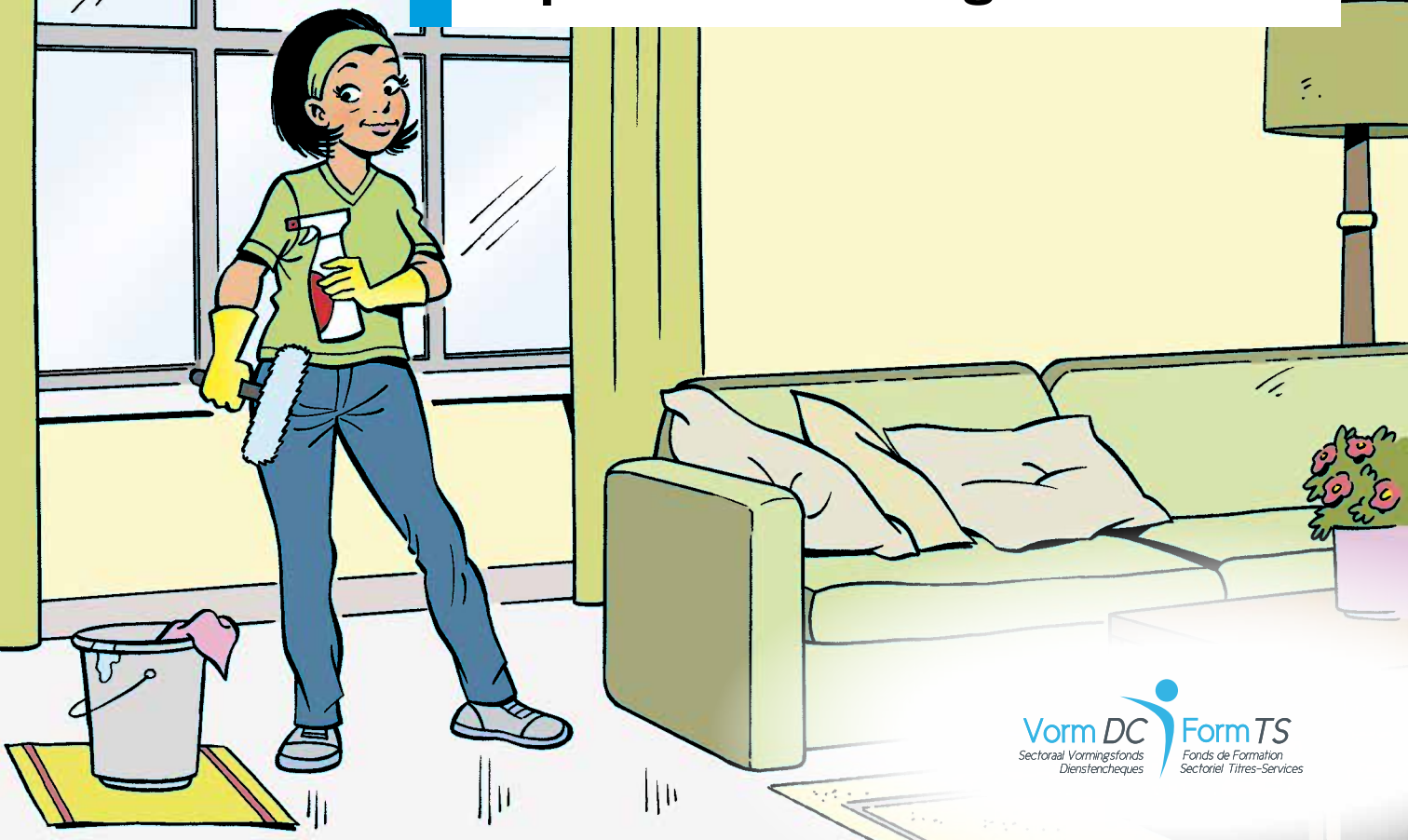


CLEANING GUIDE

product knowledge & safe use



Colophon

This brochure is published by the Sectoraal Vormingsfonds Dienstencheques

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Texts: Antoon Jaminé in cooperation with VDAB

