



Glossary of Terms

Abrasive	A substance used to scour, scrub, smooth or polish a surface.
Absorbent	Able to take in and make part of an existent whole.
Acid	A water-soluble substance with a pH less than 7.
Acrylic	Type of polymer popular for floor finishes. Also, a man-made synthetic fiber used in spun yarn to resemble wool in carpet.
Acrylic Styrene	Popular type of polymer blend for floor finishes.
Adhesion	A necessary component of a floor finish, which causes it to stick to the floor rather than peel, flake or powder.
Algae	Plants similar to fungi, but containing chlorophyll and other pigments
Algaecide	A chemical agent that kills algae
Alkali	A chemical with a pH greater than 7.
Alkalinity	Alkalinity is useful in removing acidic, fatty and oily soils. Soap and soap-based products are alkaline and perform well only in an alkaline medium. Detergent products can be formulated at any level of alkalinity determined by the cleaning task to be performed.
All Purpose Cleaner	A powder or liquid detergent suitable for both general house cleaning duties and laundry. These products may not be as effective for specific cleaning jobs as products specially formulated for the task.
American Oriental	Woven American carpets of Axminster or Wilton weave in oriental colors and patterns.
Amine	A class of organic compounds containing nitrogen. Amines are often used as floor finish strippers, buffering agents in liquid laundry detergents and as fabric softeners.
Ammonia	An alkaline gas composed of nitrogen and hydrogen (NH ₃). 5% to 10% solutions of ammonia are sold as household ammonia. Ammonia is used to aid in removing grease and dirt from surfaces and to boost the cleaning power in grease cutters, wax strippers and general purpose soil removers.
Anaerobic Bacteria	Bacteria that thrives in the absence of air or oxygen.
Anionic	Negatively charged part of a molecule. Anionic surfactants are widely used in high-sudsing detergents.
Antibiotic	A substance produced by a living organism which has the power to destroy or inhibit the multiplication of other organisms, especially pathogens
Antifoulant	A chemical agent that prevents growth of organisms on underwater structures



Glossary of Terms (continued)

Antimicrobial Agent/Pesticide	Any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest
Antimicrobial	Agents which destroy or control the growth of any bacteria, fungi, or virus pathogenic to man or animals. Antimicrobial products include sterilizers, disinfectants, virucides, sanitizers, bacteriostats, fungistats, and algacides
Antisepsis	The destruction of microorganisms that cause disease, fermentation, or putrefaction; use of antiseptic methods and procedures
Antiseptic	A substance that inhibits or arrests the growth or action of microorganisms. Used especially in describing agents applied to living tissue. Also, pertaining to the use of antiseptics, as antiseptic surgery
Antistatic Agent	A substance that reduces static electricity produced by friction. Friction causes fabric (especially man-made fabrics, such as nylon and polyester) to produce static electricity discharge.
Asphalt Tile	A floor tile manufactured with a mixture of synthetic fibers, lime rock, mineral fillers and coloring. Asphalt is used to bind the materials together. Very porous.
Autoclave	An apparatus for sterilizing by means of super-heated steam under pressure
Auto Ignition Temperature	The lowest temperature in which a gas will spontaneously ignite without a spark or flame.
Axminster	A carpet weave in which pile tufts are individually inserted from colored yarns arranged on spools, making possible an enormous variety of colors and patterns.
Bacillus	Any rod-shaped bacterium. Loosely used, any disease-producing bacterium
Backing	The various materials that comprise the back of a carpet which secures the face of the carpet pile. They include primary backing, which is frequently a woven or non-woven polypropylene, a woven jute, or cotton duck on scatter rugs. Secondary backing is fabric (usually jute, woven or nonwoven polypropylene) laminated to the back of carpet to reinforce and increase dimensional stability. Construction yarns comprising chain warp, stuffer warp, and shot fill are interwoven with the face yarn during carpet formation and are the backings of woven carpets.
Bacteria	A wide range of microorganisms, usually one-celled. Many are disease-producing; others are active in processes such as fermentation or the conversion of dead organic matter of soluble food for plants
Bactericide	An agent that destroys disease germs, but not necessarily spores
Bactericidal	Pertaining to or having the characteristics of a bactericide
Bacteriostat	A product that retards or inhibits the growth or multiplication of bacteria



Glossary of Terms (continued)

- Beater Bar** A rigid bar on a vacuum cleaner brush that agitates and loosens soil from the carpet.
- Bird's Eye** Circular blemishes on a polymer or wax surface caused by bubbles solidifying during application. Usually caused by agitation of the floor finish during the application or by applying heavy coats of finish. Also known as "fish eyes."
- Bleeding** Removal of color from carpet or other floor tile material by a liquid. Some carpets may bleed with hot water. Floor tile (particularly asphalt) can bleed from an excessive concentration of stripper solution.
- Boiling Point** The lowest temperature (at standard pressure) at which a liquid becomes a vapor.
- Bradley Fountain** Circular granite hand-washing sink utilized in industrial plants to accommodate multiple personnel.
- Bridgeport Machine** Metal fabrication machine which requires regular maintenance.
- Brighteners** Optical or fluorescent enhancers found in carpet cleaning products and fabric cleaners.
- Broad Spectrum** Effective against a wide range of different types of microorganisms
- Broadloom** Term of measurement that designates the width of a carpet.
- Browning (Brown Out)** A reaction that occurs in carpets when high pH solutions cause the carpet's natural coloring (usually jute) to travel from the carpet backing to the fiber strand and discolor the carpet. Easily cured with de-browning product applications.
- Butyl Cellosolve** A trademark name for a water-soluble solvent frequently used in degreasing products. Actual name of slang term "butyl".
- Carnauba** Natural polishing wax which is derived from the leaves of the carnauba palm tree in Brazil. Average yield per year from one tree is approximately four to five ounces of wax.
- Catalyst** A substance which influences a chemical reaction.
- Cationic Surfactant** A surfactant that is from a positively charged ionic group. The most common cationic surfactants are known as quaternary ammonium compounds such as alkyl dimethyl benzyl ammonium chloride. These are widely used as disinfectant and sanitizing products. Not recommended for 5th Generation carpets.
- Caustic** Strong alkaline substance which irritates the skin.
- Ceramic Tile** Clay tile with an impervious, usually glossy, layer on the surface.
- Chelating Agent** Chemicals in a cleaner that increase the performance of the product by combining chemically with insoluble material such as hard water salts, making them soluble so that they (1) do not steal cleaning power (2) do not settle out leaving difficult to rinse films, and (3) do not combine with soap fats to form soap scum. They will dissolve such films that may have built up on a surface by use of deficient cleaners



