

RETAIL PRESERVATION

Periodic Cleaning Work Specification



Date	9/15/16
Vendor Category	Flooring - VCT
Service Description	Strip and Wax
Service Outline	Strip and Wax is a period service performed on the VCT flooring in the employee work areas when the floor finish has either been worn down or has deteriorated and a more frequent scrub and recoat cannot restore the floor to like-new condition. The requirement of a Strip and Wax is complete removal of old finish from floors, edges, and baseboards; and applications of new finish.

1. ON-SITE PREPARATION

a. Arrival And Check-In

- i. Upon arrival at store, check-in using Apple's designated work order management's interactive voice response "IVR" system.
- ii. Check in with Store Leader (Manager) and confirm the following:
 1. The store has scheduled security as required for this Work.
 2. Review the schedule of Work: including start of work, duration of the work, required allocation of time prior to store opening for the store team to perform a re-set of the stock room, rear corridors, break room, genius room and management offices.
 3. If the work is to take place over multiple nights, discuss sequencing/areas for each night with the Store Leader.
 4. Confirm timing of tool, equipment and materials delivery. Identify staging area within the store.
 5. The store has moved all furniture to areas NOT covered by VCT.
- iii. Check-in with mall security as required; adhere to all mall requirements.

b. Protection Of Surfaces

- i. Protection/relocation/staging of fixtures, finishes and product:
 1. Mask off all secured fixtures and equipment (work stations, secured shelving, high density shelving, file cabinets, safes, etc.) wraps, using blue painters tape and plastic that extends up sides of fixtures at least 24" above floor level. Cardboard held in place with duct tape may be used to create equipment staging areas on flooring adjacent to work area.
- ii. Finish and bumper protection
 1. Provide splash protection from finish and floor machines at all walls, baseboards, door bottoms.
 2. All floor machines MUST have bumper protection around the perimeter of scrubbing pad and pad holder to prevent damage to walls, doors and fixtures.
- iii. Dust/Vapors/VOC management:
 1. Provide air movement and capture as recommended by manufacturers and as may be required by mall and local government to prevent the movement of vapors throughout the mall and to remove organic VOC's from the space by 6:00 a.m. the day following the start of services.
 2. Confirm and execute any requirements to put mall air systems or fire system on "test" before the performance of the work.



c. Pre-Construction Photos

- i. After ALL protection has been installed as directed, Supplier is to take photos of the area of Work, fully showing both the installed protection and the condition of the surface or area of Work. Photos are to include a mixture of close-up and far away photos to capture detail, and show overall conditions.

2. EXECUTION

a. Products

- i. Apple approved products:
 1. Ecolab Satin Star – Order #3019780 – 2 x 5L
 2. Ecolab Maxx Forte2 – Order #9084360 – 2 x 5L
 3. Ecolab Maxx Into C2 - Order #9084540 - 2 x 5L
 4. Ecolab Baseboard Stripper
- ii. Use ONLY Apple approved products for this service.
- iii. Do not to leave extra materials at the store between periodic scheduled services.

b. Procedures

NOTE: The use of aggressive strippers such as mop-on/mop-off, no-scrub and no-rinse strippers is not recommended on tile floors less than 2 years old because they may affect the adhesive bond.

Step 1: Vacuum thoroughly or sweep well corners and edges- make sure to pick up all dust, hair, and etc.

Step 2: Apply spray foam Baseboard cleaner and wax stripper to vinyl base, door bottoms, high density shelving and other areas where floor finish from previous applications has been incorrectly applied to adjacent vertical surfaces. Allow product to penetrate finish. Scrub using a swivel brush. Re-apply as necessary to thoroughly clean surfaces of finish. Wipe off foam cleaner and old finish. Dispose of rags per local jurisdiction requirements after inspection [by?] Preservation Specialist, Store Leader, or designated Apple representative.

