CLEANING MANUAL

Bathroom Cleaning Procedures

- 1. Use your wool duster to high/low. Getting corners of the ceilings and baseboards, removing any dust or cobwebs. Dust blinds, ledges, ceiling fans, lights and vents.
- 2. Remove rugs from bathroom floors.
- 3. Empty any trash cans. Wipe outside of trashcan if needed. Replace liner.
- 4. Vacuum or sweep any hard floors if needed. (Ex. To remove hair or debris)
- 5. Remove all items from shower, including on shelves and floors.
- 6. Spray shower and / or tub with Comet Bathroom Cleaner. Let soak while moving onto step 6.

7. Clean toilet. (Gloves are recommended)

- a. Put the toilet bowl cleaner in the bowl making sure to get under the rim. Scrub the entire inside of the toilet. Flush toilet when done. (do NOT leave cleaner in toilet)
- b. Spray outside of the toilet with an all-purpose cleaner or disinfectant.
- c. Start at the top of the tank. Begin wiping the outside of the toilet down, making sure to get the hinges, toilet lid, seat, and bolts at the bottom. (Use toothbrush when needed for those hard to reach areas)
- d. Check to make sure all the soil has been removed. If necessary, repeat.
- e. Make sure to clean the floors around and behind the toilet, lots of hair and dust collect there.
- f. Fold toilet paper in a nice pointed fold, for that "Welcome home" feeling.



Start at top of toilet, wipe down the outside.
Including hinges, toilet bowl, bolts and behind.

8. Scrub the shower/tub

- a. Using your scrubbing sponge and/or grout brush thoroughly scrub the walls, in the crevices, corners, handles, faucets, grout, door tracks, floor and shower doors. Make sure to clean the seal under the glass door to remove any mold build up.
- b. Rinse shower thoroughly.
- c. If the soap scum/ hard water build up does not come up, upgrade to a more aggressive product such as The Works Tub and Tile or Q&A and repeat. Rinse.
- d. If Mold is present use your APC with bleach if necessary. Let it soak for 10 minutes, scrub using tile/ grout brush if needed. Repeat is needed. Rinse completely.

e. DO NOT MIX BLEACH WITH ANY OTHER PRODUCT!

- f. Completely dry the shower or tub. If there is glass make sure it is streak free using your Perfect Clean Buffing Cloth. If needed go over it with glass cleaner inside and out of glass.
- g. Get hair out of drain.



Buff dry to remove any water spots.

Remove all items

Easily forgotten areas:

Inside and Outside of Doors

Corners

Tracks

Top lip of shower

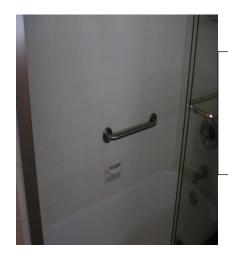
9. Tub area

- a. When cleaning a tub, remove all items in or around.
- b. Spray the tub down with your APC or Comet. Clean the rim of the tub and any wall tile. A Toothbrush may be needed between tiles and to scrub grout. Clean the inside of the tub. Use Comet Powder if needed. Clean faucet and buff dry to avoid streaking. Wipe off the outside of the tub wall.
- c. Return items neatly to their original place.

Before Cleaning



During Cleaning



All items are removed:
Toys, shampoo bottles, soap, and bath mats.

Items wiped down and returned to their proper place.

Remove any dust

Walls, floors and outside of tub are clean



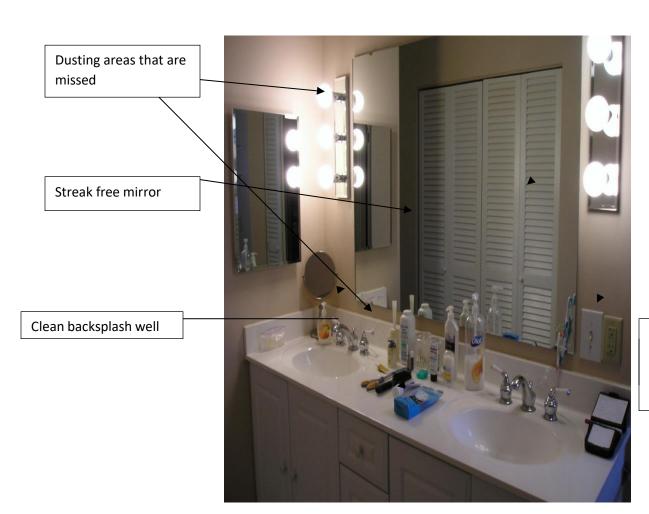
Fixtures cleaned and buffed dry.

