

4. CLEANING AGENTS

Cleaning agents are chemicals that help to keep an area clean by removing the soiling agents. Dust being composed of loose particles is removed easily while Dirt adheres to surfaces with grease or moisture and is difficult to remove. This is where cleaning agents along with cleaning equipments make the task easier.

General criteria for selection of cleaning agent

With a variety of cleaning agents in the market, the housekeeper should remember that a great deal of time, effort and money can be wasted by wrong choice as well as possible deterioration of articles and surfaces. The following points maybe taken into consideration when choosing cleaning agents; -

- Type of soiling – Light, Heavy
- Composition – Dirt, Dust, Oil, Stains
- Ease of use
- Saving of time and labour
- Possible damage to surface on which it is used
- Toxic or irritation to skin
- Smell
- Versatility – Having a common cleaning agent for different types of soiling
- Packaging
- Storage and deterioration – Safe & easy to store and the shelf life
- Cost

From the great variety of cleaning agents available, most commonly ones used are: -

- Detergent
 - Scouring liquid / powder
 - WC cleanser
 - Mirror cleanser
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- Furniture polish
- Air freshener

CLASSIFICATION OF CLEANING AGENTS

Cleaning agents are classified according to the principle method by which soil or stains are removed from the surface. This will be determined by their composition.

The principle classes are:

- a) Water
- b) Detergents
- c) Abrasives
- d) Degreasers
- e) Acid cleaners
- f) Alkalis
- g) Organic solvents
- h) Disinfectants & Deodorizers
- i) Glass cleaners
- j) Absorbents

1. WATER:

Water is the simplest cleaning agent and some form of dirt will be dissolved by it; but normally it is a poor cleaning agent if used alone. It becomes effective only if used in conjunction with some other agent, e.g. a detergent.

Water serves to:

- Carry the cleaning materials to the soil
- Suspend the soil
- Remove the suspended soil from the cleaning site
- Rinse the detergent solution from the surface

Hardness: Hard water contains calcium and magnesium salts which will inhibit cleaning of material in the following ways –

- ✓ In combination with soap the salts form insoluble scum which reduces the efficiency of the soap and makes rinsing difficult
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- ✓ Calcium combines with fat in the soil to form a soapy substance which adheres strongly to the surface
- ✓ The calcium and magnesium salts tend to cause flocculation (tendency to cause soil that is suspended in water, to redeposit on the surface being cleaned)
- ✓ Hardness of water also causes premature aging of fabrics, causes scale and fur to be deposited in machines and pipes.

Hard water can be softened by –

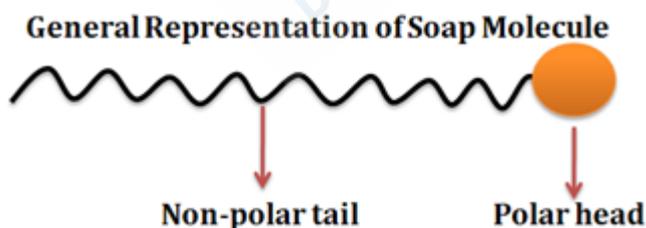
- Addition of soda
- Addition of water softener based on sodium sesquicarbonate
- Water softening units/equipments e.g. Permutit.

2. DETERGENT / SOAPS

Soaps are sodium or potassium salts of long chain fatty acids. When triglycerides in fat/oil react with aqueous sodium / potassium hydroxide (NaOH or KOH), they are converted into soap and glycerol. This is called alkaline hydrolysis of esters. Since this reaction leads to the formation of soap, it is called the **Saponification** process.

Triglyceride + Sodium/ Potassium hydroxide → Glycerol + Soap + Heat

The soap molecule has a polar head and a non-polar hydrocarbon tail. The polar head is hydrophilic in nature (water loving) and the non-polar tail is hydrophobic (water repelling) in nature.



