



OUR COMPANY

ICWC is the world's largest manufacturer and supplier of ceiling and wall cleaning chemicals and equipment. Since 1980, our continuous research and development has created state-of-the-art products and equipment. We are the developer of Vera-Brite™, the original enzyme-based ceiling and wall cleaning solution. In 1988, Vera-Brite™ won first prize for the "Most Innovative Product of the Year" at the Cleaning Exhibition held in Le Mans, France. Currently, our products are sold and used by thousands of Independent Cleaning Contractors, Hospitals, Universities, Restaurants, and other businesses throughout the world. Our innovative products created the ceiling and wall cleaning market and have made ICWC the world leader in the industry. This product cleans acoustical and non-acoustical ceilings and walls. Using special detergents, it cleans ceilings and walls without time consuming labor. On acoustical ceiling tiles the solution is sprayed on the dirty surface and requires no removal. The chemical reaction begins on contact with the surface. The dirt, smoke, soot, cooking oils and grease are attacked by the emulsifiers in the detergent. The emulsifiers loosen and break down the films and dirt into tiny particles that are dispatched into the atmosphere. These tiny particles cannot be seen with the naked eye and leave no mess. This chemical continues to clean for many hours, depending on room conditions. As the chemical cleans the ceiling will become cleaner and brighter. Usually the ceiling will return to about 90-95% of its original color. This chemical also contains a mild disinfectant, deodorizer and a rust inhibitor to protect the grid and diffusers. ICWC's complete line of chemicals, equipment and techniques are designed, researched, developed and tested within our own ceiling and wall cleaning service company. Today, in our new 25,000 sq.ft. facility, we continue to operate a ceiling and wall cleaning service company for research and development of new products. ICWC serves your needs better because we have an experienced well trained staff. Our employees extensive training starts in the service department.

ICWC PRODUCT SAFETY

The first requirement for ICWC products is safety. All products are safe for the environment, your personnel, the public and building materials. Protective clothing, masks, respirators or gloves are normally not required with the use of our products. All cleaning solutions are biodegradable and non-toxic, they contain no bleach or strong oxidizing agents. Due to the unique safety factor of our solutions, little or no covering of carpets, floor rugs, draperies, wall hangings, fixtures or furniture is needed. Our equipment and tools are easy and safe to use; they are designed to minimize damage to interior structures and protect personnel from injury. Be assured that our products are as effective and easy to use as they are safe.

ICWC PRODUCT USE

Our product line is designed to effectively clean all types of porous and non-porous ceilings and walls. The ICWC process will clean acoustical tile, vinyl covered tile, fabric covered tile, spray texture, plaster, stucco, metal/aluminum, flat/gloss painted surfaces, wood and plastic as well as many other ceiling materials. The ICWC process will also clean wall materials such as paper wall covering, vinyl wall covering, fabric wall covering, spray texture, plaster, stucco, metal, flat/gloss painted surfaces, wood, brick, stone, plastic, ceramic tile, as well as many other materials.

ICWC'S CLEANING SPECIFICATIONS for ECOPHON TILES

Cleaning any interior ceiling or wall is easy once you acquire the proper training and experience. Read this manual carefully and completely and watch the video training film, if available. Practice the skills outlined below. We suggest you practice with a small area; as you become more proficient and comfortable with the new skills, move on to larger areas. When you feel that you have developed the necessary skills, you are ready to provide a professional ceiling and wall cleaning service. Remember; always use care and safety as you work on each ceiling or wall area to be cleaned.

ICWC CEILING CLEANING PROCESS

STEP1: INSPECT AND IDENTIFY THE SURFACE MATERIAL

Before cleaning any ceiling, you must first understand what type of surface is to be cleaned. If the surface is porous, it will absorb liquid and require one type of cleaning procedure, if it is non-porous, it will not absorb liquid and therefore require another type of cleaning procedure.

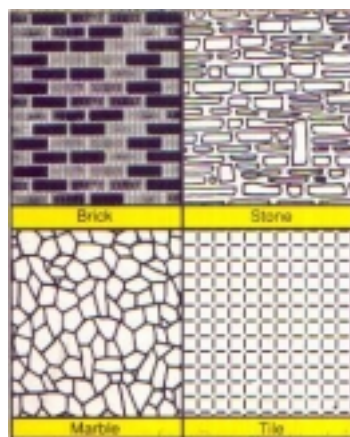
POROUS SURFACE: No wiping required

A porous surface is one, which will absorb a liquid; porous surfaces usually do not require wiping because the liquid "wicks" into the pores and evaporates out while drying.

