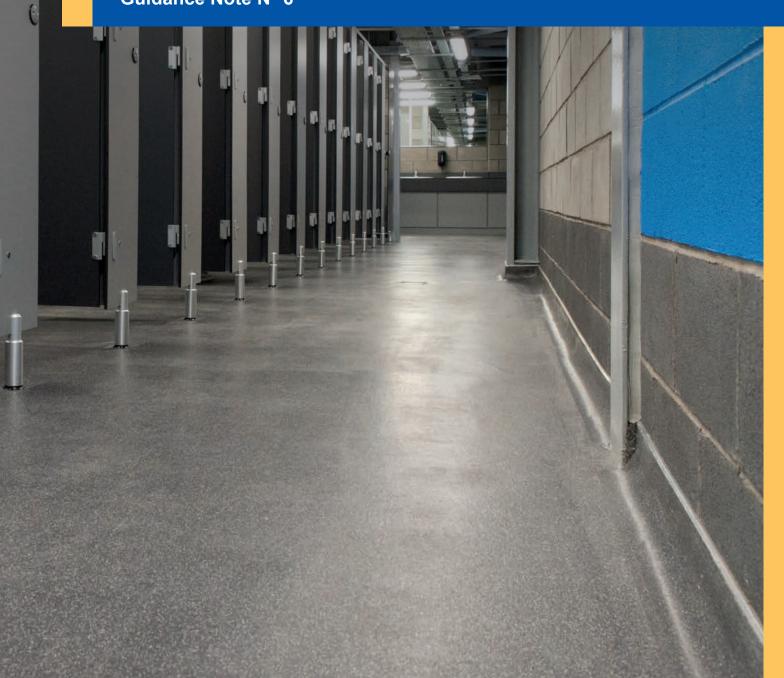


Guide To Cleaning Resin Floors

from the voice of the resin flooring industry for over 50 years

Guidance Note N° 6



FeRFA, the Resin Flooring Association, represents the major product manufacturers, specialist contractors, raw material suppliers and specialist service providers within the UK Resin Flooring, Screeding and Surface Preparation industry sectors. As the association dedicated to seamless resin flooring for over 50 years, FeRFA leads the way in providing advice, guidance and training support.





Guide To Cleaning Resin Floors

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1 Introduction

A variety of different types of synthetic resins are available to form the binder of a flooring system. These include epoxy, polyurethane, methacrylate and polyaspartic resins. Different resin types give different combinations of application characteristics and in-service performance and the considerations which affect the selection of a particular type should be discussed with the specifier.

BS 8204-6 states:

"It is essential that, in the design and construction stages, there should be full consultation with the end user and contractor and manufacturer of the synthetic resin flooring to ensure that the product to be selected is entirely suited for the conditions both during application and in subsequent service".

Resin floors are tough resilient systems. However, for the performance characteristics of the floor to be maintained, an appropriate cleaning regime should be agreed in advance.

The cleaning regime will itself be determined by several factors; the type of resin flooring installed, the type and frequency of traffic, the degree and type of soiling and other specific hygiene requirements. Methacrylate resin floors should be cleaned of any surface wax after application.



2 An Effective Cleaning Programme

Floor cleaning can be thought of as having four fundamental components. These components should work together to mutual advantage.

Mechanical (Kinetic) Energy

Mechanical energy is used to physically remove soiling. Methods may include scraping and brushing, mechanical scrubbing and pressure jet washing. High energy inputs may be achieved using high pressure washers, hot water washers and steam cleaners although care must be taken on old or worn surfaces and this method is only suitable for the thicker types of resin flooring.

Chemical Energy

Chemical energy is achieved through the application of detergents that break down the soiling to render it easier to remove and suspend it in solution to aid rinsability. The chemical component will dissolve or emulsify the type of soiling or contamination present. Once this has taken place, the removal of the dirty water and rinsing of the floor are key to successful cleaning. It is important that clean water is used for rinsing.

Resin flooring will not be affected by most generally available special purpose cleaning materials when these are used in accordance with the cleaning chemical manufacturer's instructions. Specific cleaning instructions should also be sought from the resin flooring manufacturer. A small spot test in an inconspicuous area is a worthwhile precaution before applying any new cleaning product.

