

Caring for specialist and expensive floorcoverings, such as Amtico and Karndean in commercial and domestic settings is in itself, a specialist job. ServiceMaster Clean Peterborough technician, Andy Crowe explains how essential expert floor care is to all customers:

I've been a ServiceMaster Clean technician for nearly 10 years now and I've cleaned and restored floors for a lot of customers and the end goal is always the same; customers want their floors to look like new. No matter what condition it is in, how long it has been in that state, the brief is always the same. With our equipment, experience and knowledge of premium flooring like Amtico and Karndean, we have the skills to help each and every customer.

Too often, we get to see the work of individuals without any specialist training. Different surfaces and products have varied cleaning requirements, including specialist equipment and machinery, care products, drying times and stripping processes. Without knowledge for each product or a national network of technicians to draw advice from, a 'suck it and see' approach can be costly.

At ServiceMaster Clean we have the correct products and equipment to deal with expensive floorcoverings. Many of ServiceMaster Clean's technicians are approved Amtico Trained Specialists and have undergone a maintenance and restoration course with Amtico themselves to ensure best practise for cleaning and maintenance of floors.

Following an appraisal of the floor, we provide a bespoke quote and explanation of the restoration or cleaning process. Many commercial customers require an out of hours service in order to minimise disruption, however this presents a challenge of access to shopping centres overnight or additional security or staffing.

We were contracted to strip and reseal an Amtico floor for a leading jewellery chain overnight and have the service ready for customers the morning after. We worked closely with the store manager to ensure we had enough time to complete the job, had suitable access for larger, mains-powered machines and that drying times would be achievable to avoid health and safety issues when the store re-opened the next morning.



The team brought in machines to strip the floor of its existing, worn and dirty surface and vacuumed the area to remove debris. This process removes a thin layer of the top surface, which includes scratches and small dents. Customers have the choice of a satin or high gloss finish for their floors but Amtico customers are advised to use Amtico's own high gloss finish and we were able to bring the quality of the floor back to 'like new' with two coats of Amtico's high gloss finish.

We carried out a similar process in a customer's home, where his 36m² Amtico kitchen floor had been subject to years of 'play fighting' by his dogs. When we met with this customer, he wasn't aware the floorcovering was Amtico but was pleased when we explained that it can be recovered to a 'like new' finish in one day.

To minimise wear and tear, implementing preventative measures can help reduce the amount of dirt brought onto the floor. Soil and debris can be walked in from the surrounding areas and can cause damage time and time again. We advise that customers invest in a barrier mat system at the entrance of their property, be it a shop, lobby or front or back door of a house. Textured, synthetic mats or metal grids will allow visitors to scrape off dirt before they enter the property and a porous mat inside will soak up any moisture on visitors' shoes. Although this seems common sense and a simple idea, a simple walk-on, walk-off mat can save huge sums of money.

Customers always ask us how often they should have their floors professionally cleaned and we advise that a strip and reseal should occur every 18-24 months but regular vacuuming and spot stain removal should take place every day to remove the chance of further damage. Taking daily care of your floor will vastly improve the lifespan of the product. For store owners, businesses and home owners that have invested in bespoke, professional or the latest products, ensuring they stay immaculate is integral to standing out from the crowd.