Glossary of Terms (continued)

Chronic	Continuing for a long time; constant
“Cide”	Agents with the ability to kill micro-organisms.
“Cide” or “Cidal”	A suffix that means “to kill”
Concurrent	Happening at the same time; a concurrent odor is one which appears at the same time or as the result of another action such as spillage
Conductive	The property in a surface or material which allows/allowing electricity to flow freely through it
Conductive Floors	Special resilient tile that is designed to dissipate or prevent static electricity. Frequently used in computer rooms.
Curing	A chemical drying aging process that increases the durability of floor finishes.
Cross Infection	The transfer of disease or infection from one person to another
Culture	Cultivation or growth of bacteria in a prepared nutrient media
Culture Test	To take samplings from a surface and attempt to grow bacteria in a nutrient media from such samplings. Used to determine effectiveness of bactericidal cleaning. See scalpel test and swab test.
Cut Pile	The face of a carpet that has had the ends cut at the loops.
Degreaser	A product specifically formulated to remove grease, oil and soil.
Deodorizer	A chemical agent that prevents the formation of odors by acting upon microorganisms
Detergent Disinfectant	A product that is both a cleaner and a disinfectant
Digester	An enzyme used to break down stains caused by food products and blood.
Dimensional Stability	The tendency of a fabric to retain size and shape. A carpet receives additional dimensional stability from the secondary backing.
Dip Tank	Refers generally to degreaser (water/solvent based) utilized in semi-automated parts washing processes.
Disinfectant	A less lethal process than sterilization. It eliminates virtually all recognized pathogenic microorganisms but not necessarily all microbial forms (e.g., bacterial endospores) on inanimate objects.



Glossary of Terms (continued)

Double Bucket Procedure	A mopping technique that utilizes two buckets. The first bucket contains a disinfectant and the other, clear rinse water. The mop goes from the disinfectant to the floor, from the floor to the clear water rinse, to the wringer and back into the disinfectant. The procedure reduces disinfectant contamination.
Dry Foam	A detergent solution with a small amount of water that is mechanically worked into a carpet. The loose soil is removed by a vacuum after becoming encapsulated by the friable powders
Dry Rot	A condition caused by an attack of microorganisms on fibers, textiles, carpets and other materials. An attack on natural carpet backing may cause loss of strength that leads to tearing and break down of carpet.
Emulsification	The action of breaking up greases into small particles which are suspended in solution.
Environment	Surroundings; any area where there are organisms outside the human body
Epoxy	A very hard synthetic thermosetting resin often used in floor finishes, paints, and sealers.
Exposure Limit	The limit set to minimize an employee's exposure to a hazardous material. Associated terms include Permissible Exposure Limit (PEL), Short Term Exposure Limit (STEL), and Threshold Limit Value (TLV).
Fade-out	The loss of effectiveness of cleaning and/or disinfectant agents while in use
Fading	Loss of color caused by actinic radiation such as sunlight, atmospheric gasses and cleaning or bleaching chemicals.
Filament	A single continuous strand of fiber.
Fish Eyes	See "Bird's Eyes."
Flammability	The capacity of a material to ignite easily and burn rapidly.
Flash Point	The lowest temperature in which the vapor from a product will ignite.
Fungi	Group of non-green plants that live by feeding on living or dead organisms
Fungicide	A chemical agent that destroys fungi
Fungistat	A chemical agent that inhibits the growth of fungi
Gage (Gauge)	The distance expressed in fractions of an inch between two needle points in carpet knitting or tufting.
Germ	"Catch-all" term for microorganisms
Germicide	Same as bactericide



Glossary of Terms (continued)

Germistat	Same as bacteriostat
Gram Positive	A laboratory method of classifying disease by staining. Those bacteria that stain a deep (or negative) violet are gram positive. Those that are discolored and take on a contrast stain are gram negative. Method developed by Hans Christian Joachim Gram, 1853
Hard Water	Hardness is the solution in water of both calcium and magnesium ions. It is usually expressed in terms of calcium carbonate (CaCO_3). Since hardness ions carry a positive charge, their presence can diminish the germicidal efficacy of quats by competing for the negative sites on the microorganism's cell wall. The adverse affect of hardness cations can be reduced with the addition of hardness chelants, such as EDTA, which form chemical bonds with the calcium and magnesium ions. In the United States, approximately 80% of the municipalities supply water with less than 250 ppm hardness.
Heeling	Technique of applying pressure to the side of a floor machine to remove black shoe marks and persistent soil.
Herpes Simplex	Virus causing fever blisters and other infections
Incinerate	To burn, or reduce to ashes
Infection	Invasion of living disease organisms into a part of the human body where conditions are favorable to their growth and where their toxins act injuriously on the tissues
Influenza A2	Virus causing the acute infectious disease influenza, or gripe
Inorganic	A substance not made of the combination of carbon and hydrogen.
Inorganic Soil	See soil
Insulating Residue	Any deposit or residue that prevents static electricity from being conducted
Isolation	To separate a patient with an infectious disease from persons not similarly infected
JIT	Acronym: Just In Time
Jute	A natural cellulosic fiber made from certain plants of the linden family which grow in warm climates such as India and Bangladesh. Jute yarns are used in woven carpet construction as backing for the yarns and twines. Woven jute is used in tufted carpet as primary and secondary backing. The latter are similar to burlap fabrics.
Leveling Agent	Substance added to coating which allows it to flow evenly in application and to help prevent "puddling."
Loop Pile	Carpet style having a pile surface consisting of uncut loops of woven or tufted yarn. Also called "round wire" in woven carpet terminology.
Ludox	Sand-like material added to wax to increase slip resistance.