Drawings: Steve Van Bael

3D drawings: Cliff Debue, interior designer

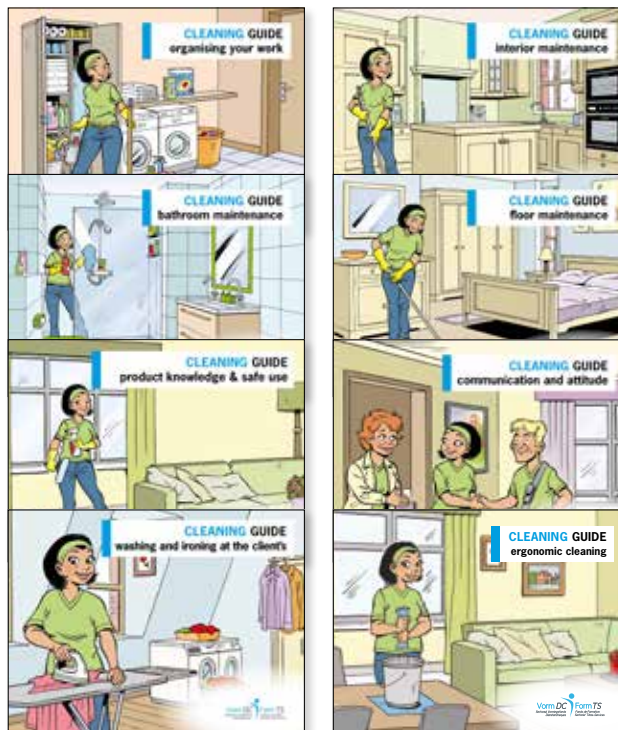
Coordination: Elke Beyers

Layout and printing: Pages

Acknowledgements: Lut Bormans, cleaning expert - VDAB

Responsible publisher: Peter Van de Veire, director Sectoraal Vormingsfonds Dienstencheques

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Hello,

I'm Sarah, your cleaning coach. I have many years' experience as a home help and consider myself an expert at brushing, polishing, scouring and scrubbing.

Cleaning is my passion and my profession! I enjoy teaching people how to brush and polish perfectly. Even if you already know a lot about cleaning techniques, read this brochure and you're sure to learn something new.

Product knowledge is very important when cleaning. This cleaning guide tells you which product you should use for which job and what are the cleaning properties of these products.

Follow the  tips that will help you clean.

Good luck, Sarah



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4.



What does cleaning people's homes involve?

Cleaning means removing all the dirt in the home.
A cleaned room not only looks nice. It is hygienic, too.

- **When you clean, you:**
 - remove dirt and dust
 - destroy bacteria, mites and mould.

A well cleaned home is also a healthy environment to live in.
Properly maintained taps, shower heads, bathtubs, etc. last longer, too!



Types of dirt

- **Loose:**
e.g. dust, hairs, crumbs, etc.
- **Lightly stuck:**
e.g. fingerprints, leftover food, drinks stains, etc.
- **Firmly stuck:**
e.g. oil, limescale, chewing gum, candle wax, etc.
Removing this type of dirt involves using products and often a lot of force.
- **Other:**
e.g. bacteria, dust mites, mould, smells, etc.

You need to know what the dirt consists of.

Then you can decide which cleaning product you are going to use.

- **Organic dirt:** e.g. dead skin, hairs, soap residue, toothpaste, etc.
This type of dirt contains grease and is best cleaned using bases (see p. 13).
- **Inorganic dirt:** e.g. limescale, salt, rust or cement.
This type of dirt is best tackled with acids (see p. 13).

If there is a lot of dirt and it is firmly stuck, you might need to use a caustic detergent. Ask the client or your company for advice.

Sarah



Which method?