Step 3: Use Stripper in concentrated form of 32oz/gallon. Apply the stripper to the floor area, using mop and continuously move the stripper onto high/dry spots as needed. Allow a standing time of 20 minutes (for Ecolab Matte Floor Finish) and 30 minutes (for Ecolab MAXX Matte Durable Floor Finish). Strip the floor surface using a floor machine, with a black stripping pad, or scrubbing brush or scraper in hard to reach areas. When using a machine on uneven floors, put a backer pad between the stripping pad and the machine to allow for better flexibility to get into low spots to remove dissolved finish. Heel the machine into low spots to remove residual finish. Work in sections and do not allow stripper to dry on the floor. Wear rubber gloves during use and ensure that the rooms to be treated are well ventilated. Do not spray sensitive surfaces (e.g., wood, metal, varnished surfaces) with the cleaning solution. Wipe any splashes off of vertical surfaces immediately.

Step 4: Hand scrape edges, corners where the floor scrubber cannot reach, and between narrow areas. **INCOMPLETE STRIPPING OF PRIOR FINISHES IS NOT ACCEPTABLE.**

Step 5: After old wax and any existing sealer has been completely stripped, vacuum all removed wax and stripping solution right away with a heavy-duty wet vac. Remove and dispose of old finish and stripping solution as required by local jurisdiction.

Step 6: Inspect floor. If any residual finish has not been completely removed (indicated by and shiny patches or dark shadows) re-strip per Step 3.

Step 7: Thoroughly rinse floor –



NOTE: Strippers are highly Alkaline (ph 11-13). All residual stripper must be removed and the pH of the floor should be returned to neutral (6.5-7.5) before applying finish.

Use **Maxx Into C2** in bucket of clean water and liberally apply to all floor surfaces, corners, and edges. Recover solution with wet vac. Follow with a damp mop rinse using water only over all floor surfaces, corners, and edges. Hand-wipe the baseboards with clean water.

Step 8: Check the floor for any stains, scuffs or residual finish. Detail clean as necessary and follow up with neutral rinse per Step 7.

Step 9: Apply first coat of Ecolab finish using a microfiber pad applicator. **DO NOT APPLY FINISH TO BASEBOARDS, WALL BOARDS, DOOR BOTTOMS OR THE BASES OF ANY FIXTURES OR EQUIPMENT.**

Step 10: Let the finish dry completely- It could take anywhere from 20-40 minutes per coat, depending on humidity, wind, air-conditioned room, etc.

Step 11: For second and more coats, repeat steps 9 and 10. Apply subsequent coats in the cross direction of prior coats to ensure a better finish. Apply to 100% solids (if finish has 25% solids, four coats, 20% solids, 5 coats).

Step 12: Let the floor dry. Keep foot traffic off floor for at least 3 to 4 hours.

b. Finishing

- i. Remove all protection from fixtures and finishes. Haul all debris off site and remove all tools and materials from the site after inspection from Preservation Specialist, Store Leader, or designated Apple representative.
- ii. If Store Leader (manager) is present at the completion of Work, walk through completed work and have the Preservation Store Leader close out the Work Order. **THE STORE IS NOT TO SIGN OUT THE WORK ORDER PRIOR TO THE COMPLETION OF THE WORK.**
- iii. Take photos of the completed Work. Take the same 10 photos that were taken prior to the start of Work, so that the sets will be exact before and after images of each area.

RETAIL PRESERVATION

Periodic Cleaning Work Specification



Date	8/13/12
Vendor Category	Flooring - Carpeting
Service Description	Extraction Cleaning
Service Outline	Extraction Cleaning is a periodic service for the cleaning of carpeting within theatre environments, briefing rooms and other carpeted areas of the store as required.