Clean the counter/ vanity area.

- a. If there are clear light bulbs, they are to be dusted. Also on New or Spring Cleans, any bulbs and light fixtures are to be washed. You may use Windex, your microfiber cloth, or damp rag (be sure to turn the lights OFF and let them cool before cleaning them, they can bust)
- b. Clean the mirror. Wipe with your microfiber rag to remove glass cleaner. Use your Perfect Clean Buffing Cloth to buff the glass clean. Turn lights off, step away and check carefully.
- c. Use liquid Comet in the sink and fixtures (depending on type) only. You may use an all-purpose cleaner and a microfiber on the countertop. Be sure to clean any counter décor and products (if not excessive) as well. Put items back in the same, straightened order as you found them. If there is a ledge or backsplash, make sure to clean it with your APC.
- d. Make sure all sinks, countertops, fixtures, and faucets are dry. Use you buffing cloth or remove water spots.

- d. Hang any towels on the floor and straighten any towels on the rack.
- e. Wipe the light switch plates.
- f. Mop or hand wash the floors using diluted Spic n Span, Mr. Clean, or any product the customer prefers. It's easier to hand wash floors that are not very big. Double check floors after you mop to make sure there is no hair, dust or debris left.

 Tip: Be sure to get behind all doors and the toilet. People spend a lot of time sitting in this room with the door closed and notice that. Also if there is a laundry basket, trash can or other items in the floor pick them up to clean behind and around them.
- g. Shake rugs out into master bedroom if carpeted. You may still need to vacuum the rugs to remove any hair or debris that did not come off. Put back in the same spot you removed them from.
- h. Double check everything, turn off lights.



Dust blinds, window sills, ledges, outlet covers, and doors

Remove all items to clean. Wipe off and replace in original place.

Kitchen Cleaning Procedure

Place caddy in arms reach. (Not on counter tops)



- 1. Work clockwise around the room from top to bottom.
- 2. Use your wool duster to high/low. Getting corners of the ceilings and baseboards, removing any dust or cobwebs. Dust blinds, ledges, ceiling fans, lights and vents.
- 3. Take the trash bag out of the can and set it out of the way, but somewhere you won't forget it. Make sure to put a new bag in the can. Clean the outside of trash can when needed to remove any food spills of finger prints.
- 4. Lay rugs out the kitchen flat so they can be vacuumed. Pay attention to location of rugs so you will know where to put them back at. If the rugs cannot be vacuumed shake them out.
- 5. Spray and wipe the counter tops with APC.
- 6. Spot wash cabinets for finger prints, food and dirt. Check doors too.
- 7. If there is a pantry, open the door and sweep and mop floors accordingly.
- 8. Make sure to clean window behind sink.
- 9. Work from back to front, moving items to clean under and behind them.
 - a. When moving items on the counter, move straight forward (or pick up) far enough to wipe the counter behind them.
 - b. Before you put the items back, make sure to wipe or dust them off. Such as toasters, canisters, etc.

Spot wash cabinets for finger prints and food spills.



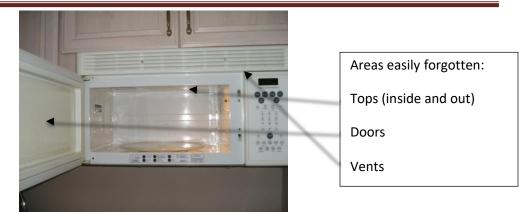
Clean counter backsplash and "lip"

Move (or pick up) all counter décor, wipe down and replace.

Clean edge of counters.

10. **MICROWAVE**: Clean inside and out of microwave removing any food. This includes the top and doors. Remove the plate, clean it and put it back. If there is a lot of food build up you may need to spray it and let it soak.

TIP: Be careful the plates are slippery when wet and break very easily.