Once you know what type of dirt you are dealing with, you then have to choose the right method to remove it properly. You have to bear in mind four things here:

- **Cleaning product and quantity**
Are you going to use an all-purpose cleaner, detergent, or something else?
- **Time**
You have to take account of the contact time, the time you will need to leave the product to act in order to remove the dirt.
- **Equipment and working method**
What equipment do you use? A sponge, a microfibre cloth, etc.
- **Temperature**
The water temperature plays an important role when removing the dirt. High temperatures often bring quicker results, but that is not always true!



Sinner's Circle

These four things can be found in **Sinner's Circle** and are used for every cleaning task.

Example of method

When removing limescale from the taps and shower door in the bathroom, bear in mind:

Cleaning product and quantity:

use the right amount of limescale remover.

Time: leave the product to act.

Equipment and working method: use the correct sponge.

Temperature: in this case, use tepid water.



✓ Consult the instructions for use of the product for the quantity and the time it should be left to act.

Sarah

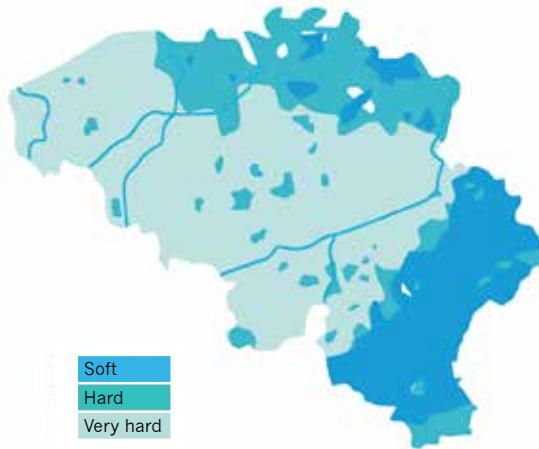


Using water when cleaning

To clean, you need water. It is without doubt the oldest and most important cleaning product. We use water to let the dirt flow away, to dilute products and to rinse.

Water contains calcium. If there is a lot of calcium in the mains water, then we refer to the water as hard. If there is not much calcium, then the water is said to be soft. You have to take this into account when washing clothes. It is advisable to use an anti-limescale agent each time you put on a washing machine or a dishwasher.

The water hardness is expressed in degrees, either German degrees (DH) or French degrees (FH).



✓ *The water hardness differs substantially from region to region. The water supplier will be able to provide information about this.*

Sarah



7°F	Very soft water	0-4°D
7-15°F	Soft water	4-8°D
15-30°F	Moderately hard water	8-17°D
+30°F	Very hard water	+17°D

Disadvantages of hard water

The hardness of the water can cause various problems when cleaning.

When hard water dries, limescale can form on the cleaned surface (think about the familiar white patches in sinks, for example).

When hard water is heated, limestone forms. This can cause white patches, as well.

When natural soap comes into contact with hard water, soap scum can form. You will find this in a bathroom or toilet that has not been properly cleaned: sticky dirt round the washbasins or on the floor. Scale can form in the bath, too, if no bath foam is used.

Soap scum does not dissolve in water. That's why soap scum deposits form on the floor. The result is a grey floor. So you will have to scrub more. If soap scum forms, then the soap is far less effective, so you will have to use more of it.



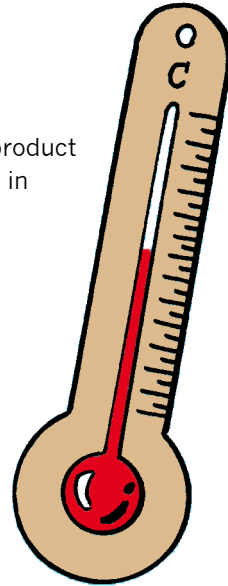
✓ *Is the water in the client's home very hard? In that case, use rainwater. You avoid limescale and soap scum.*

Sarah

The water temperature

You don't necessarily have to use warm water to clean.

Warm water is more expensive and causes the fragrance in the cleaning product to evaporate more quickly. When your hands are in warm water, the pores in your skin open. If there is a cleaning product in the water as well, it penetrates the skin and can damage it.