1. ON-SITE PREPARATION

d. Arrival And Check-In

- i. Upon arrival at store, check-in using Apple's designated work order management's interactive voice response "IVR" system.
- ii. Check in with Store Leader/Preservation Specialist and confirm the following:
 1. The store has scheduled security if required for this Work.
 2. Review the schedule of Work.
 3. Confirm timing of tool, equipment and materials delivery. Identify staging area within the store.
- iii. Check-in with mall security as required; adhere to all mall requirements.

b. Protection Of Surfaces

- i. Splash:
 1. Provide splash protection from finish and floor machines as may be necessary.
- ii. Finish and bumper protection:
 1. Provide air movement and capture as recommended by manufacturers, and to sufficiently dry carpets by the start of business the day following the completion of services.
- iii. Dust/Vapors/VOC management:
 1. Provide air movement and capture as recommended by manufacturers and as may be required by mall and local government to prevent the movement of vapors throughout the mall and to remove organic VOC's from the space by 6:00 a.m. the day following the start of services.
 2. Confirm and execute any requirements to put mall air systems or fire system on "test" before the performance of the work.

c. Pre-Construction Photos

- i. After ALL protection has been installed, as directed, Supplier is to take pre-construction photos of the area of Work showing both the installed protection and the condition of the surface or area of Work. Photos are to include a mixture of close-up and far away photos to capture detail, and show overall conditions.

2. EXECUTION

a. Products

- i. Apple approved products:
 1. Shaw R2X Stain and Soil Remover.
 2. Carpet Extraction Cleaner - All products and equipment must have achieved Gold Level Performance as certified under the Carpet and Rug Institute's Seal of Approval program.
- ii. Use ONLY Apple approved products for this service.

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- iii. Do not to leave extra materials at the store between periodic scheduled services.

b. Protection Of Surfaces

- i. Contractor shall clean all carpets with commercial cleaning equipment using truck-mounted external extraction methods, and with chemicals that will not harm the appearance or performance of carpeting, but will remove dirt, stains and traffic wear within the carpets.

c. Finishing

- i. Remove all protection from fixtures and finishes.
- ii. Remove all tools and materials from the site after inspection from Preservation Specialist, Store Leader, or designated Apple representative.
- iii. If the Store Leader/Preservation Specialist is present at the completion of Work, walk through completed work and have the Store Leader/Preservation Specialist close out the Work Order. **THE STORE IS NOT TO SIGN OUT THE WORK ORDER PRIOR TO THE COMPLETION OF THE WORK.**
- iv. Take photos of the completed Work. Take the same photos that were taken prior to the start of Work, so that the sets will be exact before and after images of each area.



Date	9/15/16
Vendor Category	Flooring - Ceramic Tile
Service Description	Ceramic Tile Cleaning, Grout Cleaning and Impregnating
Service Outline	Ceramic Tile Cleaning, Grout Cleaning and Impregnating are period services for the restoration of the floor and baseboard tile and grout in the restrooms and janitors closets. The services are incrementally proposed/outlined, depending upon the level of deterioration exhibited and work required to bring the restrooms back to like-new condition.

1. ON-SITE PREPARATION

a. Arrival And Check-In

- i. Upon arrival at store, check-in using Apple's designated work order management's interactive voice response "IVR" system.
- ii. Check in with Store Leader/Preservation Specialist and confirm the following:
 1. The store has scheduled security if required for this Work.
 2. Review the schedule of Work.
 3. Confirm timing of tool, equipment and materials delivery. Identify staging area within the store.
- iii. Check-in with mall security as required; adhere to all mall requirements.

b. Protection Of Surfaces

- i. Finish and bumper protection:
 1. Provide splash protection at walls, door bottoms within tiled areas.
- ii. Vapors/VOC management:
 1. Provide air movement and capture as recommended by manufacturers, and to sufficiently dry carpets by the start of business the day following the completion of services.
 2. CLEAN OUT JANITORS CLOSET.

c. Pre-Construction Photos

- i. After ALL protection has been installed, as directed, supplier is to take pre-construction photos of the area of Work showing both the installed protection and the condition of the surface or area of Work. Photos are to include a mixture of close-up and far away photos to capture detail, and show overall conditions.