A good detergent should –

- Reduce the surface tension of water so that the cleaning solution can penetrate the soil
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- Emulsify soil and lift it from the surface
- Be soluble in cold water
- Be effective in hard water and wide range of temperature.
- Be hard on surface that has to be cleaned. Clean quickly and with little agitation.
- Suspend soil in a cleaning solution, and once the soil is removed, to hold it in suspension and not let it redeposit.
- Rinse easily and leave no streaks or scum
- Be economical to user
- Be harmless to the skin and article.
- Be bio-degradable

Chemical composition of detergent: -

1. Surfactants are chemicals, whose molecules when dissolved in water, possess water seeking end (hydrophilic) and a water-repelling end (hydrophobic). The molecules disperse through water and reduce the surface tension of water by overcoming the forces of attraction between the water molecules, thus allowing the water and surfactant molecule to penetrate the soil and surface.
2. Builders are alkaline chemicals that influence the effectiveness of a cleaning agent in one or both of the following ways -
 - A) They combine with calcium ions in hard water to form water-soluble salts, thus preventing the adverse effects of calcium.
 - B) They enhance the emulsifying by increasing the pH value of the solution and dispersing properties of the detergent

Builders in general can cause damaging effect on many surfaces, e.g. chrome, aluminum, wool, silk, paint, wood, linoleum. It may constitute up to 30% of heavily built powdered detergents and helps in softening water too.

3. Foaming agents increase or stabilize the foam formed by a detergent. Foaming can be used to surfactant activity, the level of foam depending on the amount of surfactant active in a cleaning solution, e.g. ethanol amides. Alkalomomides derived from coconut oil
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are frequently used for this purpose. The foam will stick to all non-horizontal surfaces, increasing the contact between the surface and the cleaning chemical.

4. Chelating agents are relatively complex chemicals, which are included in many liquid detergents to sequester calcium ions. They are also frequently used as a descaler, being more acceptable alternative to strong acids.
 5. Suspending agents increase the amount of soil that can be held in suspension in the cleaning solution, e.g. sodium carboxymethyl cellulose.
 6. Bleaches will break down with oxidation, those stains that have not been removed from the surface by surfactants or builders. Sodium per borate, oxidizing weak bleach is frequently included in detergents intended for washing textiles.
 7. Bulking agents contribute to the volume of detergent powders, e.g. sodium sulphate.
 8. Conditioning agents ensure that the granules in the detergent powder are crisp, firm and dry.
 9. Whiteners cause absolute ultra-violet light to transmit as visible white light.
 10. Enzymes are complex proteins that break down organic substances, e.g. blood stains, food stains, etc. they are effective at 30 to 50 degrees C and are inactivated at temperatures above 60 degrees C.
 11. Anticorrosive agents inhibit the formation of water films on the surface. Chemical reactions resulting in corrosion are generally dependant on the presence of water, e.g. sodium silicate.
 12. Perfumes and dyes are included to increase consumer acceptability, but increase the risk of allergic reactions.
 13. Germicides are also added sometimes to prevent growth of bacteria and fungus.
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3. ABRASIVES

Abrasives depend on their rubbing or scratching action to clean dirt from hard surfaces. The extent to which they will rub or scratch a surface depends on the nature of the abrasive material and on the size and shape of the particles. The use of abrasive will depend on the surface to be cleaned and the type of dirt to be removed. Whenever possible fine abrasives should be preferred to coarser ones. E.g. glass, sand, emery paper, steel wool, nylon pads, powdered pumice, feldspar, calcite, fine ash, precipitated whiting, filtered chalk, jeweler's rouge (fine abrasive), etc. they are available in natural, liquid, paste or powdered form.

- a) **Fine Abrasives:** These include precipitated whiting (filtered chalk) and **jeweler's rouge (a pink oxide of iron)** used for shining silver. They are also constituents of commercial silver polishes.
- b) **Medium abrasives:** these include rotten stone, salt, scouring powder and scouring paste. Scouring powders are made up of fine particles of pumice mixed with soap/ detergent, and alkali and a little bleach.
- c) **Hard / coarse abrasives:** these include bath bricks, sandpaper, pumice, steel wool, and emery paper. Glass paper, calcite, sandpaper, fine ash, emery powder and paper, jeweler's rouge, powdered pumice, precipitated whiting (filtered chalk). Ground limestone, sand, steel wool and nylon scourers are some commonly used abrasives.

Abrasives are usually not used alone in cleaning agents. For example, a cream or paste meant for cleaning utensils contain about 80 % of finely ground limestone, along with other substances such as bleaches, anionic surfactants, alkaline builders, and perfumes.