Thermal Energy

Detergency is enhanced by increasing temperature. Chemical reaction rates and the solubility of some soils increase, and there is a reduction in the bond strength between soiling and surface. Resin flooring manufacturer's data should be consulted for information on temperature tolerances of the materials used.

Time

For cleaning processes using mechanical, chemical and thermal energies, generally the longer the time period employed, the more efficient the process.

The cleaning regime should specify the type of equipment to be used, the type of cleaning chemicals to be used and the frequency of cleaning, together with an appropriate risk assessment and instructions for the use of PPE. Each cleaning regime will be specific for a particular set of conditions. Should any of the factors vary e.g. the type of soiling, then a change in cleaning chemicals may be required. In order that the floor continues to provide the intended performance and meets hygiene requirements, it is essential that the user implements the appropriate cleaning regime. Combinations of the four parameters will vary for each cleaning system and generally, if the use of one energy source is restricted, this shortfall may be compensated for by utilising greater inputs from the others. For example, manual cleaning has a short contact time but higher mechanical action, whereas by pre-soaking stubborn soiling, the kinetic energy can be reduced as the contact time is the major parameter.

Cleaning costs are often mistaken as the cost of the cleaning chemicals themselves. This is not the case as studies have suggested that 70 % of cleaning costs can be attributed to labour, 12 % to equipment and 12 % to water, effluent, corrosion and heating with only 6 % to the cost of the actual chemicals. Cleaning chemicals are therefore only a relatively small fraction of the total costs of an effective cleaning regime and the cost should not be overly focussed on when agreeing specifications for products. Quality products will result in a quality outcome.

2.1. General Cleaning

Resin floors will not produce dust unlike concrete surfaces. However, dust will settle on the floor from other sources (e.g. other fit out trades, dusty beams above, blown from outside, from processes, brought in on goods).

Floors which are kept clean will last longer and optimum slip resistance and appearance can only be maintained with regular cleaning. Fine particles of dust, dirt and debris act as abrasives with traffic unless the floor is cleaned regularly. For the pharmaceutical, cosmetic and food industries it is particularly important to maintain hygienic surfaces and proper cleaning techniques are essential. In engineering works, metal swarf is particularly abrasive and if not removed from the floor, can cause damage in a short space of time. To maintain a clean, safe and healthy environment, proper management is required including suitable cleaning/vacuum removal and dust control systems in addition to routine manual/mechanical sweeping as required. Entrance matting will reduce cleaning requirements and should also enhance the longevity of the floor when combined with correct maintenance.

All cleaning should start with the removal of gross visible soil/contamination. This can be achieved in several different ways, dependant on the level and type of soiling/contamination present e.g. stiff bristled broom, rubber squeegee, dustpan & brush, microfibre mop or vacuum cleaner.

(3) Typical Cleaning Methods

3.1. Mop and Bucket

Many cleaners still use a mop and bucket on a daily basis, which may be suitable for removing liquids but loop or cut end mops provide very little agitation in terms of cleaning. Flat microfibre mops or mops which include a scouring pad to agitate 'tough to clean' marks can be more effective.

Mops should be the cleaning methods of choice for dealing with spillages but not for the routine cleaning of floors. In normal everyday usage the mop and bucket may remove heavy soiling but typically the water is changed infrequently with the result that the floor is usually wiped with dirty water and a film of dirt spread uniformly across the floor.

Mops are wholly unsuitable for textured floors which should be cleaned using mechanical scrubbing equipment or high-pressure washing if appropriate.

3.2. Scrubbing - Manual

- Sweep floor to remove loose debris and accumulations of soil.
- Use the appropriate cleaning agent detergent, deodorizer, degreaser, emulsifier, sanitiser.
- Apply cleaning agent diluted as required and in accordance with manufacturer's instructions and allow it to react on the surface. Agitate by hand using a stiff brush.
- Flood with clean water and scrub.
- Remove dirty water with wet vacuum or squeegee to floor drains.
- Contaminated water may need to be disposed of as hazardous waste. Observe all regulations, which prohibit introduction of certain chemical cleaners, solvents and waste into surface water drains, sewer systems, open bodies of water or into the soil.
- Rinse again and remove.