2. EXECUTION

a. Products For Daily Cleaning

- i. Apple approved products for daily cleaning:
 1. Ecolab Maxx Indur 2 (Order #9064260)
- ii. Use ONLY Apple approved products for this service.
- iii. Do not to leave extra materials at the store between periodic scheduled services.



b. Procedures For Daily Cleaning

- Step 1: Position wet floor signs. Put on proper safety equipment.
- Step 2: Remove all accumulated soil from the floor surface.
- Step 3: Mix cleaning solution in the mop bucket using appropriate dilution rate per gallon of water.
- Step 4: Use a synthetic mop with cleaning solution.
- Step 5: Partially wring out mop and apply cleaning solution to approximately 10' by 10' area of floor surface. Thoroughly wring out mop in bucket and pick up excess solution.
- Step 6: Deck brush grout lines, if necessary.
- Step 7: Repeat steps 4-5 until the entire floor area has been cleaned.
- Step 8: Thoroughly clean and store all equipment after use.
- Step 9: Remove wet floor signs.

c. Products For Deep Cleaning

- i. Apple approved products for daily cleaning:
 - 1. **Ecolab Maxx Magic2(Order #9007250)**
- ii. Use ONLY Apple approved products for this service.
- iii. Do not to leave extra materials at the store between periodic scheduled services.

d. Procedures For Deep Cleaning

- Step 1: Position wet floor signs. Put on proper safety equipment.
- Step 2: Apply Pinnacle® Intensive Tile Cleaner to the floor at the proper dilution with lukewarm water using a mop and bucket.
- Step 3: Allow to dwell on floor for 6 to 10 minutes.
- Step 4: Scrub well into grout lines
- Step 5: Remove solution with wet vacuum or mop and bucket.
- Step 6: Rinse with a fresh water solution.
- Step 7: Thoroughly clean and store all equipment and pads after use.
- Step 8: Remove wet floor signs.

e. Products For Grout Line Impregnation

- I. Apple approved products for daily cleaning:
 - A. **Ecolab Pinnacle Grout Line Impregnator (Order #62700162)**
- II. Use ONLY Apple approved products for this service.
- III. Do not to leave extra materials at the store between periodic scheduled services.

f. Procedures For Grout Line Impregnation

- Step 1: Position wet floor signs. Put on proper safety equipment.
- Step 2: Apply Pinnacle Grout Line Impregnator to grout lines with roller or sprayer.
- Step 3: Work product into grout lines with deck brush.
- Step 4: Let sit 10 minutes to absorb into grout.
- Step 5: Squeegee excess product from tiles and grout lines, crossing the tiles on a diagonal.
- Step 6: Remove excess product with a cotton towel.
- Step 7: Allow 6 – 8 hours to dry thoroughly before allowing foot traffic.

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Step 8: Thoroughly clean and store all equipment after use.

Step 9: Remove wet floor signs.

g. Finishing

- i. Remove all protection from fixtures and finishes. Haul all debris off site. Remove all tools and materials from the site after inspection from Preservation Specialist, Store Leader, or designated Apple representative.
- ii. If the Store Leader/Preservation Specialist is present at the completion of Work, walk through completed work and have the Store Leader/Preservation Specialist close out the Work Order. **THE STORE IS NOT TO SIGN OUT THE WORK ORDER PRIOR TO THE COMPLETION OF THE WORK.**
- iii. Take photos of the completed Work. Take the same photos that were taken prior to the start of Work, so that the sets will be exact before and after images of each area.

RETAIL PRESERVATION

Periodic Cleaning Work Specification



Date	9/15/16
Vendor Category	Flooring - VCT
Service Description	Scrub and Recoat
Service Outline	Scrub and Recoat is a periodic service to clean and refresh the VCT in the employee BOH areas of the store. It includes the cleaning of the VCT, followed by an application of a single coat of floor finish. MAXX Matte Durable Floor Finish - 1 coat; Matte Floor Finish - 3 coats.