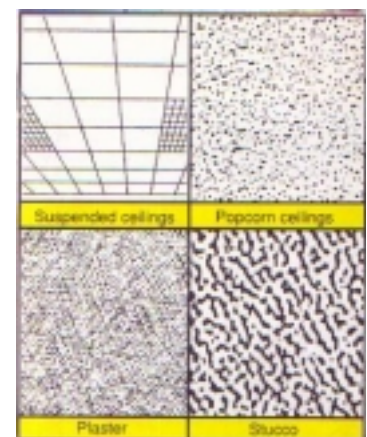
Examples of porous surfaces:



Paper/fabric wall coverings such as grass cloth, paper backed, linen cloth, strings, weaves or even painted wall murals, flat latex paint.



Brick, stone, granite, marble or ceramic tile.



Ceiling surfaces such as rough textured, popcorn, stucco, drywall, flat latex paint, glitter, or mineral wool fiberboard (acoustical tile).

NON-POROUS SURFACE: Wiping required

A non-porous surface is one which will not absorb a liquid. Non-porous surfaces require wiping because the solution accumulates on its surface and cannot evaporate off. The solution will break down and loosen the soils and if not wiped, will leave dirty soil spots on the non-porous materials.

Examples of non-porous surfaces:



Vinyl/plastic wallcovering



Ceiling grids/air conditioning vents/
speaker covers/light fixtures/sprinkler
heads or any other plastic, metal, or
glass item

STEP 2: DROPCLOTH THE WORK AREA

As you spray overhead, some of the mist will fall. This mist may leave a light haze on non-porous items. Although the mist will not harm most items, it may make them look dingy; the haze can be wiped off with a clean rinsed sponge or towel. Also, water can drop from the sponge and may cause water spots.

It is important to leave the work place as neat and as clean as possible. Protection of personal keep-sakes, important papers, furniture, etc. is your responsibility. ICWC recommends a paper/plastic dropcloth; it provides good protection and saves time.

The dropcloth should be placed so that the plastic side is down and the paper side is up, facing the ceiling. Remember, it requires very little time to cover items; the paper/plastic dropcloth is so light that you do not have to remove items from desks, and tables, etc..

Always cover delicate fabrics such as wool, silk, imported rugs, etc., and untreated natural wood items, as they may be susceptible to a possible water/chemical reaction.

NOTE: Less time is required to cover items with a dropcloth first, than to wipe those items not covered later.

VACUUM AIR DIFFUSERS AND RETURN VENTS

Porous surfaces must have virtually all loose visible dust as well as other more visible debris such as soot, lard, butter, tape or typical kitchen-type materials removed before being sprayed with the cleaning solution; if not removed, the pores of the surface will be impregnated with that visible dust and debris, possibly causing a permanent stain to form.



NOTE: Vacuuming vent and diffuser areas is very Important and must be completed before spraying begins.

It is best to start vacuuming from the far edge of the dusty area moving towards the vent or diffuser; work one side of the vent or diffuser at a time until all sides have been vacuumed. The metal vent or diffuser should also be vacuumed which will alleviate any heavy dripping, which may occur when the spray hits the vent or diffuser.

NOTE: Steps 2 and 3 should be performed at the same time by your crew, saving you total-job-time.

STEP 4: TRIMMING: Spraying and wiping the ceiling perimeter

Trimming: Spraying close to ceiling areas which make contact with other areas, such as where walls, columns, poles, or stanchions and the ceiling meet; trimming properly avoids "runs" from the solution which will begin a cleaning process on that area.



CAUTION: If you are not cleaning the wall, you must make sure the cleaning solution does not "run" onto them as you are spraying; a run will begin a cleaning action.

Select a corner of the area to be cleaned. Start spraying the ceiling from that corner, close to the ceiling, next to the wall, but not so close to the wall that the spray hits it. Be careful not to spray excess solution, it may cause a drip (run) to occur on the wall, and thus begin a cleaning process. If a drip occurs, wipe it immediately. With experience, you should not get any "runs".