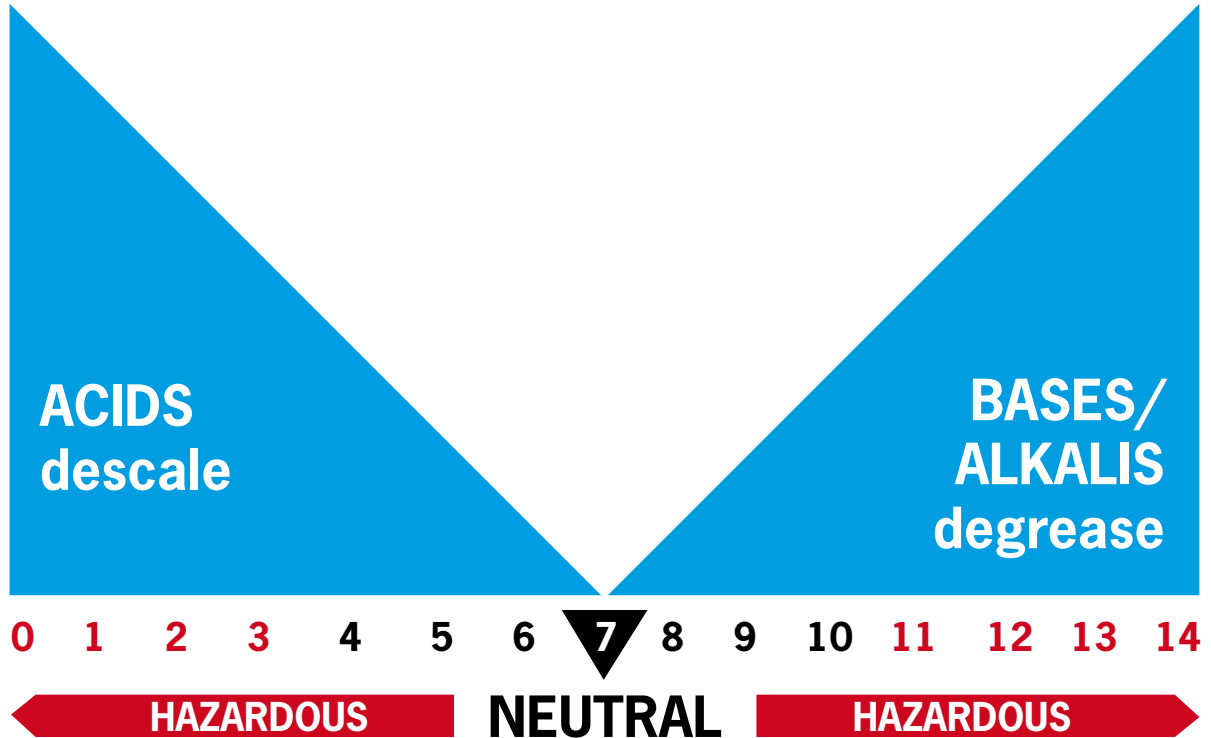
✓ *Cleaning with cold water is cheaper and better for your skin.*

✓ *Always wear gloves.*

Sarah



PH-value



12.

Which products should you use: acids or bases?

You don't clean with water alone. You also need cleaning products. These products can be divided into two main groups: **acids** and **bases**. Acids descale and bases degrease.

Acids have a strong, corrosive effect. You use them to descale. Examples include vinegar or a descaler.



You need bases to degrease. Examples include ammonia or an oven cleaner.

Acids and bases have a different pH value: acids have a low value, while bases have a high value. Strong acids and strong bases affect the equipment.



The products that we use for household cleaning don't indicate a pH value. You can measure it using pH strips. To measure the pH value, a strip is immersed in the liquid until the colours no longer change. The pH value can be read using the colour scale.