3.3. Scrubbing - Mechanical

This is the preferred method for cleaning resin floors, to ensure:

- Controlled application of cleaning agent;
- Effective scrubbing action;
- Continuous supply of clean water;
- Continuous removal of dirty water;
- Rapid drying of the floor.

Several specialist mechanical scrubbing machines are available, such as combined vacuum scrubber and rotary type scrubber machines. There are two main types, vertical axis and horizontal axis. Horizontal axis machines are generally the best option for textured surfaces, whilst either type is suitable for smooth surfaces.

- Sweep the floor to remove loose debris and accumulations of soil.
- Use the appropriate cleaning agent detergent, deodorizer, degreaser, emulsifier, etc., or combination of agents. Regular washing with a suitable washer/dryer machine should normally be carried out using a low foam, pH neutral detergent.
- Apply cleaning agent (or combination of agents) diluted as required in the on-board detergent tank and allow it to react on surface.
- Agitate mechanically using the floor scrubber.
- · Remove dirty water with wet vacuum.
- Observe all regulations, which prohibit introduction of certain chemical cleaners, solvents and wastes into surface water drains, sewer systems, open bodies of water or into the soil.
- Rinse and scrub again then vacuum clean and dry.

The choice of using brushes or pads will usually be determined by the profile of the floor and the degree of soiling. Brushes are normally better on floors with a raised anti-slip finish and floors with a significant texture. However, care should be taken by the operator to raise abrasive pads or brushes off the floor when stationary since permanent ring marks may result when the machine stops in one position.

RED coloured pads are normally sufficient to clean a floor and care should be taken when using coarser pads (such as black pads) as the surface can be abraded. A wide range of pads are available for specific tasks.

- **BLACK** Heavy-duty stripping. Quickly removes dirt, wax, floor finish and sealers. For use with any stripping agent.
- **GREEN** Light stripping and wet scrubbing. Thoroughly removes dirt and scuff marks.
- **BLUE** Wet scrubbing or heavy-duty spray cleaning. Gives the floor a thorough scrubbing removing dirt and scuffs. Will remove top of surface finish ready for re-coating.
- **RED** Use for smooth shiny finish whilst removing light dirt. The typical spray cleaning/buffing pad.
- TAN Dry polishing/buffing pad. Removes light dirt whilst shining floors. Especially good in light traffic areas.
- WHITE Supreme fine pad for polishing dry floors. Use with soft finishes for superior polish. Excellent on softly waxed floors. Produces high gloss finish. Also suitable as ultra-high-speed cleaning pad with exceptional dimensional stability for use with ultra-high-speed machines. Will remove light dirt whilst maintaining high gloss finish.

3.4. Diamond Impregnated Pads (for Smooth Resin Floors)

Pads impregnated with microscopic diamonds are used to clean and maintain resin floors without the use of chemicals. These pads are fitted to rotary cleaning or burnishing machines and are used either dry or, preferably, with the addition of water.

The benefits of diamond pads are as follows:

- Hygienically clean and polish floors at the same time.
- · Do not use potentially environmentally unfriendly chemicals including polishes and waxes.
- Do not leave a potentially slippery chemical build-up.
- Washable and re-usable.
- Can remove light scratches and staining from resin flooring.
- Can be used to enhance sheen levels.

Pads are available in a range of sizes to fit different machine widths and in several grades depending upon the level of surface contamination to be removed and the degree of shine required. The preferred method of use is as follows:

- Sweep the floor to remove loose debris in order to avoid any damage to the floor or pad.
- Fit pad to machine (often it just needs placing under it with the machine's weight holding it in place).
- Start the machine.
- Introduce water. Pads can be used dry, but pad life and floor finish may be compromised.
- Wash, dry and store pad. If washed and stored correctly, pads will clean thousands of square metres
 of surfaces.

The correct grade of pad must be selected depending on floor condition and the finished result required. For heavily contaminated, scratched or stained floors, or to achieve a set finish, it may be a staged process starting with the coarsest grade followed by increasingly finer pads.

Heavy/Deep Clean

100 GRADE	For soiled, stained and scratched resin floors. Results in a matt, lightly scratched surface.
200 GRADE	Where resin flooring is soiled, stained and only lightly scratched or as a transition between 100
	and 400 grades. Results in a dull, scratch-free, clean surface.
400 GRADE	Where there are no scratches but soiling and light stains. Results in a satin finish.