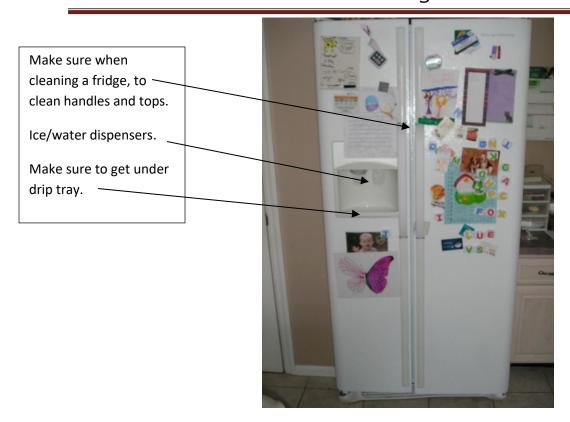


11. **STOVE AREA**: Remove any items on stove top. Spray with APC and let soak if needed. Clean top of exhaust fan and wall tile or backsplash. Clean around knobs, removing is possible. Also remove electric elements and drip trays. Lift top of stove cleaning underneath for crumbs.

Remove as much from stove top as possible and wipe down, such as burners and knobs.



12. **COUNTERTOPS**: Continue to clean the countertops and you work your way around the kitchen. Cleaning the exterior of appliances such as Refrigerators, TOPS of refrigerators and handles, ovens, dishwasher, trashcans, etc. Also clean the glass and tops of any hanging decorations, pictures and what not. Clean light switch plates. Clean glass doors inside and out weather permitting.



13. **SINK AREA**: Remove items from in and around sink area. Clean sink using powder comet. But not on the faucets as it may scratch. Making sure to clean around faucets. Also check where sink meets counter for any build up. (use toothbrush to get hard to reach build up) Use your Perfect Clean buffing cloth to remove any spots.



Remove all items. Use Comet Powder in sink, but NOT on faucets.

DON'T FORGET THE DRAIN!

- 14. **STAINLESS STEEL APPLIANCES**: Use your APC to clean. Then buff with your stainless steel cleaner. If customer has a specific cleaner they want you to use, use theirs.
 - 15. **DINING ROOM TABLE AREA**: Move dining room chairs around table, vacuum under table or mop. Dust chairs for any dried food or debris. Clean chair backs, seats, legs and crossbars. Clean

table top, edge and legs. Put back. Quickly wipe out highchairs, there trays ,seat, and legs



16. Sweep floors with broom or vacuum with beater bar OFF. Using you edging tools to remove debris pushed against cabinets.

TIP: Make sure to check work orders, some customers don't like vacuums on their floors.

- 17. **KITCHEN FLOOR**: Mop floors according to type of floors. Woods is usually done with Vinegar and Water. Tile or vinyl floors are usually cleaned with a solution of all-purpose cleaner, diluted. Unless customer request something different. Use your foot on your mop to get rough areas up. Do NOT slop mop around that will not clean the floor. Change water often. Let floor dry. This is very important because if you put rugs down and floors are still wet they can stick to the floor.
- 18. Put rugs back in correct places.
- 19. Avoid walking across cleaned floors if possible.
- 20. Double check, turn off lights.

Bedroom Cleaning Procedure:

- 1. Use your wool duster to high/low. Getting corners of the ceilings and baseboards, removing any dust or cobwebs. Dust blinds, ledges, ceiling fans, lights and vents.
- 2. If the bed is unmade, make it. If the work order says change sheets, do so now. Take the dirty sheets to the laundry room or put them in a laundry basket.

Remember to dust nightstands, head boards and any knickknacks.

ALSO: Don't forget to clean under the bed.



Make beds. Put new sheets on if left out. Take dirty sheets to laundry room.

- 3. Dust and/or polish all furniture, dressers, nightstand, TV's and all knickknacks. Move ALL objects to dust. VERY IMPORTANT. Pick them up dust under and around. Also make sure to dust the object and put back. TV screens get wiped unless it's Plasma.
- 4. Clean under the bed. Using your vacuum or floor tool if hard floors.
- 5. Clean any mirrors, using your Perfect Clean buffing cloth to remove streaks.
- 6. Remove any trash, replace liners if needed.
- 7. Vacuum entire room, backing out of the room as you go, leaving no footprints. **All closets** get vacuumed open the door and get inside, picking up items as well
- 8. Wipe light switch plate covers.
- 9. Double check, turn off lights.