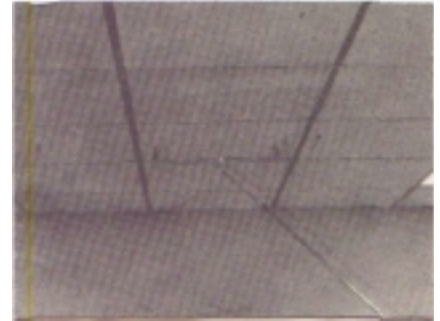
The person wiping the drip (the "wiper") places the sponge, which is affixed to an extension pole, lengthwise, flat upon the wall, with the long edge of the sponge touching the ceiling. The wiper then moves the sponge, usually from the left to the right, in a continuous motion, picking-up the excess liquid along the way.

The sponge must be kept rinsed clean and as dry as possible at all times. If the sponge is not kept clean, it will leave a dirt film rather than a clean area.

CAUTION: Before trimming, wiping, or spraying, be sure to look over the area where you will be working. You will be performing each of these operations as you are moving backward while looking up; there is a potential to trip or fall. The reason for walking backward is so that you can observe the trimming, wiping and spray pattern as well as not be in the path of the solution fall-out when spraying. Please be careful, do become familiar with your job site.

STEP 5: SPRAYING THE CEILING

Start the spraying by depressing the handle. Keep the spray tip in front of you, parallel to the ceiling. Use a fan-like movement for the stroke, left to right, then right to left, as you continuously move from the right to the left of the area being cleaned. Over-lap is necessary to prevent streaking between the spray strokes; **steady, even strokes**, combined with a **steady walking movement** will prevent the streaks. Watch the spray pattern on the ceiling, keep the spray tip approximately 12 to 18 inches away from ceiling surface move the spray tip closer or farther away from the ceiling as required. The length of the stroke will depend on you; it is usually between four and six feet wide. When you reach the end of that area, take a step backward, start moving to the right, and continue the process, etc..



Another approach is to spray the perimeter of the area first, using the procedure above, then spray the center section. The center section should be sprayed starting from the middle of that section out towards the perimeter area already sprayed. Either approach works well, use what works well for you.

For a non-porous-surface ceiling, spraying should be done a small area at a time. This is due to the necessity of wiping the excess solution off before it dries (see "wiping non-porous surface ceilings").

NOTE: Over-spraying medium to heavily soiled areas could result in damage to the ceiling. ALWAYS USE A LIGHT EVEN SPRAY, with the possibility of another application, once that area has completely dried.

STEP 6: WIPING: Non-porous surfaces

Wiping all non-porous surfaces is the next step after spraying. Use a clean sponge attached to an extension pole. An extension pole, especially an adjustable one, enables you to reach over furniture, plants, curtains, etc., as well as reach a high ceiling. Position the sponge on the object to be wiped, pull the pole along, walking backward. Use care not to wipe dirt on to the porous tile, it may cause a permanent stain on the tile. As the sponge becomes dirty, rinse it in clean water and squeeze it dry. Continue the wiping process always using a clean sponge.

POROUS-SURFACE CEILING:

Porous-surface ceilings need only the non-porous items wiped (Remember, trimming usually requires wiping, regardless whether a porous or non-porous surface). Examples of non-porous items are wall mouldings, metal vents, metal grids, light lenses, return vents, speaker covers, etc..



NON-POROUS-SURFACE CEILING:

All non-porous ceiling surfaces need to have the solution wiped off a few minutes after application. Make sure you remove all of the dirty solution. Use a clean rinsed ceiling sponge to wipe the entire area; the surface does not have to be wiped dry. Work a small area at a time for spraying and wiping. If you spray too much of an area, it will dry before you can wipe it. If this happens, lightly re-spray the area, then wipe.

A non-porous surface ceiling will reveal to you about 80-90% of the end result immediately after wiping it. If you are not satisfied with the result, then re-spray and re-wipe. In general, the dirtier the ceiling, the more spraying and wiping required; non-porous surface ceilings tend to require more cleaning solution as well as time/labor. . . .

Air Diffusers. usually the dirtiest items to be wiped, need to be wiped immediately after spraying. The accumulated dirty solution on the vent, which is non-porous, tends to drip. If not wiped immediately, the drip may cause a stain on carpet, material, etc., which is why ICWC strongly recommends the use of a dropcloth.