Maintenance

400 GRADE	General cleaning of very heavily trafficked areas. Results in a satin finish.
800 GRADE	General cleaning of heavily trafficked areas. Results in a semi-gloss finish.
1500 GRADE	General cleaning of normal trafficked areas. Results in a gloss finish.
3000 GRADE	General cleaning of lightly trafficked areas. Results in a high gloss finish.

It must be noted that the use of an inappropriate pad can be ineffective or cause floor damage. Always refer to manufacturer's / supplier's recommendations.

3.5. Pressure Washers & Steam Cleaning Equipment

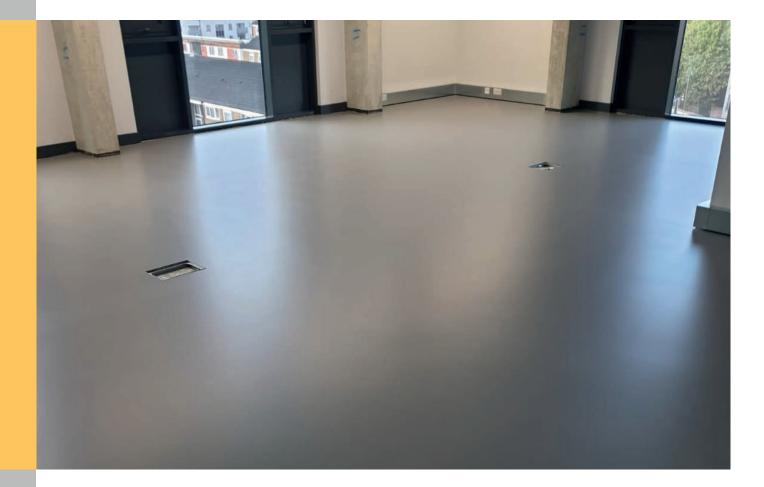
Care should be taken to select suitable equipment as they can be extremely powerful. Proper training should be given to ensure they are used safely.

- · Sweep the floor to remove loose debris and accumulations of soil. Pre-wet the floor.
- Use the appropriate cleaning agent detergent, deodorizer, degreaser, emulsifier, followed by a bactericide (disinfectant) or a sanitiser product if required.
- Steam cleaners may require special cleaning agents. Apply cleaning agent (or combination of agents) diluted as required and allow it to react on surface.
- Using the pressure washer or steam cleaner, work the entire surface of the floor in a planned sequence. This will agitate and loosen hard-to-remove soiling or contamination.
- Flood with clean water and work over the floor surface once again.
- Observe all regulations which prohibit the introduction of certain chemical cleaners, solvents and waste into surface water drains, sewer systems, open bodies of water or into the soil.
- Rinse again and remove.
- For food processing areas, reference should be made to the recommendations of Campden BRI.

It should be clearly understood, particularly when steam cleaning, that it is always advisable to check with the contractor/ manufacturer as to the suitability of the floor for steam cleaning. Care should be taken to ensure the steam lance is not allowed to discharge onto a single area for more than a few seconds, sufficient to remove contamination.

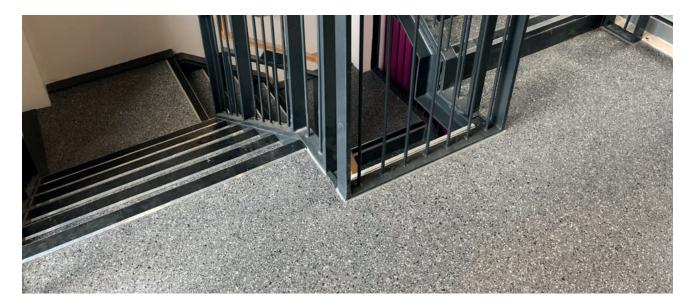
3.6. Clean the Cleaning Equipment

It is advisable to clean the cleaning equipment following its use to ensure it does not become a potential source of contamination. The equipment should also be visually inspected for damage which could mark the flooring.