4. DEGREASING AGENTS

They usually consist of strong alkalis, which can dissolve proteins and emulsify and disperse grease and similar substance. They are based on caustic soda or sodium metasilicate. Sodium carbonate (washing soda) can also be used. They are basically used as stain removers and for clearing

blocked drains, cleaning ovens and other industrial equipment. Extreme care should be taken in their use as they have high pH.

5. **ACIDS AND TOILET CLEANSERS**

Cleaning agents with acidic properties react with water-soluble chemical deposits to produce water-soluble salts. Acids dissolve metals and are hence used to remove metal stains such as water stains in baths, hard water deposits around taps, tarnish on silver, copper and brass, etc.

- a) Weak acids include citric acid (lemon juice), acetic acid (vinegar). They are used for removing tarnish from copper and brass and mild water stains in baths.
- b) Strong acids are oxalic acid, phosphoric acid, hydrochloric acid, and sulphuric acid.

Acids can cause further staining on metals if it is not washed off quickly, and may spoil the glaze on sanitary fittings.

Liquid toilet cleansers are a dilute solution of hydrochloric acid, and should be used with great care, because the concentration may cause damage to the surface of the pan, its surrounding areas, and to the person using it (if the liquid is spilt).

6. **ALKALIS:**

These are used as cleaning agents in the form of liquids and powders. They are particularly useful in the laundry.

Very strong alkalis should be used with utmost caution as they are corrosive and toxic. These are called caustic alkalis / caustic soda. They are used to clean blocked drains, ovens or industrial equipments.

Medium strength alkalis act as bleaches such as sodium hypochlorite, sodium perborate. They act as disinfectant and help to keep white linen white preventing it from graying or yellowing.

Weaker alkalis such as borax and sodium bicarbonate are used for removing grease from delicate surfaces and also to remove stains of tea / coffee / juices.

7. ORGANIC SOLVENTS

These are chemicals that dissolve fat, oil, grease, wax or similar compounds from different surface, e.g. methylated spirit, white spirit (turpentine substitute), carbon tetrachloride. The former two are highly inflammable while carbon tetrachloride is harmful if inhaled, and hence should never be used in a closed area. Many are used for routine stain removal. They are harmful to skin and some surfaces and are fire hazardous.

8. DIS-INFECTANTS AND DEODORANTS

Disinfectants, antiseptics and de-odorants are not strictly cleaning agents, but are often used during the cleaning operations. Disinfectants kill bacteria; and microorganisms. Antiseptics prevent bacterial growth.

Types of disinfectants:

Disinfectants can be categorized in terms of their chemical action and compositions

Phenols: these are hydroxyl derivatives of the aromatic hydrocarbon benzene. They are used in dilute or high concentrations to disinfect surfaces in hospitals especially .in hotels, diluted phenols are used with their sharp smell masked by other additives.

Halogens: the elements chlorine and iodine may be used as disinfectants .Chlorine is used both as bleach and as a disinfectant on many surfaces .Iodine is not often used to disinfectant surfaces because it tends to leave brown stains.

Quaternary ammonium compounds: these are cationic surfactants useful as bactericides.

Natural pine oils: pine oils are obtained from pine trees. They are germicidal to some extent, but are mainly added changing formulation for their pleasant smell.

Deodorants mask unpleasant smells by either combining chemically with the particle causing smell, or by their smell being pre-dominant. This is not required where there is good ventilation and thorough cleaning.

They are used in restrooms, guestrooms, guest bathrooms, cloakrooms and public areas such as lobbies. Some deodorizers leave no trace of a perfume cover- up. They are usually available as aerosol sprays, Liquids, powders and crystalline blocks.