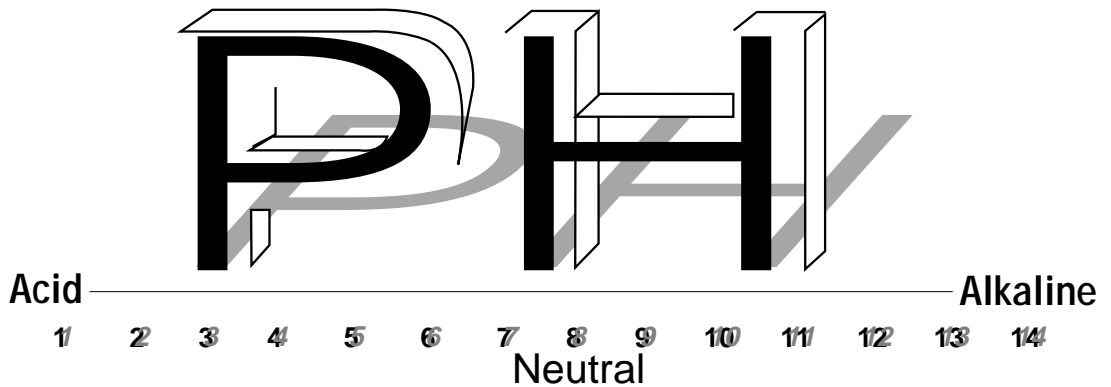
 Glossary of Terms (continued)

MBO	Management by objectives - A formal “grade card” for industrial management personnel which largely includes quality, safety, productivity and housekeeping. A management theory whereby employees set their objectives with help of management.
MRO Area	An area, sometimes referred to as “stores”, whereby janitor's supplies and other non-production commodities are stored and requisitioned.
Metal Interlock	Detergent and water-resistant type of floor finish with a metal salt in the solution. Removable with ammonia strippers, usually zinc.
Microorganism	Bacteria, fungi, algae
Mildewcide	A chemical agent that kills mildew (a defacing fungus)
Monoethanolamine	Used in stripper to break down zinc interlock.
Montan Wax	Mineral wax extracted from lignite or peat (brown coal). It is a hard polishing wax.
Neutral Cleaner	Non-alkaline, non-acid cleaner. The pH of mild neutral cleaners may be as high as 9 and not contain harsh alkalis.
Neutralizer	Chemical to change the pH of a surface so that residues will not interfere with floor coating adhesion.
Non-Ionic Surfactant	A surface-active agent that contains neither positively nor negatively charged (ionic) functional groups. These surfactants have been found to be especially effective in removing oily soil.
Non-Selective	A chemical agent or combination of chemical agents which are destructive to a broad range of pathogens
Non-Volatile	Non-Volatile Solids percent is that acrylic (hardened and dried) which is left on the floor once the liquid carrying agent has left (evaporated).
Nosocomial	Relating to a hospital; from the Greek - <i>Nosos</i> (disease), <i>Kome</i> (I take care of), <i>Nosocomion</i> (a hospital). Thus, a nosocomial infection is one acquired in a hospital.
Optical Brightener	Optical brighteners take otherwise “unseen reflected light” and refract it in a way that allows the human eye to view it. This presents a higher gloss and protects the floor from damaging actinic UV radiation.
Organic Soil	See soil
OSHA	The Occupational Safety Health Administration which establishes and enforces laws related to worker safety.
Outdoor Carpet	Carpet specifically designed to resist fading and deterioration due to sunlight and water. Most are solvent-dyed polypropylene containing ultraviolet stabilization additives. Coating and backings that are water and rot resistant are usually synthetic.



Glossary of Terms (continued)

- Oxidation** To combine with oxygen; typified by the rusting of a metal.
- Parts per million (ppm)** A conventional way to express a very low concentration of a material dissolved in water. For example, a 100 ppm concentration of a material dissolved in water is equivalent to 8 drops in one gallon of water
- Pathogen** Any virus, bacteria or other microorganism that causes disease
- pH** The measure of relative acidity or alkalinity of a solution. Using a scale from 0 to 14, 7 indicates neutral, below 7 indicates acidity and above 7 indicates alkalinity.



- Phenol** A figure indicating the bacteria-killing strength of a bactericide as compared to pure carbolic coefficient acid. A Phenol Coefficient of 10 indicates that the bactericide is 10 times as effective as carbolic acid in killing a particular organism
- Phenol Coefficient** The ratio of the concentration of the product and the concentration of phenol required to kill certain bacteria in a specified time
- Phenolics** A general term for bactericides based on synthetic phenols or phenolic derivatives
- Pile Height** The length of the extended tufts of a carpet, measured from the primary backing top surface to their tips.
- Pile Density** Refers to closeness of fibers in a carpet to each other. High density increases weight and quality.
- Pile Setting** A carpet cleaner's term for the process of erecting damp, disheveled pile following shampooing or extracting, through the use of a pile brush or pile lifting machine.
- Pitting** Small craters on the surface of concrete and terrazzo floors which will grow in size, with traffic and chemical exposure, unless coated with a protective floor finish.
- Plasticizer** An ingredient added to wax, varnish, and polymer floor finish to make it flexible rather than brittle.
- Polyester** A fiber-forming thermoplastic synthetic polymer used in some carpet that is essentially staple and spun yarn.



Glossary of Terms (continued)

- Polymer Emulsions** Polymer materials that are chemically emulsified into a water base. When these formulations are applied to surfaces they form a smooth, continuous finish.
- Powdering** An unfortunate condition of polymer-type floor finish being removed from a floor in the form of fine, white dust. Usually caused by abrasion occurring from buffing, heavy traffic and inclement weather.
- Pre-Spot** Removal of stains before more extensive carpet cleaning.
- Preservative** A chemical agent or process that prevents deterioration of materials
- Primary Backing** The carrier fabric for the pile yarn of a carpet into which the yarn tufts have been inserted.
- Putrefaction** The decomposition of organic matter, especially by the action of bacteria, with the formation of foul-smelling, incompletely oxidized products
- Quats or Quaternaries** A general term for bactericides bases or quaternary ammonium compounds
- Re-Emulsification** A chemical process that occurs when a film of floor finish has not completely dried and is re-liquified by a subsequent application of finish. It doesn't appear until the floor has dried and then appears streaked or dull.
- Reactivity** Refers to a chemical's stability and its potential to react violently with water.
- Resilient Tile** Tile that will withstand shock without permanent damage; includes rubber, cork, asphalt, linoleum, vinyl, vinyl asbestos. This tile will give under impact and certain loads and then return to its original form after the load is removed.
- Resins** The basic solid content of gym and concrete floor finishes that are solvent-borne.
- Rotary Bonnet Carpet Cleaning** A carpet cleaning technique in which a detergent solution is worked into the carpet pile by a bonnet attached to a rotary buffing machine. Loosened and suspended soil is transferred to the bonnet. Drying is normally achieved in 60 minutes or less.
- Sanitizer** An agent that reduces the number of bacterial contaminants to safe levels as determined by public health requirements. The term "sanitizing" generally refers to inanimate objects (particularly food-related utensils and equipment) and implies providing a satisfactory condition of cleanliness in addition to a safe bacterial level. Thus, detergent sanitizers combine cleaning and sanitizing. The same kinds of compounds that provide disinfecting action in cleansers and hard surface cleaners also contribute sanitizing capability.
- Scalpel Test** A method of testing the effectiveness of a bactericidal cleaner by taking scrapings from a surface with a scalpel and incubating the scrapings in a nutrient medium to determine whether living bacteria remain after cleaning. See Swab Test
- Sealer** A coating designed to penetrate and provide the initial protection to a floor surface by filling in the tiny pores. Also, a product which prevents color bleeding.