1. ON-SITE PREPARATION

a. Arrival And Check-In

- i. Upon arrival at store, check-in using Apple's designated work order management's interactive voice response "IVR" system.
- ii. Check in with Store Leader/Preservation Specialist and confirm the following:
 1. The store has scheduled security as required for this Work.
 2. Review the schedule of Work: including start of work, duration of the work, required allocation of time prior to store opening for the store team to perform a re-set of the stock room, rear corridors, break room, genius room and management offices.
 3. If the work is to take place over multiple nights, discuss sequencing/areas for each night with the Store Leader.
 4. Confirm timing of tool, equipment and materials
 5. delivery. Identify staging area within the store.
 6. The store has moved all product and shelving from the bottom of high density storage racking, and has moved all furniture to areas NOT covered by VCT. **IF THE STORE HAS MOVED FURNISHINGS INTO THE HIGH DENSITY SHELVING, HAVE THEM MOVE IT TO THE SALES FLOOR. HIGH DENSITY SHELVING MUST BE CLEARED FOR A SCRUB AND RECOAT.**
- iii. Check-in with mall security as required; adhere to all mall requirements.

b. Protection Of Surfaces

- i. Protection/relocation/staging of fixtures, finishes and product:
 1. Mask off all secured fixtures and equipment (work stations, secured shelving, high density shelving, file cabinets, safes, etc.) wraps, using blue painters tape and plastic that extends up sides of fixtures at least 24" above floor level. Cardboard held in place with duct tape may be used to create equipment staging areas on flooring adjacent to work area.
- ii. Finish and bumper protection:
 1. Provide splash protection from finish and floor machines at all walls, baseboards, door bottoms.
 2. All floor machines **MUST** have bumper protection around the perimeter of scrubbing pads to prevent damage to walls, doors and fixtures.
- iii. Dust/Vapors/VOC management:
 1. Provide air movement and capture as recommended by manufacturers and as may be required by mall and local government to prevent the movement of vapors throughout the mall and to remove organic VOC's from the space by 6:00 a.m. the day following the start of services.
 2. Confirm and execute any requirements to put mall air systems or fire system on "test" before the performance of the work.



c. Pre-Construction Photos

- i. After ALL protection has been installed, as directed, Supplier is to take pre-construction photos of the area of Work showing both the installed protection and the condition of the surface or area of Work. Photos are to include a mixture of close-up and far away photos to capture detail, and show overall conditions.

2. EXECUTION

a. Products

- i. Apple approved products:
 1. Ecolab Satin Star – Order #3019780
 - 2.. Ecolab Maxx Forte2 - Order #9084360
 3. Ecolab Maxx Into C2 - Order #9084540
 4. Ecolab Baseboard Stripper – Order #????
- ii. Use ONLY Apple approved products for this service.
- iii. Do not to leave extra materials at the store between periodic scheduled services.

b. Procedures

Step 1: Vacuum thoroughly or sweep well corners and edges- make sure to pick up all dust, hair, dry soil, debris, etc.

Step 2: Dispense neutral cleaner into a mop bucket per the manufacturer's instructions. Apply generous amount of neutral cleaner solution to the floor using a mop. Allow the neutral cleaner to sit for 3-5 minutes.

Step 3: Scrub the floor with a standard speed floor machine and 3M Blue scrubbing pad (3M item #5300). If the blue pad is not adequately remove embedded soil, the provider should use the 3M Surface Prep Pad (3M item #SPP 12). Hand scrub borders, edges, corners and other hard to reach areas with a doodle bug pad (e.g., 3M Blue Doodlebug Pad item #8242). Make a minimum of 4-6 passes at each area.

NOTE: Be careful not to cut into the bare tile. Replace only those coats removed during the scrubbing process to prevent excessive buildup of finish.

Step 4: Remove residual scrubbing solution using a wet-vac..

Step 5: Thoroughly rinse the floor with clean water and a clean mop. Wipe-down baseboards. Damp mop backwards, covering your tracks.

Step 6: Dispense floor finish into a lined bucket, without allowing foaming of solution.

Step 7: Saturate mop with solution and wring out mop.

Step 8: On the first pass, outline the area that will be covered with the mop.

Step 9: Apply finish in a "figure 8" motion, filling in the outlined area. **DO NOT APPLY FINISH TO BASEBOARDS, WALL BOARDS, DOOR BOTTOMS OR THE BASES OF ANY FIXTURES OR EQUIPMENT.**

Step 10: Saturate mop again when it feels dry.

