

## Introduction

Neogard pedestrian deck coating systems are designed to be long lasting, monolithic membranes that provide years of trouble-free service. Good general maintenance practices along with preventive maintenance will ensure that the system will continue to provide service for which it is intended. Neogard strongly encourages the original coating system applicator be retained for inspections, repairs and cleaning in order to simplify warranty issues involved in alterations or repairs.

### Know Your Deck Coating System

Be familiar with the type of deck coating system that is installed on your facility. Aromatic, aliphatic, and polyurea urethanes, and acrylic coatings meet different demands and require different products for minor repairs. Keep a deck coating system file that includes product data, a copy of previous inspection reports and contact information for the original deck coating applicator and Neogard. Some common causes of damage to traffic bearing coating systems are:

- Opening the facility for traffic prior to proper cure of the system.
- Dragging heavy metal or concrete objects across the coating system.
- Improper cleaning methods and materials.
- Sharp edges on furniture. Furniture should have rubber or plastic tips on leg bottoms.
- Excessive cracking in the structural concrete.
- Damage caused by improperly equipped snow removal equipment.

## General Maintenance

### Ice Control & Snow Removal

- Ice buildup should be controlled and/or removed with deicing materials.
- Snow removal equipment must have rubber tires. Snow blades must have shoe, rubber tips, or small skis to prevent ruptures in the deck coating system. The use of metal blades without protection is certain to damage the deck coating system.
- Snow blowers with rubber blades and snow brooms are recommended, as opposed to large snow removal equipment.
- Large piles of snow can significantly load the structural deck surface beyond its designed load capacity, resulting
- in significant structural cracks and/or serious structural damage. Large piles of snow should be removed immediately.

### Cleaning the Pedestrian Deck Coating System

The intended use of the deck coating system will cause the cleaning frequency to vary. Neogard recommends the following cleaning practices:

- Periodically sweep surface to remove loose dirt which can cause excessive abrasion and lead to premature wearing of coating surface.
- Scrape gum with a plastic spatula type putty knife.
- Scrub entire deck with a non-sudsing detergent (Neogard 8500 Biodegradable Cleaner) and water, and rinse thoroughly with clean water. Never use solvents, bleach, alcohol, or harsh chemicals to clean the coating surface.
- Hose down entire deck with water to remove residue and inspect deck for holes, cuts and ruptures in the deck coating system.

- If pressure washing, low pressure, 600–800 psi, should be used to clean the coating. Higher pressures can damage the coating surface. Hot pressure washing is acceptable but at no higher than 180°F/82°C and at 600– 800 psi. Use non-marking pressure and water hoses on all pressure washing equipment and protect coating surface by placing plexiglass under pressure washing equipment. Do not try to remove gum using a pressure washer; putting the tip of the pressure washer directly on the gum will cause damage to the coating surface.

## Preventative Maintenance

Preventive maintenance procedures should include *physical inspections* and *periodic cleaning*.

### Physical Inspections

The building owner should establish a semi-annual deck coating system inspection program. Inspections should be conducted by qualified personnel, ideally the original coating system applicator, and should define areas of excessive wear or physical damage. Inspections should include the following areas:

- All sealant joints for proper adhesion to the substrate, adhesive or cohesive failure, and physical damage.
- The underside of structure for evidence of leaks (where applicable).
- Drains or scuppers to ensure they are not blocked or clogged.
- Areas where change of plane occurs to determine if there has been excessive movement which caused the deck coating to crack or the flashing to lose adhesion.
- The deck coating surface to determine if there are holes, cuts, or ruptures present.

Note: In addition to scheduled semi-annual inspections, inspections should also be conducted after a major snow event.

### Periodic Cleaning

Improper cleaning procedures can damage the deck coating system. Please refer to the General Maintenance section above for recommendations.

## Emergency Deck Coating Repairs

This section is included for emergency deck coating system repairs only. Minor repairs may be made by owner's maintenance personnel. However, we recommend contacting the original deck coating system applicator to make permanent repairs to protect the integrity of the deck coating system.

To make an emergency repair:

1. Carefully remove loose coating from damaged area back to well-adhered material.
2. Wet a clean cloth with xylene solvent and thoroughly clean the damaged and surrounding area.
3. Allow solvent to evaporate.
4. Compatible polyurethane sealant (caulk) or polyurethane waterproofing materials may be used to fill tears or punctures. Do not use asphalt or tar modified products.
5. After emergency repairs are made, report them to the original deck coating system applicator and/or Neogard immediately.
6. In order for a warranty to be honored, all emergency repairs must be inspected and/or reworked by a Neogard applicator.

## Structural Repairs

All structural repairs should be investigated by a structural engineering firm and repaired according to their recommendations.

## Topcoat and/or Wearing Surface Repairs

Pedestrian deck coating systems are maintenance systems and will wear over time depending on use. Periodic recoats will be required in high traffic areas to maintain waterproofing integrity. Contact the original coating system applicator and/or Neogard to evaluate the existing system for recoat recommendations.

## Best Practices for Balcony Care

Your balcony is protected with a high-performance coating system designed to provide long-lasting durability and waterproofing. Proper care will help maintain its appearance and performance for years to come.

- Keep Surfaces Clean
  - Clean periodically using:
    - Neogard 8500 Biodegradable Cleaner + water, or mild cleaners such as Simple Green
  - Lightly scrub with soft, nylon bristles and rinse thoroughly with clean water
  - Regularly sweep away dirt and debris to prevent surface wear
- Protect the Coating Surface
  - Use furniture with rubber or plastic feet to prevent scratches or punctures
  - Install protective rubber slides or leg tips on furniture with sharp or pointed feet
  - Lift (don't drag) furniture or heavy items when moving them
- Elevate Planters
  - Keep planters raised off the coating surface
  - Use plant stands or risers to allow airflow
  - This helps prevent staining and moisture buildup

## Avoiding Damage to the Balcony

- Do Not Use Floor Mats or Outdoor Carpets
  - Mats trap moisture underneath
  - This can cause discoloration, staining, and coating deterioration
- Do Not Drag Furniture or Heavy Objects
  - Dragging can cause tears, gouges, or premature wear to the coating
- Avoid Harsh Cleaning Chemicals
  - Do not use:
    - Solvents
    - Bleach
    - Alcohol-based cleaners
    - Abrasive or harsh chemicals

## Periodic Inspections

- Periodically inspect your balcony for:
  - Cuts, punctures, or unusual wear
  - Report any damage promptly to building management

# Preventative Maintenance Manual

## Pedestrian Deck Coating System



Issued by:	Hempel (USA) – Preventive Maintenance Manual, Pedestrian Deck Coating Systems & Balcony Coatings, Care & Maintenance Guide
<p>This document is intended for professional use and provides generic advice in respect of the subject matter hereof only. It is not intended to be used as a comprehensive guide. The buyer/applicator should always read the relevant Product Data Sheets (“PDS”), Safety Data Sheets and Guide Specification relating to the applicable products/system. If in doubt, please contact your local Neogard representative for further advice. To the extent relevant, the disclaimer set forth in the relevant PDS or Guide Specification applies to this document.</p> <p>Preventative Maintenance Manual, Pedestrian Deck Coating System</p> <p>Neogard®, a part of Hempel 2728 Empire Central - Dallas, Texas 75235 - Phone (214) 353-1600 - Fax (214) 357-7532 - <a href="http://www.neogard.com">www.neogard.com</a></p>	