4 Static Controlled Flooring

Routine cleaning and wear may alter the electrical properties of static controlled flooring. Therefore, routine test methods and frequency of tests should be agreed before completion, as should the agency responsible for those tests. The manufacturer should be consulted for their recommendations regarding cleaning methods, materials, polishes etc. In particular, selection of polishes should be done with care as some may act as insulators. The use of inappropriate cleaning regimes may compromise the antistatic performance of the floor.



(5) Cleaning Chemicals & Their Selection

A detergent is a chemical or mixture of chemicals that make it possible to remove soil from a surface by physical action, chemical action or both. Physical action includes reduction in surface tension, improving wettability of the substrate, dispersing soil, improving rinsing properties or emulsifying oils and fats. Chemical action includes promoting a chemical reaction with the soil, such as dissolving fats and oils.

A detergent must be compatible with the surface to be cleaned and be able to remove the type of soil present without leaving any residue. There is a wide range of materials available in the marketplace for the cleaning of floors and many of these are complex blends of chemicals, some of which have very specific application requirements.

In many cases, a cleaning chemical is more effective with an increased contact time. This enables the chemicals within the product to better break down soiling and emulsify fatty deposits. In heavily soiled areas, better results can often be achieved by pre-applying the cleaning chemical (at the correct dilution), often by mop and bucket, before using mechanical energy to agitate and remove all residues. Refer to the cleaning chemical manufacturer's instructions for specific guidance.

Most cleaning products are formulated to be effective against a range of soiling. Some, however, are very specific in terms of the types of contamination that they are designed to remove. This is more often the case with the biological products which are targeted against specific contaminants such as fats or oils. Similarly, some cleaning materials may have an adverse effect on a specific surface if used in the wrong concentration giving rise to etching, softening, reduction in gloss or other damage to the surface or body of the finish. This can be a one-off effect or cumulative as a result of repeated activity. It is therefore recommended to check the suitability of detergents before their introduction for their ability to remove soiling and for any adverse reaction to the flooring surface or to choose from the resin flooring manufacturer's recommended range of cleaning products.

Specialist products exist for a wide variety of applications including the cleaning of antistatic surfaces, the removal of polishes, chewing gum, tyre marks, stains, oils, fats and greases etc. In addition, there are products that are designed to have a specific effect such as sterilisation, bactericidal activity and disinfection.

For more information on cleaning chemicals, refer to section 12 - The Science of Cleaning Chemicals.



6 Waste Disposal

The cleaning process can have a significant impact on the environment and careful consideration must be given to the disposal route for wastewater produced during the floor cleaning process. Even though environmentally friendly products may have been used it should not be assumed that the wastewater generated can be disposed of through the normal drainage system. This will depend on the level and type of contamination present in the solution, the disposal point and the quantities being produced.

7 Health & Safety

A range of hazardous detergents may be used in the cleaning programme and before use, the safety data sheet should be consulted and a COSHH assessment carried out. The employer must provide storage facilities for the chemicals and the correct PPE for the operatives handling these chemicals, such as protective eyewear, aprons, gloves and in some cases respiratory protection. Protective footwear with good traction may be necessary, especially if alkaline detergents are used as they can make floors slippery.

8 Maintenance

If the correct cleaning and maintenance schedule is used, the appearance of your floor can be easily maintained. For floors with a high gloss finish, it is acceptable practice to lay a sacrificial layer of an acrylic polish which will keep the high gloss finish, give a hard wearing surface, have the ability to allow for the removal of surface scratches or blemishes and, where carefully selected, maintain slip resistance characteristics. Once applied, this seal should be maintained using a product designed to clean the floor and protect the finish.

It may be necessary to occasionally remove the polish using a stripping product and re-apply. This should be selected to ensure removal of any existing polish without detrimental effect upon the flooring system and any slip resistance characteristics.

9 Spillages

Spillages of any liquids should be wiped up or absorbed and removed as soon as possible. Not only is this a responsible action as far as health and safety is concerned, it will also help you to keep the floor in good condition. Once the spillage is removed, the area should be cleaned as normal with the usual floor cleaner. If a sacrificial coat has been previously applied, the floor should be inspected to see if this remains. If this coating has been damaged, it should be stripped and reapplied. It should also be noted that any water left by the cleaning method may cause a slippery floor surface and due care should be taken.