9. **WINDOW OR GLASS CLEANSERS**

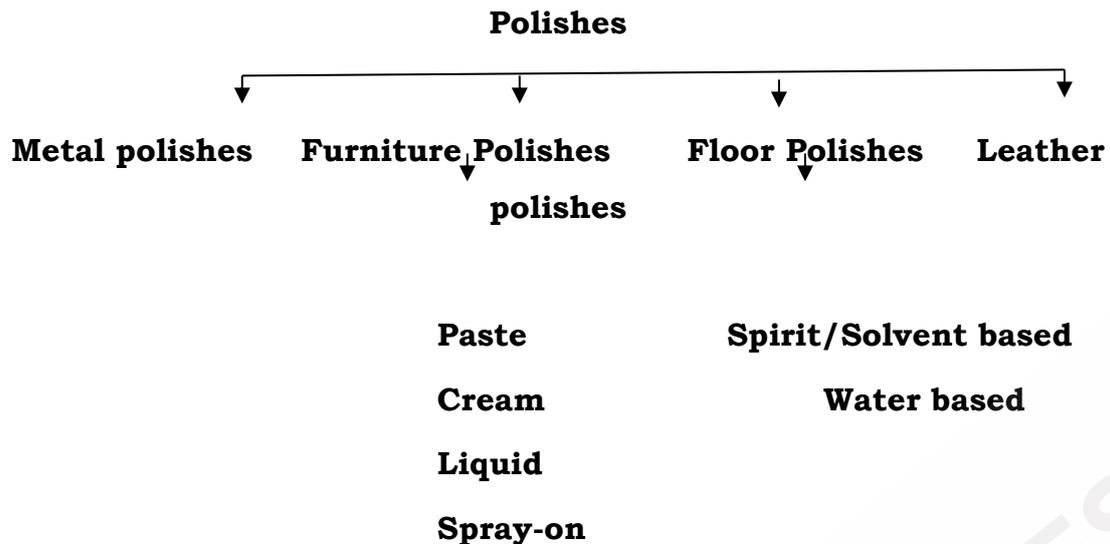
Window cleansers consist of water-miscible solvents, often isopropyl alcohol, to which small quantities of surfactants and possibly an alkali are added to improve the polishing effect of the cleanser. Some also contain fine abrasives. Most glass cleaners are available as sprays or liquid. They are sprayed directly onto windows, mirrors and other glass surfaces or applied on with a soft cloth and rubbed off using a soft, lint- free glass cloth. An inexpensive glass cleaner that can be readily made in the housekeeping department is soft water to which some vinegar is added can be used with old newspaper.

10. **ABSORBENTS**

They carry out the action by absorbing the stain or grease. They are used only when the quantity of stain is too much. E.g. starch powder, fuller's earth, bran, French chalk powder, etc.

POLISHES

Polishes do not necessarily clean but produce a shine by providing a smooth surface from which light is reflected evenly. They do this by smoothing out any unevenness on the surface of the article, in many cases by forming a thin layer of wax on the surface, thus giving some protection.



- Metal polishes – these remove the tarnish resulting from the attack on the metal by certain compounds and some foodstuffs. They are of two basic types, one for hard metal and other for soft. Either type may be liquid or paste. Liquid polish is a fine abrasive waxed with grease solvent, and sometimes with an acid, e.g. plate powder, precipitated whiting, jeweler’s rouge, mentholated spirit, and ammonia. Abrasive when rubbed on the surface of the metal provides friction to remove the tarnish and produce a shine.
- Floor polishes – They are of two basic types – Spirit based & Water based.

Spirit based polishes contain a blend of mainly natural waxes, dispersed in a spirit solvent. They may be in paste or liquid form and contains silicon, but too high a silicon content makes the floor slippery. The build up of polish can be removed by loosening the wax finish with spirit and slight abrasion, and then picking up the loosened wax with a damp cloth mop. It is suitable for flooring those are harmed by water like wood, cork, linoleum, and magnesite.

Water-based polishes are emulsions in which fine particles of natural and synthetic waxes are dispersed in water. They are suitable for use on thermoplastic, rubber, PVC, asphalt and combination floors as spirits can affect them. They can also be used on sealed flooring of wood, cork, magnesite and linoleum. Water-based polishes are always liquid but may be fully buff able, semi-buff able or dry bright. The build-up polish can be removed by loosening the wax synthetic resin with hot water and alkali – no detergent.

Floor polishes are floor waxes and have to be subjected to rough traffic. A more lasting surface can be obtained by use of a floor seal, with or without water based polish applied on it. Seals are semi-permanent materials, which renders the floor impermeable and protects it from dirt, stains and other foreign matter. They are not polishes.