Living room/Basement/Throughout the House:

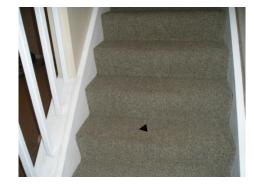
- 1. Use your wool duster to high/low. Getting corners of the ceilings and baseboards, removing any dust or cobwebs. Dust blinds, ledges, ceiling fans, lights and vents.
- 2. Dust and/or polish all furniture, tables, TV stands, pictures and knickknacks. Move ALL objects to dust. **VERY IMPORTANT**. Pick them up dust under and around. Also make sure to dust the object and put back. TV screens get wiped unless it's a Plasma.

TIP: Make sure to dust tops of items such as picture frames, dust gathers there and is very noticeable. Also customers with small children you may need to wipe furniture with a damp cloth for sticky messes or fingerprints, etc.

- 3. Clean fireplace doors with a microfiber rag. Dust mantle if there is one.
- 4. Vacuum, entire room including under furniture. Backing out of the room as you go, leaving no footprints.
- 5. Vacuum all stairs if there are any. Dust all banisters and handrails.

Dust handrails, spindles, posts, and floor base, BEFORE vacuuming.



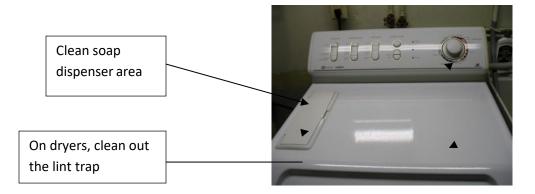


Hand vac for stairs.

- Spot wash walls and light covers for finger prints. Also check around door knobs for smudges.
- 7. Double check, turn off lights.

Laundry/Utility Procedure:

- Use your wool duster to high/low. Getting corners of the ceilings and baseboards, removing any dust or cobwebs. Dust blinds, ledges, ceiling fans, lights and vents.
 Wipe down water hookups if reachable.
- 2. Wipe down any pictures, light switch covers and knickknacks.
- 3. Clean outside of washer and dryer with APC and microfiber cloth.
- 4. Spot wash any cabinets for finger prints.



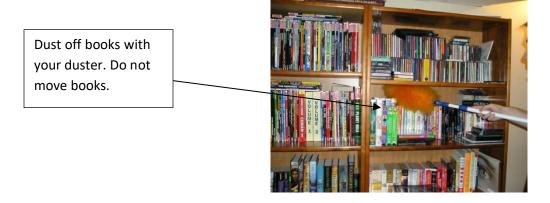
Clean outside of both washer and dryer, including back ledge.

- 5. Remove items from in and around sink area if there is one. Clean sink using powder comet. But not on the faucets as it may scratch. Making sure to clean around faucets. Also check where sink meets counter for any build up. (use toothbrush to get hard to reach build up) Use your Perfect Clean buffing cloth to remove any spots.
- 6. Sweep floor to remove any debris and mop according to floor type. Watch for spills around washer. Move any items on floor to clean under and around (Ex. Stools, baskets, rolling carts)

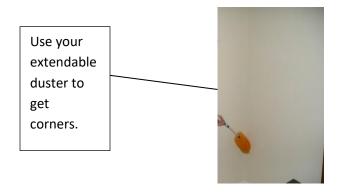
Dusting Procedures:

- 1. When dusting, DO NOT spray furniture polish directly on furniture. Spray the cleaner onto your microfiber cloth. All wood finishes should be cleaned with polish. All painted, plastic, and ceramic finished should be cleaned with your APC.
- 2. Use glass cleaner for mirrors, sliding glass doors, glass top tables (make sure to get underneath for fingerprints) use your microfiber to clean and your Perfect Clean buffing cloth to remove streaks.

- 3. Start at one spot and work your way around the room, working from top to bottom. Make only one trip around the room, doing the furniture in the center last. You should start with the door then move systematically to the right. Make sure you gather your supplies and keep them close to you. This is so you do not forget your products in a customer's house.
- 4. Dust blinds with your duster in every room, every visit. Do NOT beat blinds as they can break easily.
- 5. Dust any exposed ledges on windows and sills.
- 6. Dust all electronics without moving. Do NOT use products on electronics.
- 7. Dust lampshades and light bulbs.
- 8. Dust all surfaces: tops, sides, fronts, legs, trim etc.
- 9. Dust off books/videos with your duster without moving them. Polish exposed woods.