Glossary of Terms (continued)

Selective	A chemical agent or combination of chemical agents which are destructive to a narrow range or specific group of pathogens
Sepsis	The invasion of bodily tissue by pathogenic bacteria
Slimicide	A chemical preparation that prevents, inhibits, or destroys biological slimes composed of combinations of microorganisms
Slip Coefficient	A measurement of the angle of the point at which a person's foot begins to slip on the James machine (an instrument used to test the static coefficient of friction of a surface). U.L. considers 0.5 or above as the safe limit.
Soil	Matter out of place. Organic soil relates to that which is or was living. Inorganic soil relates to, or composed of, matter other than animal or vegetable.
Soil Retardant	A chemical finish applied to carpet and fabric surfaces which inhibits attachment to the soil fiber.
Solubility	The tendency of the material to dissolve into another.
Slurry	A temporary suspension of insoluble solid or immiscible liquids in a carrier base. Usually refers to the suspension of dirt or the thick, dark, soapy mixture created when stripping a floor.
Spores	Reproductive bodies (or resistant resting cells) produced by certain bacteria not usually affected by bactericides
Sporicide	A chemical agent that destroys bacterial spores as well as vegetative forms of microorganisms
Spray Buff	An intermediate floor care procedure which cleans, fills minor scratches, removes black marks and shines the wear areas of a floor. Utilizes a sprayed solution, a floor machine and a synthetic floor pad.
Staphylococcus Aureus	Bacteria causing numerous pus-forming infections, such as boils, ear and throat infections, pneumonia, meningitis, and many others
Staphylococcus Epidermidis	Bacteria causing pus-forming infections of skin tissues
Sterilant	The use of agents generally known as sporicides intended to destroy or eliminate living microorganisms in a given environment. The highest level of disinfection available.
Sterile	The condition of being free from all forms of life, especially microorganisms
Sterilize	To destroy all organisms, including bacteria, spores, fungi and viruses
Streptococcus Viridans	Bacteria causing local infection, normally in the mouth, which in turn leads to symptoms of arthritis, neuritis and endocarditis



Glossary of Terms (continued)

Suppurative Diseases	Those infections which generate pus
Surface Plate	Highly polished and critical quality control surface from which gauges are measured.
Surfactant	A surface active agent which increases the emulsifying, foaming, dispersing, and wetting properties of a product.
Swab Test	A method of testing effectiveness of a bactericidal cleaner by taking samples from a surface with a swab and incubating them in a nutrient medium to determine whether living bacteria remain after cleaning. Not an effective test since the swab removes only what is on the surface and may not pick up bacteria protected by soil. Scalpel test is preferred
Terrazzo	A non-resilient floor material composed of marble and Portland cement.
Titration	The process of determining the strength of a solution, or the concentration of a substance in solution, in terms of the smallest amount required to bring about a given reaction with another known solution of substance
Toxins	A poison formed and secreted during the growth of pathogenic microorganisms
Traffic Lane	High traffic areas that show worn or soiled "lanes."
Traffic Lane Cleaner	A heavy detergent compound used to clean high-traffic carpet areas.
Type 2 Adenovirus	Virus causing numerous types of infections in man
U.L.	Underwriters Laboratories. An organization that tests manufactured products for safety.
Urethane	A synthetic resin, ethyl carbamate, used in protective coatings for wood, concrete and metal.
Use Dilution	The ratio of product to water at which the product performs effectively, expressed in ounces per gallon or parts per 100
VOC	(Volatile Organic Compounds) The components within a formulation that contribute to ozone formation, which is a pollutant and causes smog, etc., in metropolitan areas.
Vaccinia	A pox virus used for vaccination of man for immunity against smallpox
Viricide	Any agent which is destructive to a virus
Virus	The term for a group of pathogens which are barely visible or invisible under the ordinary microscope. They are not capable of growth or reproduction apart from living cells.



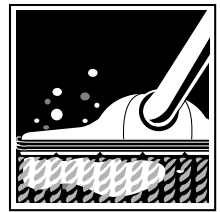
Glossary of Terms (continued)

Viscosity	The thickness of a liquid.
Volatile	The part of a product which evaporates during drying.
Water Hardness	A measure of the amount of metallic salts found in water.
Wetting Agent	A chemical which reduces the surface tension of water.



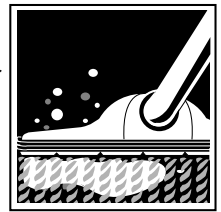
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Floor Care

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Carnauba	Natural polishing wax which is derived from the leaves of the carnauba palm tree in Brazil. Average yield per year from one tree is approximately four to five ounces of wax.
Ceramic Tile	Clay tile with an impervious, usually glossy, layer on the surface.
Conductive Floors	Special resilient tile that is designed to dissipate or prevent static electricity. Frequently used in computer rooms.



Floor Care

Glossary of Terms (continued)

