

## **Rubber Tile F.A.Q.'s**

### **Q: We recently stripped a rubber floor of metalized emulsion + the color changed. What happened?**

A: The maintenance dept. should have carried out a test on a small area first. High alkaline solutions can change the color of flooring.

### **Q: My maintenance dept. recently applied the floor finish but the floor still looks dirty. What happened?**

A: There are several possibilities:

1-Too much of the floor finish was applied. Less is more. Using a high quality acrylic, a maximum of 2-3 thin coats of a finish should be applied. Any more coats + the floor will look dirty because the finish acts as an opaque barrier.

2-In between the washing of the floor + the application of the finish either the floor was not rinsed or it was rinsed with dirty water. Clean water + a clean mop must be used; otherwise liquid dirt is being applied to the floor. Remember; be cautious with the amount of water used. Do not flood the floor with excess water.

### **Q: My floor appears to be yellowing, what is happening?**

A: Most likely your maintenance dept. used a wax product for the finish. Wax products tend to yellow over time + do not wear as well as the approved acrylics. Acrylics finishes are harder wearing + do not yellow. You can touch up a floor that is finished w/acrylics but not a floor that is finished w/wax. It is best to strip the wax and start over w/a high quality acrylic finish.

### **Q: My floor has white stains on the polish layer, what is this?**

A: Most likely, the protection layer has come in contact with agents/material containing alcohol. Strip the finish and reapply.

### **Q: Can I use rubber in an entry vestibule?**

A: NO! This type of application requires a walk off mat. A coco mat helps ensure that all dirt + debris are knocked off the shoes of anyone entering the building. This helps to prolong the life of your floor and reduces maintenance costs and cycles.

### **Q: Can I use rubber tile in a kitchen area?**

A: NO! Rubber tile does not hold up to the grease of a commercial kitchen. When used in a restaurant, walk off mats should be placed around the bussing stations + entrance/exit to the kitchen. This is to prevent the grease from being tracked through out the facility. It is also not sold or warranted for use in any type of residential application.

**Q: Can I use rubber tile outdoors?**

A: No.

**Q: Can I use rubber tile below grade where moisture is present?**

A: No. Rubber tile must be installed on a well-cured concrete floor. The must be completely dry + free of excessive moisture. For more information see the white paper Moisture Guidelines for the floor Covering Industry published by the WFCA, Anaheim Ca. 1 800 624 6880. The acceptable level of humidity in concrete is 3lbs/1000 sq ft/24 hours as per ASTM 1869-98.

**Q: My rubber tile shows bump or boils (bubbling), why?**

A: Bumps are caused when the subfloor has not been swept. Even a tiny pebble will look much larger underneath tile. Boils or bubbling are caused by improper installation, the floor was not properly rolled during installation.

**Q: Can I use rubber tile as a wall covering?**

A: No. Allstate rubber flooring is sold for floor use only. It can be used as a counter facing, wainscoting, and column wrap but NOT as a wall covering. Wall coverings fall under different fire codes than flooring. Allstate does NOT meet the codes for wall covering.

**Q: Can I use a solid color/uni tile as an overall field?**

A: No. We understand the desire for overall fields of color but as with all flooring products, a solid color floor will show scuffing and scratching more readily. Solid color flooring also requires more maintenance than a patterned floor. Solid color tile can be used as a checkerboard pattern and in designs in lieu of an overall field. No warranties apply to the installation of solid color tile when installed as a field tile.

**Q: Can I use Allstate tile for residential use?**

A: No. Allstate tile is neither sold nor warranted for residential use.

**Q: What color can I get a rubber floor in?**

A: What color do you want? We offer 100+ colors and any combination of colors in marble tile and confetti tile.

**Q: Is rubber flooring a no wax, no maintenance floor?**

A: No. All floors must be properly maintained. Please see our maintenance sheet for further details.

**Q: Must my installer use the Allstate approved + supplied adhesive?**

A: Yes. Only Allstate adhesives have been tested + approved for use with our tile. Remember, long after the low bidder (installer/contractor) has faded into memory you will remember where you got your floor. The installer may attempt to use an inferior or unsuitable adhesive and then disappear after he has been paid. There is no guarantee that any mystery adhesive will hold longer than the time it takes for the contractor to get paid.

**Q: How do I remove black scuffmarks?**

A: Try spraying a little Windex (w/out ammonia) on the affected area. Wipe clean w/ a soft towel and clean water. Then buff tile with a soft towel to help return the shine.

**Q: The night crew dragged machines across my floor and scratched it, how do we fix this?**

A: Strip the floor with a stripping solution (i.e. Taski Ice-It or Johnson Wax Bravo ). Then apply an acrylic floor finish (i.e. Taski Brilliant or Johnson Wax Showplace ). Stripping helps to bring the color to the top and the floor finish will somewhat darken the scratches.

**Q: How do I remove gum?**

A: Use orange desolvit on the gum and remove w/a Teflon spatula. Or, freeze the gum and peel off.

**Q: What product can I use to clean the floor?**

A: Taski Profi or a good neutral detergent. (ph of 7-8). Taski is available via JohnsonDiversy , 1 800 558 2332.

**Q: Can I use ammonia to clean the floor?**

A: NO!

**Q: What type of pads can I use w/a rotary machine?**

A: Do not use any pad harder than a red 3m pad. Black or brown pads can damage your floor. Never use steel wool pads. If dry buffing use a Bassine brush made of horse/synthetic hair. Make sure not to buff at excessive speeds (over 350 RPM), this will dull the floor.

**3M Pads Scale:**

White: Soft for daily maintenance  
Yellow: Soft, for burnishing and periodic maintenance  
Blue: Medium, for stronger periodic maintenance  
Red: Medium, for cleaning  
Yellow/Green: medium/strong, for cleaning and stripping of old polish/finishes  
Green: Strong  
Brown: Abrasive  
Black: Strongly abrasive

**Q: How often do I have to refinish my floor?**

A: There is no standard as all applications have different requirements. The floor finish can last anywhere from 1 month to one year depending on the application. For instance, a ground floor application off a parking lot will take more abuse than an installation on upper floors. To reduce maintenance costs we recommend the use of walk off mats at all entry points, especially off of parking lots.

**Q: What finishes can I apply to the floor?**

A: Taski Wi-wax or Taski Ombra. These are acrylic, medium gloss finishes.

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