(10) Types of Resin Flooring and Typical Cleaning Method

Туре	Name	Description	Duty	Typical Thickness	Typical Cleaning
1	Floor seal	Applied in two or more coats. Generally solvent or water borne.	Light	Up to 150 µm	Wash and vacuum dry
2	Floor coating	Applied in two or more coats. Generally solvent free.	Light/Medium	150 μm to 300 μm	Wash and vacuum dry
3	High build Floor coating	Applied in two or more coats. Generally solvent free.	Medium	300 μm to 1000 μm	Mechanical scrubber / dryer satisfactory but not with regular use of abrasive pads
4	Multi-layer flooring	Aggregate dressed systems based on multiple layers of floor coatings or flow-applied floorings, often described as 'sandwich' system.	Medium/Heavy	> 2 mm	Rotary brush / vacuum machine
5	Flow applied Flooring	Often referred to as 'self-smoothing' or 'self-levelling' flooring and having a smooth surface.	Medium/Heavy	2 mm to 3 mm	Gloss - wash and vacuum Matt - scrubber / dryer
6	Resin screed flooring	Trowel-finished, heavily filled systems, generally incorporating a surface seal coat to minimize porosity.	Medium/Heavy	>4 mm	Scrubber / dryer
7	Heavy Duty Flowable floor- ing	Having a smooth surface.	Heavy/Very Heavy	4 mm to 6 mm	Scrubber / dryer
8	Heavy Duty resin flooring	Trowel-finished, aggregate filled systems effectively impervious throughout their thickness.	Very Heavy	>6 mm	High pressure washer or scrubber / dryer

Light duty	Light foot traffic, occasional rubber tyred vehicles
Medium duty	Regular foot traffic, frequent forklift truck traffic, occasional hard plastic-wheeled trolleys
Heavy duty	Constant forklift truck traffic, hard plastic wheeled trolleys, some impact
Very heavy duty	Severe heavily loaded traffic and impact

(1) General Tips & Advice

Do

- Carry out an initial clean before use and take care
 when installing equipment
- Clean regularly
- Consider giving a higher frequency of maintenance to heavily trafficked areas (e.g. entrances) where the levels of grit, dirt and wear are highest. Heavily trafficked areas need more attention
- Clean up spillages immediately.
- Remove traces of oil and grease immediately with an aqueous solution of alkaline detergent.
- If the resin floor has a textured surface do not use mops.
- Use the best quality equipment and chemicals available.
- Ensure that cleaning equipment is regularly cleaned.
- Follow the instructions provided by the manufacturers of the flooring, chemicals and cleaning equipment.

Don't

- Use excess concentrations of cleaning agents exceeding the manufacturers' recommended dosage is at best pointless and expensive and at worst harmful.
- Mix cleaning chemicals and agents this can also be harmful.
- Use excessive water.
- Use solvents.
- Use synthetic scrubbing pads on textured resin floor finishes. These industrial finishes will cause rapid destruction of the pads.
- Use phenol-based cleaning chemicals. They will cause degradation of resin floor surfaces.



(12) The Science of Cleaning Chemicals



Ideally, a detergent should be safe, non-tainting, non-corrosive, stable and environmentally friendly. The choice of detergent will depend on the soiling to be removed and its compatibility with the resin flooring materials. To maximise soil removal, detergents are blended from a number of components (and water). Commercial products may contain one or more of the following groups:

Surfactants (Surface-active or Wetting Agents)

These are composed of a long hydrophobic (repelled by water, attracted to oil/grease) tail and a hydrophilic (attracted to water, repelled by oil/grease) head and aid cleaning by reducing the surface tension of water and by the emulsification of fats. Increased wet-ability leads to enhanced penetration into soils and surface irregularities and hence aids the cleaning action. Fats and oils are emulsified as the hydrophilic heads of the surfactant molecules dissolve in the water whilst the hydrophobic end dissolves in the fat. Surfactants are classified as anionic, cationic, or non-ionic, depending on their ionic charge in solution.