10. In every room you will need to Hi/Low. To get corners of the ceilings and baseboards, removing any dust or cobwebs. Dust blinds, ledges, ceiling fans, lights and vents.





Dust ceilings for cobwebs and vents

Don't forget to dust light fixtures too!

Cleaning:

Use your duster to clean ceiling fans and blades. Make sure to get both tops and bottoms of blades.



Dust blinds.

Straighten pillows and throws.

Dust all areas of tables including legs and shelf.

- 11. If heavily cluttered with junk, dust items as able.
- 12. Straighten magazines and coffee tables. Fold blankets over couches and do minimal straightening to areas.
- 13. Clean only OUTSIDE of Curio cabinets, China Hutches and Stereo cabinets. DO NOT open doors. Making sure to dust the tops, legs, and sides.
- 14. Cleaning TV's: PLASMA FLAT SCREEN TV'S AND BIG SCREENS SHOULD ONLY BE CAREFULLY DRY DUSTED!



15. Steady picture frames or any wall décor with your hand while dusting frame and glass. Wipe glass clean to remove any fingerprints.



Hold corner of frame to prevent movement.

- 16. Dust panels on doors with your microfiber rag and polish. Do NOT wipe the entire door. That is an extra charge.
- 17. Wipe phones, clocks and similar items down, but be careful not to change any settings.
- 18. Wipe down leather furniture with a microfiber.
- 19. All dusting should be done prior to vacuuming. Before you vacuum take a second look over the room to insure you have not missed anything.

In Foyers be sure to clean the glass on the sides of the front door (sidelights) inside and out

Make sure to double check your work. Before leaving the job site, please fill out your **BLUE QUALITY SCORE CARD** and leave on the counter for the customer to fill out. You are required to leave one at every house.

Pay attention to detail. If you turned the thermostat up or down be sure to put it back to the correct temperature.

Turn off all lights and lock up as specified on your work order.

<u>Please Note:</u> Do NOT lock the door inside the garage to the house unless specifically told so. Many customers do not carry keys to that door and will be locked out. Read your work order for proper ways to lock the house.

If you run into any problems or have questions be sure to call the office IMMEDITALLY 513-934-3254.

Spring Cleaning

In addition to Maintenance Cleanings, we offer Spring cleanings. For these cleans you will need to do the following extras: **NOTE:** If your Spring Clean allows for more than 4 hours, and the job calls for you to clean the oven, check and see if the oven has the Self Cleaning feature. If so turn it on while you clean the upstairs or master.

Throughout the entire home:

Wash inside of reachable windows, sills, ledges, trim, frame, and tracks. Remove all debris and dirt from the tracks. Use your vacuum hose if needed. Use your Perfect clean buffing cloth to remove any streaks from window glass.

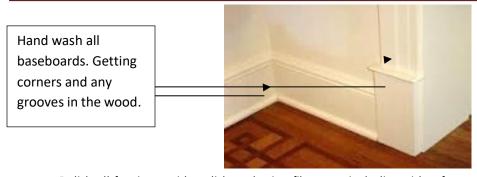
Open window to clean the sills, removing any dirt and debris. Make sure to clean glass as well.



Clean all tracks, ledges, frame and trim as well.

Wash glass doors inside and out, weather permitting. Again buff out any streaks.

- Hand wash all reachable light fixtures and ceiling fans with your APC and microfiber rag.
- Spot wash walls and or wallpaper with an APC cleaner and microfiber rag. Be careful not to remove any paint. Also, you are only spot washing; this should be a quick process. We are not cleaning the entire wall.
- Wipe entire light switch plates for finger prints.
- Hand wash woodwork including baseboards, doors, banisters, and exterior of cabinets with an APC like Spic n Span and microfiber rag. Make sure to get in grooves of woodwork. You will need several rags for this job. A bucket with diluted Spic n Span is recommended versus a bottle to save time.