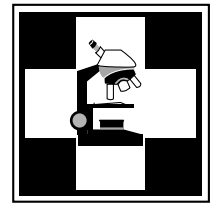
Curing	A chemical drying aging process that increases the durability of floor finishes.
Double Bucket Procedure	A mopping technique that utilizes two buckets. The first bucket contains a disinfectant and the other, clear rinse water. The mop goes from the disinfectant to the floor, from the floor to the clear water rinse, to the wringer and back into the disinfectant. The procedure reduces disinfectant contamination.
Epoxy	A very hard synthetic thermosetting resin often used in floor finishes, paints, and sealers.
Fading	Loss of color caused by actinic radiation such as sunlight, atmospheric gasses and cleaning or bleaching chemicals.
Fish Eyes	See "Bird's Eyes."
Heeling	Technique of applying pressure to the side of a floor machine to remove black shoe marks and persistent soil.
Leveling Agent	Substance added to coating which allows it to flow evenly in application and to help prevent "puddling."
Ludox	Sand-like material added to wax to increase slip resistance.
Metal Interlock	Detergent and water-resistant type of floor finish with a metal salt in the solution. Removable with ammonia strippers, usually zinc.
Monoethanolamine	Used in stripper to break down zinc interlock.
Montan Wax	Mineral wax extracted from lignite or peat (brown coal). It is a hard polishing wax.
Neutral Cleaner	Non-alkaline, non-acid cleaner. The pH of mild neutral cleaners may be as high as 9 and not contain harsh alkalis.
Neutralizer	Chemical to change the pH of a surface so that residues will not interfere with floor coating adhesion.
Non-Volatile	Non-Volatile Solids percent is that acrylic (hardened and dried) which is left on the floor once the liquid carrying agent has left (evaporated).
Optical Brightener	Optical brighteners take otherwise "unseen reflected light" and refract it in a way that allows the human eye to view it. This presents a higher gloss and protects the floor from damaging actinic UV radiation.
pH	A simple chemical scale which expresses the degree of acidity or alkalinity of a solution. The pH scale runs from 0 to 14. 7 is the neutral point. Numbers below 7 indicate acidity with 0 being 10 times more acidic than 1, 1 being 10 times more acidic than 2, etc. 0-3 is strongly acidic, 4-6 moderately acidic. Above 7 is the alkaline side. 8-10 is moderately alkaline, 11-14 is strongly alkaline. Alkalinity is 10 times greater at each full number rise along the scale.



Floor Care

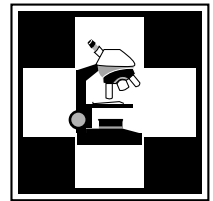
Glossary of Terms (continued)

Pitting	Small craters on the surface of concrete and terrazzo floors which will grow in size, with traffic and chemical exposure, unless coated with a protective floor finish.
Plasticizer	An ingredient added to wax, varnish, and polymer floor finish to make it flexible rather than brittle.
Polymer Emulsions	Polymer materials that are chemically emulsified into a water base. When these formulations are applied to surfaces they form a smooth, continuous finish.
Powdering	An unfortunate condition of polymer-type floor finish being removed from a floor in the form of fine, white dust. Usually caused by abrasion occurring from buffing, heavy traffic and inclement weather.
Re-Emulsification	A chemical process that occurs when a film of floor finish has not completely dried and is re-liquified by a subsequent application of finish. It doesn't appear until the floor has dried and then appears streaked or dull.
Resilient Tile	Tile that will withstand shock without permanent damage; includes rubber, cork, asphalt, linoleum, vinyl, vinyl asbestos. This tile will give under impact and certain loads and then return to its original form after the load is removed.
Resins	The basic solid content of gym and concrete floor finishes that are solvent-borne.
Sealer	A coating designed to penetrate and provide the initial protection to a floor surface by filling in the tiny pores. Also, a product which prevents color bleeding.
Slip Coefficient	A measurement of the angle of the point at which a person's foot begins to slip on the James machine (an instrument used to test the static coefficient of friction of a surface). U.L. considers 0.5 or above as the safe limit.
Slurry	A temporary suspension of insoluble solid or immiscible liquids in a carrier base. Usually refers to the suspension of dirt or the thick, dark, soapy mixture created when stripping a floor.
Spray Buff	An intermediate floor care procedure which cleans, fills minor scratches, removes black marks and shines the wear areas of a floor. Utilizes a sprayed solution, a floor machine and a synthetic floor pad.
Terrazzo	A non-resilient floor material composed of marble and Portland cement.
U.L.	Underwriters Laboratories. An organization that tests manufactured products for safety.
Urethane	A synthetic resin, ethyl carbamate, used in protective coatings for wood, concrete and metal.
Volatile	The part of a product that evaporates during drying.



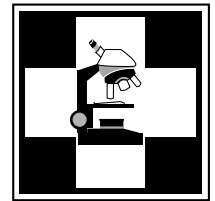
Glossary of Terms

Algae	Plants similar to fungi, but containing chlorophyll and other pigments
Algaecide	A chemical agent that kills algae
Antibiotic	A substance produced by a living organism which has the power to destroy or inhibit the multiplication of other organisms, especially pathogens
Antifoulant	A chemical agent that prevents growth of organisms on underwater structures
Antimicrobial Agent/Pesticide	Any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest
Antimicrobial	Agents which destroy or control the growth of any bacteria, fungi, or virus pathogenic to man or animals. Antimicrobial products include sterilizers, disinfectants, virucides, sanitizers, bacteriostats, fungistats, and algaecides
Antisepsis	The destruction of microorganisms that cause disease, fermentation, or putrefaction; use of antiseptic methods and procedures
Antiseptic	A substance that inhibits or arrests the growth or action of microorganisms. Used especially in describing agents applied to living tissue. Also, pertaining to the use of antiseptics, as antiseptic surgery
Autoclave	An apparatus for sterilizing by means of super-heated steam under pressure
Bacillus	Any rod-shaped bacterium. Loosely used, any disease-producing bacterium
Bacteria	A wide range of microorganisms, usually one-celled. Many are disease producing; others are active in processes such as fermentation or the conversion of dead organic matter of soluble food for plants
Bactericide	An agent that destroys disease germs, but not necessarily spores
Bactericidal	Pertaining to or having the characteristics of a bactericide
Bacteriostat	A product that retards or inhibits the growth or multiplication of bacteria
Broad Spectrum	Effective against a wide range of different types of microorganisms
Chelating Agent	Chemicals in a cleaner that increase the performance of the product by combining chemically with insoluble material such as hard water salts, making them soluble so that they (1) Do not steal cleaning power (2) Do not settle out leaving difficult to rinse films, and (3) Do not combine with soap fats to form soap scum. They will dissolve such films that may have built up on a surface by use of deficient cleaners.
Chronic	Continuing for a long time; constant
“Cide” or “Cidal”	A suffix that means “to kill”



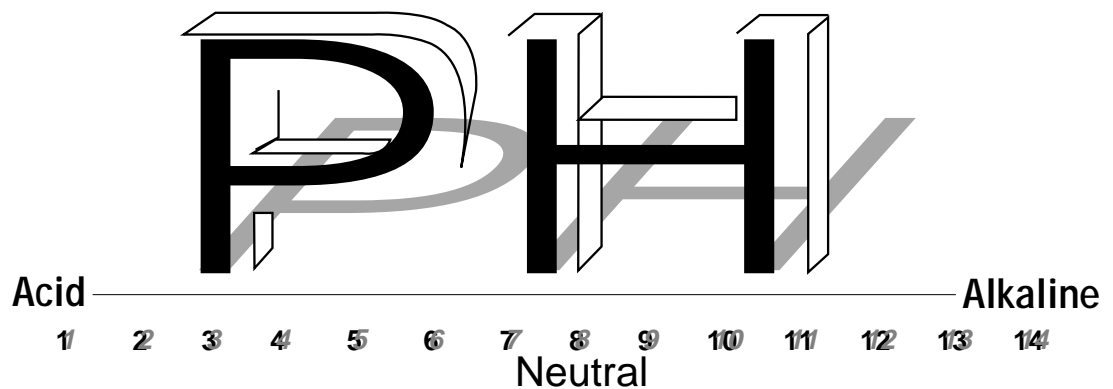
Glossary of Terms (continued)