Surfactant	Primary Use	Effect
Anionic	Detergency	Anionic surfactants are negatively charged in solution. They are good detergents as they have good wetting properties, stabilise dirt in solution and tend to be very high foaming. They are often mixed with non-ionic surfactants.
Cationic	Good disinfecting properties and control static electricity	Cationic surfactants are positively charged in solution. They have poor wetting characteristics but are high foaming and antimicrobial. When mixed with non-ionic surfactants they are commonly used as sanitisers. Used in antistatic cleaners.
Non-ionic	Emulsification	Non-ionic surfactants are compounds that do not ionise in solution. They have good wetting properties, are low foaming and are compatible with anionic and cationic surfactants, so are used as components of detergent formulations to improve the overall cleaning performance. They are effective in taking oils and greases into the aqueous phase and stabilising emulsions.

Acidic Detergents

Commonly contain phosphoric and/or nitric acid and their working pH is typically in the range of 2 to 4. They have little detergency properties, although they are very useful in removing mineral soils, such as hard water scale and rust, as well as protein and vegetable deposits. They are therefore not used as frequently as alkaline detergents and tend to be used for periodic cleans.

Alkaline Detergents

These are useful cleaning agents as they break down proteins, saponify fats and, at higher concentrations, can be bactericidal. They are manufactured in the pH range 10 to 14 but are typically around pH 10 to 13 at their in-use concentration. The main disadvantages of these chemicals are their potential to precipitate hard water ions, the formation of scums with soaps, and their poor rinsability. Some are corrosive to the skin, aluminium and zinc.

Neutral (Mildly Alkaline) Detergents

These typically have a pH range of 7 to 10. As they are relatively safe, they are used for manual cleaning, but gloves should still be worn to avoid defatting the skin and to reduce the risk of dermatitis.

Disinfectants

Disinfection is defined as the process by which micro-organisms are killed so that their numbers are reduced to a level which is neither harmful to health nor to the quality of perishable foods. High temperature (steam cleaning) is one of the most effective disinfection processes used in the food industry as it penetrates surfaces, is non-corrosive and leaves no residue. For many surfaces, however, the use of water or steam is uneconomic, hazardous or impossible and the reliance is therefore placed on the use of chemical disinfectants. Chemical disinfectants (biocides) are applied after cleaning as part of a two-stage process to reduce the level of micro-organisms adhered to food processing surfaces to as low a level as possible.

Sanitisers

A sanitiser is a chemical product that cleans and disinfects in a one-stage process. They are suitable for use as an interim clean-as-you-go procedure in food production areas with light soiling and where a relatively low level of microbial contamination must be removed, as the degree of activity against micro-organisms varies depending on the amount of soiling on the surface.

Sequestrants (Chelates)

These are chemicals which counteract the detrimental effects of water hardness which interferes with the action of anionic surfactants and produces scale. Sequestrants prevent these problems by binding to the calcium and magnesium ions to form water soluble molecules.

Other Additives

These will include either conventional solvents such as iso-propanol or more specialised materials such as citrus oils and pine oils that may have multifunctional benefits by providing both solvency and fragrance to the product. Enzymes can also be added which are designed to attack some specific materials or contaminants. Colourants, synthetic perfumes and re-odorants may also be added.

(13) References & Sources of Information

BS 8204-6: Screeds, bases and in situ floorings - Part 6: Synthetic resin floorings - Code of Practice

Campden BRI www.campdenbri.co.uk

FeRFA Associate members are pleased to assist with cleaning and maintenance of resin floors. Please go to the Find a FeRFA Company section on the FeRFA website and select Associates for further details.

This is the sixth in a series of useful and informative Technical Guidance Notes produced by FeRFA, all of which can be freely downloaded from the FeRFA website at <u>www.ferfa.org.uk.</u>

These include:

- Guide to the Specification and Application of Synthetic Resin Flooring (RIBA CPD Approved)
- · Guide to the Selection of Synthetic Resin Flooring
- · Measuring and Managing the Level of Slip Resistance Provided by Resin Floors

About FeRFA

FeRFA, the Resin Flooring Association, represents the major product manufacturers, specialist contractors, surface preparation companies, raw material suppliers and specialist service providers within the UK resin flooring industry. Established in 1969, FeRFA now represents over 130 UK based companies. The Association has established Codes of Practice for members and takes an active role in promoting resin flooring and in developing both national and international standards.

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ISBN: 0-9538020-1-9

First Published: 2006 (Revised March 2020)

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