PH-values and effectiveness of products

pH	Example	Safety	Effectiveness
0			↓ 10x
1			↓ 10x
2	Vinegar		↓ 10x
3	Toilet cleaner		↓ 10x
4	Cola	Little if any risk	↓ 10x
5			↓ 10x
6		SAFE	↓ 10x
7			NEUTRAL
8			↑ 10x
9	All-purpose	Little if any risk	↑ 10x
10			↑ 10x
11			↑ 10x
12			↑ 10x
13	Oven cleaner		↑ 10x
14	Unblocking agent		↑ 10x
			↑ 10x
			↑ 10x
			↑ 100x
			↑ 1000x
			↑ 100000x

A product with a pH value of 7 is neutral. It does not affect the skin or the equipment. It is not caustic. Per grade, the product becomes 10 times more caustic, so be careful when using products with a low or a high pH value.

Fill in this table yourself

Product	Use	pH value
<i>Vinegar</i>	<i>Windows</i>	2

Types of cleaning products: soaps

Soap is used with water as a cleaning product. Animal and plant oils such as beef tallow, olive oil, palm oil, palm kernel oil or coconut oil are used to make soaps.

Brown soap is the most commonly used, most well-known soap in cleaning. Soap does not smell very pleasant, so fragrance is always added.

You don't need to use soaps to remove dirt. In fact, soap leaves a film that can have a protective effect. When you use soap, you have to rinse well with water afterwards. You can polish the surface as well. This produces a shiny effect.



Pos:

- Used for a shiny effect, has to be polished
- Environmentally friendly
- Biodegradable



Neg:

- Forms soap scum with hard water



✓ Soap does not kill bacteria,
so it does not disinfect.

Sarah

Detergents

Detergents are made of synthetic raw materials.
Many of today's cleaning products contain detergents.
Unlike soaps, they degrease and clean well.

There are a great many different detergents on the market and in many cases, other products are added, as well. You can buy them with various fragrances (rose, lemon, lavender, etc.).



Pos:

- Clean well
- Degrease well
- Hygienic
- Dissolve well in water
- Do not leave a deposit (unlike soap)



Neg:

- Not always biodegradable
- Have to be used in the correct quantity



Solvents

Solvents are substances that evaporate easily and in which other substances dissolve. They can dissolve stubborn dirt or stains that cannot or hardly ever be removed using soap or detergents.

You use solvents, for example, to remove oil stains, blood stains, paint stains, etc.

The most well-known solvents include acetone, alcohol, ammonia, benzene, white spirit, ether, turpentine and thinner. Solvents are often added to cleaning products so that they do not have to be used pure.



Pos:

- Dissolve stubborn stains
- Degrease well



Neg:

- Evaporate quickly
- Can affect equipment
- Usually highly flammable



✓ *Be careful with solvents.
They can be harmful for health.*

Sarah

Disinfectants

If you clean properly, disinfectants or 'hygienic cleaners' are unnecessary. Even in the kitchen or the bathroom. These products do not clean. They only disinfect.

All-purpose cleaners

All-purpose cleaners can be used to remove all sorts of dirt on all sorts of washable surfaces.

Various brands in various forms are available for sale:

- Gel
- Solvent
- Scouring agent
- Spray
- Foam
- Processed in cleaning cloths



✓ *Many all-purpose cleaners are sold in concentrated form. Use the correct quantity.*

Sarah



Using products safely

Working with strong acids and bases can be dangerous!

Never mix cleaning products with one another!

For example, if you mix chlorine bleach and an acid together, chlorine gas is produced, which is harmful.

Never mix acids and bases together.

They offset one another's effect and you don't get a good result.

Cleaning products with a pH higher than 9 and lower than 5 are bad for the skin. Always wear gloves.

They can affect all kinds of materials.

Strong acids affect stones and metals.

Never use them to clean linoleum or rubber, either.

Strong bases also affect the skin

chlorine + acid



dangerous gases



acid + base



reduced effect



20.



✓ Be careful with strong cleaning products. Protect your skin and always wear gloves.

Sarah

Labels on the packaging

All cleaning product manufacturers are obliged by both European and Belgian law to indicate hazardous substances using pictograms on the product (labelling obligation).