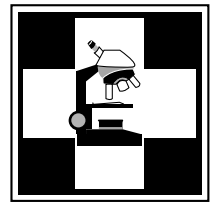
Concurrent	Happening at the same time; A concurrent odor is one which appears at the same time or as the result of another action such as spillage
Conductive	The property in a surface or material of allowing electricity to flow freely through it
Cross Infection	The transfer of disease or infection from one person to another
Culture	Cultivation or growth of bacteria in a prepared nutrient media
Culture Test	To take samplings from a surface and attempt to grow bacteria in a nutrient media from such samplings. Used to determine effectiveness of bactericidal cleaning. See scalpel test and swab test
Disinfectant	A less lethal process than sterilization. It eliminates virtually all recognized pathogenic microorganisms but not necessarily all microbial forms (e.g., bacterial endospores) on inanimate objects.
Deodorizer	A chemical agent that prevents the formation of odors by acting upon microorganisms
Detergent Disinfectant	A product that is both a cleaner and a disinfectant
Environment	Surroundings; any area where there are organisms outside the human body
Fade-out	The loss of effectiveness of cleaning and/or disinfectant agents while in use
Fungi	Group of non-green plants that live by feeding on living or dead organisms
Fungicide	A chemical agent that destroys fungi
Fungistat	A chemical agent that inhibits the growth of fungi
Germ	“Catch-all” term for microorganisms
Germicide	Same as bactericide
Germistatic	Same as bacteriostatic
Gram Positive	A laboratory method of classifying disease by staining. Those bacteria that stain a deep (or negative) violet are gram positive. Those that are discolored and take on a contrast stain are gram negative. Method developed by Hans Christian Joachim Gram, 1853
Hard Water	Hardness is the solution in water of both calcium and magnesium ions. It is usually expressed in terms of calcium carbonate (CaCO_3). Since hardness ions carry a positive charge, their presence can diminish the germicidal efficacy of quats by competing for the negative sites on the microorganism's cell wall. The adverse affect of hardness cations can be reduced with the addition of hardness chelants, such as EDTA, which form chemical bonds with the calcium and magnesium ions. In the United States, approximately 80% of the municipalities supply water with less than 250 ppm hardness



Glossary of Terms (continued)

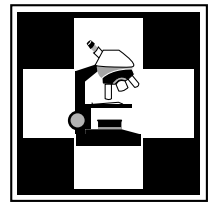
Herpes Simplex	Virus causing fever blisters and other infections
Incinerate	Flame, burn, or reduce to ashes
Infection	Invasion of living disease organisms into a part of the human body where conditions are favorable to their growth and where their toxins act injuriously on the tissues
Influenza A2	Virus causing the acute infectious disease influenza, or grippe
Inorganic soil	See Soil
Insulating Residue	Any deposit or residue that prevents static electricity from being conducted
Isolation	To separate a patient with an infectious disease from persons not similarly infected
Microorganism	Bacteria, Fungi, Algae
Mildewcide	A chemical agent that kills mildew (a defacing fungus)
MRSA	Methicillin Resistant Staph Aureus - a pathogen resistant to all antibiotics except Vancomycin
Nosocomial	Relating to a Hospital; from the Greek - <i>Nosos</i> (Disease), <i>Kome</i> (I take care of), <i>Nosocomion</i> (A hospital). Thus, a nosocomial infection is one acquired in a hospital
Non-Selective	A chemical agent or combination of Chemical Agents which are destructive to a broad range of pathogens
Organic Soil	See Soil
Parts per million (ppm)	A conventional way to express a very low concentration of a material dissolved in water. For example, a 100 ppm concentration of a material dissolved in water is equivalent to 8 drops in one gallon of water
Pathogen	Any virus, bacteria or other microorganism that causes disease
pH	The measure of relative acidity or alkalinity of a solution. Using a scale from 0 to 14, 7 indicates neutral, below 7 indicates acidity and above 7 indicates alkalinity.





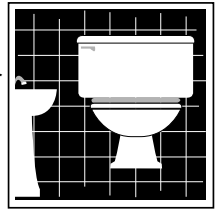
Glossary of Terms (continued)

Phenol	A figure indicating the bacteria-killing strength of a bactericide as compared to pure carbolic coefficient acid. A Phenol Coefficient of 10 indicates that the bactericide is 10 times as effective as carbolic acid in killing a particular organism
Phenol Coefficient	The ratio of the concentration of the product and the concentration of phenol required to kill certain bacteria in a specified time
Phenolics	A general term for bactericides based on synthetic phenols or phenolic derivatives
Plasmid Mediation	When resistant genes are transferred to other gram-positive organisms through a sharing of or movement between cell plasma
Preservative	A chemical agent or process that prevents deterioration of materials
Putrefaction	The decomposition of organic matter, especially by the action of bacteria, with the formation of foul-smelling, incompletely oxidized products
Quats or Quaternaries	A general term for bactericides bases or quaternary ammonium compounds
Scalpel Test	A method of testing the effectiveness of a bactericidal cleaner by taking scrappings from a surface with a scalpel and incubating the scrappings in a nutrient medium to determine whether living bacteria remain after cleaning. See Swab Test
Selective	A chemical agent or combination of chemical agents which are destructive to a narrow range or specific group of pathogens
Sepsis	Putrefactive. The invasion of bodily tissue by pathogenic bacteria
Slimicide	A chemical preparation that prevents, inhibits, or destroys biological slimes composed of combinations of microorganisms
Soil	Matter out of place. Organic Soil relates to that which is or was living. Inorganic Soil relates to, or composed of, matter other than animal or vegetable
Spores	Reproductive bodies (or resistant resting cells) produced by certain bacteria not usually effected by bactericides
Sporicide	A chemical agent that destroys bacterial spores as well as vegetative forms of microorganisms
Staphylococcus Aureus	Bacteria causing numerous pus-forming infections, such as boils, ear and throat infections, pneumonia, meningitis, and many others
Staphylococcus Epidermidis	Bacteria causing pus-forming infections of skin tissues
Sterilant	The use of agents generally known as sporicides intended to destroy or eliminate living microorganisms in a given environment. The highest level of disinfection available.