Grid Wiping. ICWC developed a Grid Wiping System to make wiping of the grids much easier and faster. The Grid Wiping Tool was especially designed to wipe various types and sizes of grids. It comes with different widths sponge heads to accommodate virtually any grid on the market. The Grid Sponge has multiple wiping surfaces, which cuts down on wiping time; you do not have to rinse the sponge as frequently as with other sponges.



X"



Start wiping the grid in a corner, gently pulling the extension pole towards you as you are walking backward. Rotate the Grid Wiping Tool along the grid as you move the extension pole. Once the entire surface of the Grid Sponge has been used, stop and rinse it out. Dip the Grid Sponge into a bucket of water containing the special Grid Wiping System Wringer. The Grid Sponge is first placed on the lower portion of the Wringer and moved up and down several times so as to rinse it out, it is then placed on the upper portion of the Wringer to squeeze out the water; you do not have to touch the sponge at all.

NOTE: ICWC advises care when wiping a metal grid.

STEP 7: JOB COMPLETION

Once spraying and wiping have been completed, review the entire area cleaned for detailing. Usually the area around the vents have to be spot cleaned due to the heavy build-up of dirt and film. Re-spray this area with another coat of solution (never use a heavy coat of spray when first cleaning the ceiling as it will cause dirt particles to be absorbed into the pores of the ceiling) and wipe off. Remember, several applications of solution are better than one heavy coat. Inspect the job again. Check the walls for "runs", pick up the dropcloth, clean-up any mess you may have created, and make sure all non-porous surfaces have been wiped off.

ICWC WALL CLEANING PROCESS

ICWC solutions can be used on nearly any kind of wall surface. You should know that cleaning will not improve some pre-existing wall conditions which are an inherently permanent damage. Use common sense, silk, wool and other delicate materials should not be sprayed.

STEP 1: REMOVE WALL FIXTURES

Before starting the wall cleaning process, it must first be free of loose fixtures such as pictures, wall hangings, bulletin boards, etc.; someone must first remove all loose items.

STEP 2: MOVE STATIONARY FURNITURE

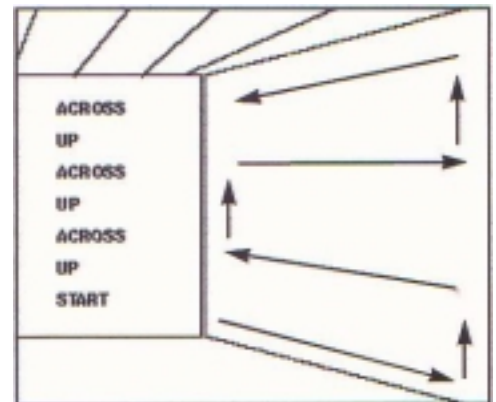
Remember that it must be decided whether to clean around or behind furniture. If you are to clean behind the furniture, it must be moved a comfortable working distance away from the wall.

STEP 3: DROP CLOTH THE WORK AREA

Protecting the floor from the dirty cleaning solution is sometimes necessary. As the wall is sprayed with the cleaning solution, the dirty solution may run down the wall; carpets, rugs, wood and other floor surfaces could be stained or damaged. It is easy to protect the floor with a paper/plastic drop cloth, a cloth towel, or a row of sponges at the base of the wall being cleaned. Also, wiping the base of the wall regularly, during the cleaning process, helps to eliminate the possibility of damage.

STEP 4: SPRAYING THE WALL

Start at floor level, spraying a comfortable working distance (about four feet) across the bottom, then up and then back across, working upward toward the ceiling. Continue this motion until you have sprayed up to the top of the wall. Be careful not to spray the ceiling because it will also be cleaned if soiled, unless, of course, you intend to clean the ceiling. Do not overspray the wall because as you spray up to the ceiling, the cleaning solution will run down to the bottom of the wall.



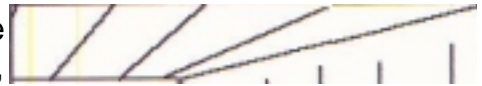
STEP 5: DETAIL CLEANING

Extremely dirty areas, such as around light switches, doors, outside corners and wear patterns (hip to shoulder level) in hallways, etc., may need additional help to clean properly. Some light scrubbing or agitation will help remove the heavier soil build-up. Care must be used not to damage the wall surface material. If the surface is porous or a delicate material, it is best to use a wall sponge for this process. A non-porous surface or durable wall material will usually respond better if a medium bristle brush is used. This brushing process will assist the cleaning solution to help remove soils and stains. Kitchen walls however, usually require little or no brushing because the cleaning solution will clean right through the grease and oil film.

