine mist. The mop system consists of a micro fiber applicator head. The micro fiber mop head must be moistened with water and well wrung out before applying the cleaner.

**5. Wipe the surface with micro fiber mop:** Vigorously rub micro fiber mop with direction of the grain. Plan on rinsing and wringing every 6' x 6' area, or equivalent. Replace the microfiber mop head with a clean one, as needed, and launder mop heads after every use (but DO NOT use fabric softener on them – it will prevent the success of a renovation).



**6. Repeat step two.** If the rag + Hallmark Floors' TrueClean® Cleaner produce a clean rag, then proceed to step 8; otherwise, keep going back to step 3.

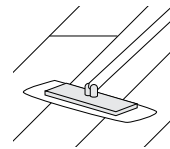
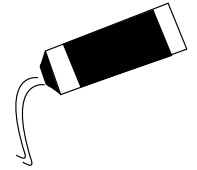
**7. Test a small area,** by applying a small amount of TrueMark® Refresh in a small, unobtrusive area and allow to dry for an hour or so. Look for any craters or dull spots or other abnormalities. If it looks good, proceed with the rest of the floor!

## Application of TrueMark ReFresh for Hallmark Floors Wood Flooring Containing TrueMark Poly & GlazeTec Finishes

**1. Provide adequate ventilation** while using TrueMark Refresh. Use protective gloves and goggles for protection from splashing.

**2. Carefully pour TrueMark® ReFresh** in a line onto the floor. Do not use too much, or risk leave puddles on the floor.

**3. Using the micro fiber mop,** apply TrueMark® ReFresh in a motion that follows the lengthwise grain of the floor. Do not apply across the grain.



**4. Allow Floor to Dry.**

Once dry, resume regular maintenance. DO NOT ALLOW further use of acrylic wax polish on the floor.