- Polish all furniture with polish and microfiber rag, including sides, fronts, tops and behind if reachable.
- Clean all knickknacks and put back in original places.
- Picture frames dusted and polished (please refer to Cleaning Manual for further dusting instructions)
- Unmade beds will be neatly made.
- Cobwebs removed both hi and low (refer to Cleaning Manual for further hi/low instructions)
- Minimal picking up and straightening such as folding blankets.
- Vacuum and edge all carpeted areas and rugs using your tools on the vacuum if needed.
- Vacuum, sweep, and mop all hard floors. (refer to flooring care)

Bathrooms: Refer to Bathroom Procedures for detailed cleaning instructions.

- Clean and disinfect sinks and vanities
- Disinfect toilet inside and out
- Remove buildup from showers and tubs
- Polish mirrors and chrome fixtures using your Perfect Clean buffing cloth.
- Track lighting will be dusted and clear bulbs wiped clean with a damp cloth.
- Hand wash all wood work in bathroom. Doors and baseboards. Wash outside of cabinet doors.



Hand Wash all wood work, including doors. Make sure to get in grooves and around knobs.

Kitchen:

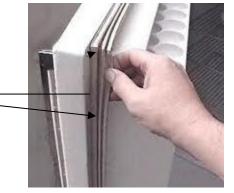
Refer to Kitchen Procedures for detailed cleaning instructions.

- Clean and disinfect sinks and countertops
- Clean range top. Remove electric burners and drip pans to clean. As well as knobs.
- Disinfect microwave inside and out
- Polish exposed sides of appliances and counter décor
- If there is a pantry open door, sweep and mop floors.
- Hand wash all wood work in kitchen. Doors and baseboards. Wash outside of cabinet doors.

Optional Add-on's include:

• Refrigerator cleaned and disinfected. Everything from inside will need to be removed. Including shelves and drawers. Wash the inside with your APC or your APC with Bleach. Wipe dry before putting anything back. Make sure to clean the seals of the door, food gets in there. DO NOT throw anything out unless customer asks you to. Wipe outside of doors and sides.

Clean the seal of the fridge. Food can get in there and gets nasty.



- Clean inside oven SEE ATTACHED OVEN CLEANING SHEET. Clean metal racks, drawer under the stove, drip trays. If the stove top opens, clean under it. Wipe down the front and sides as well.
- Vacuum upholstered furniture with your hand vacuum. Remove cushions and pillows.



Make sure to get in between cushions and pillows for any debris. Remove them if possible. Also to vacuum on top of them.

Oven Cleaner Procedure

Cleans warm or cold ovens. Ideal for cleaning ovens, broilers, and grates. Most commonly used for Apartments and Spring Cleans.

DIRECTIONS:

- 1. Preheat oven to NOT over 200F, then turn oven off before applying oven cleaner (temperatures above 200F will cause foam to smoke and dry too fast).
- 2. Wear long rubber gloves and eye protection while using!
- 3. Spread a heavy layer of newspaper under oven door and on surrounding surfaces to protect floor and counter tops while spraying and cleaning. Do not forget to spray oven racks.
- 4. SHAKE CAN WELL BEFORE SPRAYING. Hold can upright, POINTED AWAY FROM FACE. Spray oven surface from a distance of 9"-12". Align spray nozzle with black dot. Spray top of oven first then spray sides and bottom.
- 5. Wipe off any over-spray and close oven door tightly.
- 6. Allow foam to work 5 to 15 minutes, wear gloves, then wipe clean with a wet sponge or cloth, rinsing often. After drying, re-wipe with clean sponge or cloth. Rinse racks and broiler pan in sink. Carefully rinse spray nozzle with warm water, replace safety cap. Wash hands thoroughly.

<u>NOTE</u>: Use in a well-ventilated area. Open kitchen windows and doors if weather permitting.

<u>SELF-CLEANING OVENS</u>: Only use "Oven Cleaner" if you do not have enough time to run a self-cleaning oven cycle (usually 4 hrs).

Move In and Move Out Cleaning Procedures

Additionally to Maintenance and Spring cleans, we offer Move-In and Move-Out Cleans. These cleans consist of the following: Please refer to other parts of the cleaning manual for further detailed procedures as well and pictures. If you have any questions please call the office.

Move In:

Throughout the home (refer to Cleaning Procedures for detailed instructions.)