The label must give the following information:

1. Product name
2. Use
3. Manufacturer
4. Safety
5. Quantity
6. Pictogram
7. Properties



Hazard symbols



Xi: Irritant
Xn: Harmful



T: Toxic
T+: Very toxic



C: Corrosive



F: Highly flammable
F+: Very highly flammable



O: Oxidising



N: Dangerous for the environment

Quantity

It is important to use the correct amount of cleaning products, as indicated on the label.

It is not true to say that 'a lot more product would clean better'.

On the contrary, too much cleaning product leaves streaks and makes surfaces sticky, so they have to be cleaned again. You often get far too much foam and the surface that you have cleaned becomes dirty again because of the deposit.

Using too little product is also a mistake, as you will need to exert more force to clean properly. Only the correct amount produces a good result.

It is advisable to fill the bucket with water first and then add the cleaning product.

The correct amount is always indicated on the label, so avoid adding a splash of product to the bucket. Don't be misled by the colour, either. Some products release little colour when you mix them with water.

Examples of quantity

50 ml to 10 l

You can use 50 ml of product in 10 l of water.
A glass holds 250 ml.

2 %

Put 2 measures of a product in 100 measures of water.
So you can use 200 ml of product for a 10 l bucket of water.

10 cc to 10 l

10 cc corresponds to 10 ml.
In that case, you should not use too much product.

3 dl to 10 l

So for a 10 l bucket you can use 300 ml or 3 dl of product.



✓ It is very important to use the correct amount of the cleaning product.
This is how you clean best.

Sarah

Microfibre cloths

Microfibre cloths have become hugely important for cleaning. Some cleaning companies only use microfibre cloths and no longer use products or other cloths.

Advantages of microfibre cloths

- These cloths pick up the dirt far more quickly than other cloths made of cotton or another textile.
- Oil and grease become attached directly to the fibres.
- Cleaning is easier. You have to exert less pressure to pick up the dirt or work it loose.
- Microfibres leave fewer streaks.
- You don't need use any detergents or cleaning products, or you can use smaller quantities.
- Microfibre cloths are easy to look after. You can wash them in the washing machine.



How do you use them?

You can use the cloths dry or wet (damp). It all depends on the surface to be cleaned and how dirty it is.

Dry you can use them as dusters. They pick up the duster better than other cloths. The dust doesn't fly upwards, so you clean well and it is healthier for the home help. You don't need to use much water with microfibre cloths. You clean best with damp cloths.

In most cases, you don't need any cleaning products or detergent to remove dust and dirt: good for the environment and for the client's wallet.

Uses

As well as the familiar cloths, microfibres are used in many other products. Squeegees, swiffers, floorcloths and more.

Colour code

Microfibre cloths can be used in every room in the home.

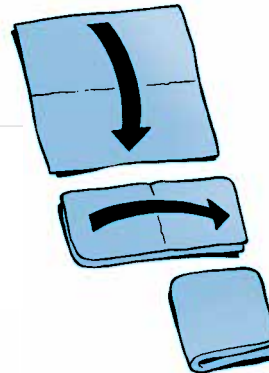
Use a colour code so that you are always hygienic.

- Red cloths for bathroom and toilet.
- Blue cloths for the interior.
- Yellow cloths for the kitchen.



Folding microfibre cloths

You can see here how you can fold a cloth (into 4 or 6, depending how big the cloth is) in order to clean, so that you can use as much of the cloth's surface as possible.



- ✓ *If the client doesn't have cloths in different colours, you can differentiate between them yourself by applying a code with a marker pen. Or snipping off the corners.*
- ✓ *Microfibre cloths can easily be washed in the washing machine at 60°C. But do not use fabric softener or bleach and do not put them in the tumble dryer.*

Sarah



What have you learned?

- Clean in accordance with Sinner's Circle:
cleaning product and quantity / time /
equipment and working method / temperature.
- Clean with soft water.
- You don't necessarily have to use warm water to clean.
- Never mix cleaning products with one another!
- Solvents can be harmful for your health.
- Always use the correct amount of the cleaning product.
- Use a colour code with microfibre cloths so that you are
always hygienic.





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