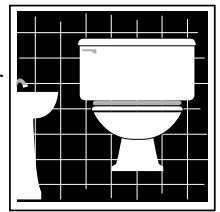
Glossary of Terms (continued)

Sterile	The condition of being free from all forms of life, especially microorganisms
Sterilize	To destroy all organisms, including bacteria, spores, fungi and viruses
Streptococcus Viridans	Bacteria causing local infection, normally in the mouth, which in turn leads to symptoms of arthritis, neuritis and endocarditis
Suppurative Diseases	Those which generate pus
Swab Test	A method of testing effectiveness of a bactericidal cleaner by taking samples from a surface with a swab and incubating them in a nutrient medium to determine whether living bacteria remain after cleaning. Not an effective test since the swab removes only what is on the surface and may not pick up bacteria protected by soil. Scalpel test is preferred
Titration	The process of determining the strength of a solution, or the concentration of a substance in solution, in terms of the smallest amount required to bring about a given reaction with another known solution of substance
Toxins	A poison formed and secreted during the growth of pathogenic microorganisms
Type 2 adenovirus	Virus causing numerous types of infections in man
Use Dilution	The ratio of product to water at which the product performs effectively, expressed in ounces per gallon or parts per 100
Vaccinia	A pox virus used for vaccination of man for immunity against smallpox
Vancomycin	The last line of antibiotic defense when fighting off certain pathogens
Viricide	Any agent which is destructive to a virus
Virus	The term for a group of pathogens which are barely visible or invisible under the ordinary microscope. They are not capable of growth or reproduction apart from living cells
VRE	Vancomycin Resistant Enterococcus (VRE) A significant pathogen for two reasons: <ol style="list-style-type: none">1. No rapidly bactericidal antibiotic is available2. Plasmid Mediated resistance to other pathogens such as MRSA



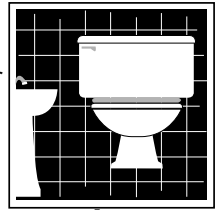
Glossary of Terms

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Chronic	Continuing for a long time; constant
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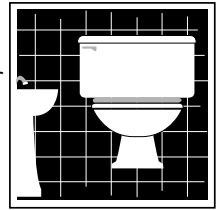
Glossary of Terms (continued)

Concurrent	Happening at the same time; a concurrent odor is one which appears at the same time or as the result of another action such as spillage
Conductive	The property in a surface or material which allows/allowing electricity to flow freely through it
Cross Infection	The transfer of disease or infection from one person to another
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Deodorizer	A chemical agent that prevents the formation of odors by acting upon microorganisms
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Glossary of Terms (continued)

Phenol	A figure indicating the bacteria-killing strength of a bactericide as compared to pure carbolic coefficient acid. A Phenol Coefficient of 10 indicates that the bactericide is 10 times as effective as carbolic acid in killing a particular organism
Phenol Coefficient	The ratio of the concentration of the product and the concentration of phenol required to kill certain bacteria in a specified time
Phenolics	A general term for bactericides based on synthetic phenols or phenolic derivatives
Preservative	A chemical agent or process that prevents deterioration of materials
Putrefaction	The decomposition of organic matter, especially by the action of bacteria, with the formation of foul-smelling, incompletely oxidized products
Quats or Quaternaries	A general term for bactericides bases or quaternary ammonium compounds
Sanitizer	An agent that reduces the number of bacterial contaminants to safe levels as determined by public health requirements. The term "sanitizing" generally refers to inanimate objects (particularly food-related utensils and equipment) and implies providing a satisfactory condition of cleanliness in addition to a safe bacterial level. Thus, detergent sanitizers combine cleaning and sanitizing. The same kinds of compounds that provide disinfecting action in cleansers and hard surface cleaners also contribute sanitizing capability.
Scalpel Test	A method of testing the effectiveness of a bactericidal cleaner by taking scrappings from a surface with a scalpel and incubating the scrappings in a nutrient medium to determine whether living bacteria remain after cleaning. See Swab Test
Selective	A chemical agent or combination of chemical agents which are destructive to a narrow range or specific group of pathogens
Sepsis	The invasion of bodily tissue by pathogenic bacteria
Slimicide	A chemical preparation that prevents, inhibits, or destroys biological slimes composed of combinations of microorganisms
Soil	Matter out of place. Organic soil relates to that which is or was living. Inorganic soil relates to, or composed of, matter other than animal or vegetable.
Spores	Reproductive bodies (or resistant resting cells) produced by certain bacteria not usually affected by bactericides
Sporicide	A chemical agent that destroys bacterial spores as well as vegetative forms of microorganisms
Staphylococcus Aureus	Bacteria causing numerous pus-forming infections, such as boils, ear and throat infections, pneumonia, meningitis, and many others



Glossary of Terms (continued)

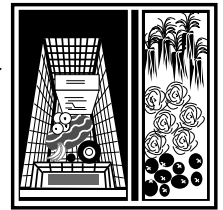
Staphylococcus Epidermidis	Bacteria causing pus-forming infections of skin tissues
Sterilant	The use of agents generally known as sporicides intended to destroy or eliminate living microorganisms in a given environment. The highest level of disinfection available.
Sterile	The condition of being free from all forms of life, especially microorganisms
Sterilize	To destroy all organisms, including bacteria, spores, fungi and viruses
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Titration	The process of determining the strength of a solution, or the concentration of a substance in solution, in terms of the smallest amount required to bring about a given reaction with another known solution of substance
Toxins	A poison formed and secreted during the growth of pathogenic microorganisms
Type 2 Adenovirus	Virus causing numerous types of infections in man
Use Dilution	The ratio of product to water at which the product performs effectively, expressed in ounces per gallon or parts per 100
Vaccinia	A pox virus used for vaccination of man for immunity against smallpox
Viricide	Any agent which is destructive to a virus
Virus	The term for a group of pathogens which are barely visible or invisible under the ordinary microscope. They are not capable of growth or reproduction apart from living cells.