- Wash inside of reachable windows, sills, ledges, trim, frame, and tracks. Remove all debris
 and dirt from the tracks. Use your vacuum hose if needed. Use your Perfect clean buffing
 cloth to remove any streaks from window glass.
- Wash glass doors inside and out, weather permitting. Again buff out any streaks.
- Hand wash all reachable light fixtures and ceiling fans with your APC and microfiber rag.
- Spot wash walls and or wallpaper with an APC cleaner and microfiber rag. Be careful not
 to remove any paint. Also, you are only spot washing; this should be a quick process. We
 are not cleaning the entire wall.
- Wipe entire light switch plates.
- Hand wash woodwork including baseboards, doors, banisters, and exterior of cabinets with an APC like Spic n Span and microfiber rag. Make sure to get in grooves of woodwork.
 You will need several rags for this job. A bucket with diluted Spic n Span is recommended versus a bottle to save time.
- Wash **INSIDE** of cabinets and drawers with your APC. Remove any debris or food in them.
- Cobwebs removed both hi and low (refer to Cleaning Manual for further hi/low instructions).
- Vacuum and edge all carpeted areas and rugs.
- Vacuum, sweep, and mop all hard floors. (refer to flooring care for further instructions)

Bathroom (refer to Bathroom Cleaning Procedure for detailed instructions.)

- Clean and disinfect sinks and vanities
- Remove build up from showers and tubs
- Disinfect toilets inside and out
- Polish mirrors and fixtures use your Perfect Clean buffing cloth if needed.

- Track lighting will be dusted and clear bulbs wiped clean with a damp cloth
- Hand wash all wood work in bathroom including doors and baseboards. Wash INSIDE of cabinets.
 Remove any dirt and debris.
- Cobwebs removed both hi and low (refer to Cleaning Manual for further hi/low instructions).
- Vacuum, sweep, and mop all hard floors accordingly. (refer to flooring care for further instructions)

KITCHEN (refer to Kitchen Cleaning Procedure for detailed instructions.)

- Clean and disinfect sinks and countertops.
- Clean range top. Remove electric burners and drip pans to clean. As well as knobs.
- Clean inside oven.
- Clean inside and out of refrigerator. (does not include freezer)
- Disinfect microwave inside and out.
- Polish exposed sides of appliances and counter décor.
- If there is a pantry open door, sweep and mop floors.
- Hand wash all wood work in kitchen. Including doors and baseboards. Wash INSIDE of cabinets.
 Remove and dirt and debris.
- Cobwebs removed both hi and low (refer to Cleaning Manual for further hi/low instructions).
- Vacuum, sweep, and mop all hard floors accordingly. (refer to flooring care for further instructions)

Move Out

Throughout the home

- Dust window sills and ledges
- Dust woodwork such as baseboards, doors and banisters.
- Cobwebs removed both hi and low (refer to Cleaning Manual for further hi/low instructions).
- Vacuum and edge all carpeted areas and rugs.
- Vacuum, sweep and mop floors accordingly. (refer to flooring care for further instructions)

Bathroom (refer to Bathroom Cleaning Procedure for detailed instructions.)

- Clean and disinfect sinks and vanities
- Remove build up from showers and tubs
- Disinfect toilets inside and out
- Polish mirrors and fixtures use your Perfect Clean buffing cloth if needed.
- Track lighting will be dusted.
- Dust all wood work in bathroom including doors and baseboards.
- Cobwebs removed both hi and low (refer to Cleaning Manual for further hi/low instructions).
- Vacuum, sweep, and mop all hard floors accordingly. (refer to flooring care for further instructions)

KITCHEN (refer to Kitchen Cleaning Procedure for detailed instructions.)

- Clean and disinfect sinks and countertops.
- Spot wash exterior of cabinets.
- Vacuum drawer and interior of cabinets for any debris or food.
- Clean range top. Remove electric burners and drip pans to clean. As well as knobs.
- Clean and disinfect outside of refrigerator.
- Disinfect microwave inside and out.
- Polish exposed sides of appliances and counter décor if any.
- If there is a pantry open door, sweep and mop floors.
- Dust all wood work in kitchen. Including doors and baseboards.
- Cobwebs removed both hi and low (refer to Cleaning Manual for further hi/low instructions).
- Vacuum, sweep, and mop all hard floors accordingly. (refer to flooring care for further instructions.