STEP 6:

WIPING: Non-porous surfaces

Porous wall surfaces usually do not need wiping. But, the non-porous item on the wall such as the electric outlet covers, baseboards, door trim, etc., will. These items are wiped by hand, using a wall sponge, or by using an extension pole/clamp and sponge. Be sure to keep the sponge rinsed clean to insure that no residue is left behind.



Non-porous wall surfaces need to be wiped free of all soiled cleaning solution. Wipe the wall, starting at the top, working your way down to the bottom, with a continuous motion. The sponge should be kept rinsed clean at all times; usually after each wipe of the wall. Use the standard wiping technique, after waiting a few minutes, as with a non-porous-surface ceiling, before wiping off the solution. An extension pole/clamp with a sponge affixed, is recommended to wipe the wall. Remember, the wall does not have to be wiped dry, only the soiled solution needs removing.



STEP 7: COMPLETION

Inspect the job again once spraying and wiping have been completed. Review the entire area for detailing; re-spray and wipe where needed.

Pick-up any drop-cloths, towels, sponges, etc., used for the job. Clean-up any mess you may have created; also make sure all non-porous surfaces have been wiped off.

Replace all wall fixtures and move back the furniture to its original position.

FINISHED RESULTS

ICWC solutions will attack built-up dirt, grime, nicotine, smoke residue, soot, dirt, grease, and oil film, and cooking grease while removing contaminated molecules which are a source of odors, viruses, allergenic and asthmatic conditions. ICWC solutions however, are not magic. ICWC solutions clean over a period of time, usually 5 minutes to 12 hours, depending upon the surface. You will not see the end result until all the cleaning solution has completed its function. Non-porous items are about as clean as can be within one hour. Porous items require a longer period, usually 5 to 12 hours, to obtain an acceptable appearance; the cleaning solution has been absorbed deeply into the material and therefore takes more time to evaporate. In either case, if you do not see the result desired, re-spray (and wipe, if necessary).

Contrary to belief, there are ceilings and walls which are beyond the point of returning to a "like-new" condition. With experience, you will learn when not to expect a perfect job and when you may need more than one application of cleaning solution to get closer to the result expected. Always remember, **one light application of cleaning solution is better than one heavy one: more is not always better.**

ICWC solutions are the best products available for cleaning ceilings and walls but, even they have limitations. Many times ICWC has found that people want the ceiling or wall to be lighter in color than when it was new. Remember, ceilings, in general, are not bright white to begin with. When ceilings or walls are cleaned, you can only expect them to return to a percentage of their original color and condition.

Here are a few tips to qualify a job in advance and what to anticipate in terms of a "satisfactory" result:

Maintenance Type Cleaning: Results - Like-new appearance

A complete cleaning process that will restore lightly soiled materials to approximately 95-99% of its original color and condition. When completed, all surfaces are uniform in appearance (no dark or light areas). Maintenance Type Cleaning is used to keep areas from having any visible soil build-up.

Results - Good overall appearance

A complete cleaning process that will restore light - medium soiled materials to approximately 80-95% of its original color and condition. When completed, most surfaces are uniform in appearance. Problem areas (usually around air diffusers) will be better, but may not be perfect. Some spot replacement or painting may be required for a uniform appearance. Corrective Type Cleaning is used to improve the overall appearance of a moderately soiled area.

Restoration Type Cleaning: Results - An improvement in overall appearance

A complete heavy duty cleaning process that will restore medium - heavily soiled materials to approximately 60-80% of its original color and condition. When completed, it will improve the appearance of the surface, but not uniformly. The results are limited because of too old or severe soiling and as such, these materials will never appear to be perfect or like-new. These areas require multiple cleanings. Some replacement or painting is usually required for a uniform appearance. Restoration Type Cleaning generally is used to postpone complete material replacement.

NOTE: Do not be unhappy with less than perfect results. Cleaning a surface which has been totally neglected will NOT return it to a "like new" appearance.

If you are having problems or can not quite obtain the result wanted, call ICWC for advice. A few minutes on the phone with a Technical Support Representative may save you hours of wasted time, effort, and aggravation.

CALL 813-441-1700

ASK FOR THE TECHNICAL SUPPORT DEPARTMENT