Step 11: Allow 30-45 minutes of drying time between coats of finish to let each coat dry completely.

Step 12: Apply 3 coats

Step 13: Discard bucket liner and leftover finish. Never mix leftover finish with new finish.

Step 14: Let the floor dry. Note: Use portable fans- making sure not to face up too high to blow down dust from the ceiling or other areas. Use low to medium speed and let the floor dry completely before applying finish.

Step 15: Keep foot traffic off floor for at least 3 to 4 hours.



c.Finishing

- i. Remove all protection from fixtures and finishes. Haul all debris off site. Remove all tools and materials from the site after inspection from Preservation Specialist, Store Leader, or designated Apple representative.
- ii. If the Store Leader/Preservation Specialist is present at the completion of Work, walk through completed work and have the Store Leader/Preservation Specialist close out the Work Order. **THE STORE IS NOT TO SIGN OUT THE WORK ORDER PRIOR TO THE COMPLETION OF THE WORK.**
- iii. Take photos of the completed Work. Take the same photos that were taken prior to the start of Work, so that the sets will be exact before and after images of each area.

RETAIL PRESERVATION

Periodic Cleaning Work Specification



Date	8/13/12
Vendor Category	Flooring - Stone
Service Description	Heavy Clean
Service Outline	Heavy Clean is a periodic service to maintain the stone floors within the sales area and customer areas of the store environment. The frequency of Heavy Cleans falls between daily maintenance of the floors and the less frequent Restoration service. Heavy Cleans require the moving of tables to access the full floor area, but not the removal of product from the tables.

1. ON-SITE PREPARATION

a. Arrival And Check-In

- i. Upon arrival at store, check-in using Apple's designated work order management's interactive voice response "IVR" system.
- ii. Check in with Store Leader/Preservation Specialist and confirm the following:
 1. The store has scheduled security as required for this Work.
 2. The store has moved all product, displays, personal possessions as may be required for the execution of the Work.
 3. Review the schedule of Work: including start time and duration. Allocate time prior to store opening that may be required for the store team to perform a re-set of the sales area product, fixtures and displays.
 4. Confirm timing of tool, equipment and materials delivery. Identify staging area within store.
- iii. Check-in with mall security as required; adhere to all mall requirements.

b. Protection Of Surfaces

- i. Protection/relocation/staging of fixtures, finishes and product:
 1. Bag all table legs with plastic bags. Bags are to extend at least 16" up each table leg.
 2. Mask off all secured fixtures (genius bar, start-up bars, cash wraps, other fixtures using blue painters tape and plastic that extends up sides of fixtures at least 24" above floor level.
 3. Remove bottom shelves from third party shelving area after store team removes product.
 4. Set all stools on top of fixtures and tables, TOP SIDE DOWN. Do not set stools with bottom feet on top of store fixtures.
- ii. Water, bumper and dust protection:
 1. Provide bumper protection at all baseboards, fixture legs, fixture faces, stainless steel paneling to 12" above floor level throughout the work area.
 2. Mask off and protect storefront stainless and glass from splashes and impact of floor machines. **THIS STEP IS CRITICAL IF APPLYING SALTGUARD WB.**
 3. Provide protection from at all power and data outlets below fixtures.

c. Pre-Construction Photos

- i. After ALL protection has been installed, as directed, Supplier is to take pre-construction photos of the area of Work showing both the installed protection and the condition of the surface or area of Work. Photos are to include a mixture of close-up and far away photos to capture detail, and show overall conditions.