Supermarket & Convenience Store

Glossary of Terms

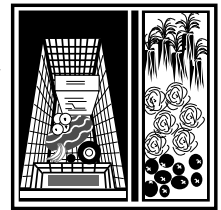
Acrylic	Type of polymer popular for floor finishes. Also, a man-made synthetic fiber used in spun yarn to resemble wool in carpet.
Acrylic Styrene	Popular type of polymer blend for floor finishes.
Adhesion	A necessary component of a floor finish, which causes it to stick to the floor rather than peel, flake or powder.
Alkali	A chemical substance with pH greater than 7 that reacts with and neutralizes an acid. Also called alkaline or base.
Alkalinity	Alkalinity is useful in removing acidic, fatty and oily soils. Soap and soap-based products are alkaline and perform well only in an alkaline medium. Detergent products can be formulated at any level of alkalinity determined by the cleaning task to be performed.
All Purpose Cleaner	A powder or liquid detergent suitable for both general house cleaning duties and laundry. These products may not be as effective for specific cleaning jobs as products specially formulated for the task.
Amine	A class of organic compounds containing nitrogen. Amines are often used as floor finish strippers, buffering agents in liquid laundry detergents and as fabric softeners.
Ammonia	An alkaline gas composed of nitrogen and hydrogen (NH ₃). 5% to 10% solutions of ammonia are sold as household ammonia. Ammonia is used to aid in removing grease and dirt from surfaces and to boost the cleaning power in grease cutters, wax strippers and general purpose soil removers.
Asphalt Tile	A floor tile manufactured with a mixture of synthetic fibers, lime rock, mineral fillers and coloring. Asphalt is used to bind the materials together. Very porous.
Bird's Eye	Circular blemishes on a polymer or wax surface caused by bubbles solidifying during application. Usually caused by agitation of the floor finish during the application or by applying heavy coats of finish. Also known as "fish eyes."
Bleeding	Removal of color from carpet or other floor tile material by a liquid. Some carpets may bleed with hot water. Floor tile (particularly asphalt) can bleed from an excessive concentration of stripper solution.
Carnauba	Natural polishing wax which is derived from the leaves of the carnauba palm tree in Brazil. Average yield per year from one tree is approximately four to five ounces of wax.
Ceramic Tile	Clay tile with an impervious, usually glossy, layer on the surface.
Conductive Floors	Special resilient tile that is designed to dissipate or prevent static electricity. Frequently used in computer rooms.



Supermarket & Convenience Store

Glossary of Terms (continued)

Curing	A chemical drying aging process that increases the durability of floor finishes.
Double Bucket Procedure	A mopping technique that utilizes two buckets. The first bucket contains a disinfectant and the other, clear rinse water. The mop goes from the disinfectant to the floor, from the floor to the clear water rinse, to the wringer and back into the disinfectant. The procedure reduces disinfectant contamination.
Epoxy	A very hard synthetic thermosetting resin often used in floor finishes, paints, and sealers.
Fading	Loss of color caused by actinic radiation such as sunlight, atmospheric gasses and cleaning or bleaching chemicals.
Fish Eyes	See "Bird's Eyes."
Heeling	Technique of applying pressure to the side of a floor machine to remove black shoe marks and persistent soil.
Leveling Agent	Substance added to coating which allows it to flow evenly in application and to help prevent "puddling."
Metal Interlock	Detergent and water-resistant type of floor finish with a metal salt in the solution. Removable with ammonia strippers, usually zinc.
Monoethanolamine	Used in stripper to break down zinc interlock.
Neutral Cleaner	Non-alkaline, non-acid cleaner. The pH of mild neutral cleaners may be as high as 9 and not contain harsh alkalis.
Neutralizer	Chemical to change the pH of a surface so that residues will not interfere with floor coating adhesion.
Non-Volatile	Non-Volatile Solids percent is that acrylic (hardened and dried) which is left on the floor once the liquid carrying agent has left (evaporated).
Optical Brightener	Optical brighteners take otherwise "unseen reflected light" and refract it in a way that allows the human eye to view it. This presents a higher gloss and protects the floor from damaging actinic UV radiation.
pH	A simple chemical scale which expresses the degree of acidity or alkalinity of a solution. The pH scale runs from 0 to 14. 7 is the neutral point. Numbers below 7 indicate acidity with 0 being 10 times more acidic than 1, 1 being 10 times more acidic than 2, etc. 0-3 is strongly acidic, 4-6 moderately acidic. Above 7 is the alkaline side. 8-10 is moderately alkaline, 11-14 is strongly alkaline. Alkalinity is 10 times greater at each full number rise along the scale.



Supermarket & Convenience Store

Glossary of Terms (continued)

Pitting	Small craters on the surface of concrete and terrazzo floors which will grow in size, with traffic and chemical exposure, unless coated with a protective floor finish.
Plasticizer	An ingredient added to wax, varnish, and polymer floor finish to make it flexible rather than brittle.
Polymer Emulsions	Polymer materials that are chemically emulsified into a water base. When these formulations are applied to surfaces they form a smooth, continuous finish.
Powdering	An unfortunate condition of polymer-type floor finish being removed from a floor in the form of fine, white dust. Usually caused by abrasion occurring from buffing, heavy traffic and inclement weather.
Re-Emulsification	A chemical process that occurs when a film of floor finish has not completely dried and is re-liquified by a subsequent application of finish. It doesn't appear until the floor has dried and then appears streaked or dull.
Resilient Tile	Tile that will withstand shock without permanent damage; includes rubber, cork, asphalt, linoleum, vinyl, vinyl asbestos. This tile will give under impact and certain loads and then return to its original form after the load is removed.
Resins	The basic solid content of gym and concrete floor finishes that are solvent-borne.
Sealer	A coating designed to penetrate and provide the initial protection to a floor surface by filling in the tiny pores. Also, a product which prevents color bleeding.
Slip Coefficient	A measurement of the angle of the point at which a person's foot begins to slip on the James machine (an instrument used to test the static coefficient of friction of a surface). U.L. considers 0.5 or above as the safe limit.
Slurry	A temporary suspension of insoluble solid or immiscible liquids in a carrier base. Usually refers to the suspension of dirt or the thick, dark, soapy mixture created when stripping a floor.
Spray Buff	An intermediate floor care procedure which cleans, fills minor scratches, removes black marks and shines the wear areas of a floor. Utilizes a sprayed solution, a floor machine and a synthetic floor pad.
Terrazzo	A non-resilient floor material composed of marble and Portland cement.
U.L.	Underwriters Laboratories. An organization that tests manufactured products for safety.
Urethane	A synthetic resin, ethyl carbamate, used in protective coatings for wood, concrete and metal.
Volatile	The part of a product that evaporates during drying.