- Furniture polishes are intended for wooden furniture and fittings. They are protective finishes, which provide the surface of the furniture with a thin layer of wax or resin. This layer gives protection against abrasion, absorption of spillages and a smooth surface from which light may be reflected to give a shine or sheen. It consists of waxes dissolved in varying amount of spirits. They are of four types –
 - i. Paste wax polish – high proportion of wax plus silicon
 - ii. Cream polish – greater amounts of spirit to give a cleaning action.
 - iii. Liquid polish – have great proportion of spirit requiring no buffing.
 - iv. Spray polish – also has high proportion of spirit.
- Leather Polishes: These contain a special blend of waxes, a spirit solvent and occasionally a dye. They are available in the form of cream or liquids and are applied on leather to impart sheen to it.

FLOOR SEALS

These are applied to flooring surfaces as a semi- permanent finish that acts as a protective barrier by preventing the entry of dirt, grime and liquid, grease, stains and bacteria. They prevent scratching and provide an easily maintainable surface. The right type of seal should be applied to each type of floor for effective protection and an attractive appearance. According to their functions, floor sealers can be finishing protective or combination of both.

Types of floor sealers

1. **Oleo-resinous sealers**: they are used for imparting an attractive surface gloss penetrating the floor darkening the colour and highlighting the grain of wood floors.
2. **One-pot plastic sealers**: they are used on wood, wood-composition, cork and magnesite floors.
3. **Two-pot plastic sealers**: they are also used on wood, wood-composition, cork and magnesite floors.
4. **Pigmented sealers**: these may be used on concrete, wood, wood-composition, magnesite, asphalt, and stone floors.
5. **Water-based seals**: these may be used on marble, terrazzo, magnesite, linoleum, rubber, thermoplastic tiles, PVCs, asphalt, concrete, stone-, and quarry tiles.

STORAGE OF CLEANING AGENTS

Cleaning agents with a longer shelf life are usually bought in bulk because of the reduced costs that accrue from the economics of scale. Other agents are bought and replenished periodically. Storage of cleaning agents is crucial and the various points to be kept in mind. The points are listed below:

1. Ensure that the storage racks are strong and with selves. Heavier containers must be kept on the bottom shelf.
 2. The store should be kept clean and well-ventilated at all times.
 3. Ensure that the lids are tightly fitted.
 4. When issuing cleaning agents use appropriate dispensers and measuring apparatus.
 5. Ensure that no residual deposits of cleaning agent are left around the rims of the containers.
 6. Avoid spillage, if a spill occurs, clean it up immediately.
 7. Follow a systematic procedure for rotating stocks.
 8. Organic solvents, strong reagents, polishes should be kept away from heat sources.
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9. Check stock regularly .the store should be locked when not in use.

CONTROL OF CLEANING AGENTS

The supplies storekeeper is responsible to maintain records of cleaning agents issued to various housekeeping personnel. These agents should be issued on requisition basis and all receiving and issues must be noted in the Stock sheet. This helps to control costs, determine misuse, pilferage or wastages.

STORE STOCK SHEET									
S.N	Name of the item	Unit	Stock in hand	Stock received	Total stock	Less issue	Book stock	Actual stock	Difference in stock if any
1	All purpose detergent	500ml. Bottles.							
2	Mansion polish	1 litre tins							
3	Floor cleaner	5 litre cans							
4	Air freshener	20 blocks per carton							
Signature of housekeeper.....					Signature of storekeeper				

USE OF ECO FRIENDLY PRODUCTS IN HOUSEKEEPING

- Use of recycled paper products for stationary
- Use of toiletries such as soaps, shampoos, moistureisers etc made from natural substances like aloe vera, neem, basil, indian gooseberry, turmeric, sandalwood etc
- Use of equipments like ozonisers to treat air and water in rooms and public areas leaving them disinfected and deodorized.
- Use of equipments that consume less electricity such as a jet hand dryer instead of a hot air hand dryer.
- Using cleaning agents that are biodegradable and Green Seal certified.
- Switching to natural cleaning agents wherever possible e.g. using tamarind pulp to clean brass articles that using the chemical agents.
- Using microfiber mops that use 90% less water.
- Controlled and automatic vending dispense of cleaning chemicals for efficient use.