2. EXECUTION

a. Products

- i. Apple approved products:
 - 1. DuPont KlenzAll Cleaner
 - 2. DuPont Revitalizer Cleaner
 - 3. Stearns Concept 915 (as applicable)
 - 4. Consolideck Saltguard WB (as applicable)
- ii. Use ONLY Apple approved products for this service.
- iii. Use of store supplies for this trade/service description is strictly prohibited.
- iv. Do not leave extra materials at the store between periodic scheduled services.

b. Procedures

- Step 1: Sweep or vacuum all dust, dirt and debris.
- Step 2: Mask off all fixtures and finishes defined in on-site preparation.
- Step 3: Remove any gum, deep stains or other surface defects using scrapers, solvents and spot application of Revitalizer Cleaner as described in Stone Floors – Daily Cleaning WS (create link)
- Step 4: Mix 1 part KlenzAll Cleaner with 4 parts warm water in a mop bucket. Apply mixed solution liberally with a mop or sponge applicator. Avoid applying cleaner on unintended surfaces.
- Step 5: Scrub floor using a 175-RPM weighted auto-scrubber.
- Step 6: Vacuum up any residual water after the scrubbing using a wet-vac or external extractor.
- Step 7: Mop the floor again using a mix of 1 part Klenzall Cleaner and 32 parts warm water as an acid neutralizing cleaner. Allow floor to dry completely.
- Step 8: In cold-weather climates, apply Saltguard WB per Stone – Cold Weather WS (create link).
- Step 9: Stay off of floor for as long as possible before resetting fixtures for business the following day.

c. Finishing

- i. Remove all protection from fixtures and finishes. Re- set all tables, fixtures and stools. Haul all debris from the site after inspection from Preservation Specialist, Store Leader, or designated Apple representative.
- ii. Remove all tools and materials from the site.
- iii. If the Store Leader/Preservation Specialist present at the completion of Work, walk through completed work and have the Store Leader/Preservation Specialist close out the Work Order, or have Store Leader/Preservation Specialist note multiple night work. **THE STORE IS NOT TO SIGN OUT THE WORK ORDER PRIOR TO THE COMPLETION OF THE WORK.**
- iv. Take photos of the completed Work. Take the same photos that were taken prior to the start of Work, so that the sets will be exact before and after images of each area.

RETAIL PRESERVATION

Periodic Cleaning Work Specification



Date	8/13/12
Vendor Category	Flooring - Stone
Service Description	Honing
Service Outline	Honing of the stone flooring is a periodic service intended to restore the stone floors after a long period of wear. Honing can be requested to address excessive traffic/wear patterns, uneven stone edges or to address differences between old and new stone installs as a result of a remodel or repair. Honing necessitates the moving of tables, and will typically take several overnights, depending upon the size of the sales area.

1. ON-SITE PREPARATION

a. Arrival And Check-In

- i. Upon arrival at store, check-in using Apple's designated work order management's interactive voice response "IVR" system.
- ii. Check in with Store Leader/Preservation Specialist and confirm the following:
 1. The store has scheduled security as required for this Work.
 2. The store has moved all product, displays, personal possessions as may be required for the execution of the Work.
 3. Review the schedule of Work: including start time and duration. Allocate time prior to store opening that may be required for the store team to perform a re-set of the sales area product, fixtures and displays.
 4. Confirm timing of tool, equipment and materials delivery. Identify staging area within store.
- iii. Check-in with mall security as required; adhere to all mall requirements.

b. Protection Of Surfaces

- i. Protection/relocation/staging of fixtures, finishes and product:
 1. Mask off all secured fixtures (genius bar, start-up bars, cash wraps, other fixtures using blue painters tape and plastic that extends up sides of fixtures at least 24" above floor level.
 2. Remove bottom shelves from third party shelving area after store team removes product (this applies to vintage C stores only)
 3. Set all stools on top of fixtures and tables, TOP SIDE DOWN. Do not set stools with bottom feet on top of store fixtures.
- ii. Water, bumper and dust protection:
 1. Provide bumper protection at all baseboards, fixture legs, fixture faces, stainless steel wall paneling to 12" above floor level throughout the work area.
 2. Mask off and protect storefront stainless and glass from splashes and impact of floor machines. **THIS STEP IS CRITICAL IF APPLYING SALTGUARD WB.**
 3. Remove trims from all power and data outlets below fixtures. Mask to provide water and dust protection at outlets.
- iii. Vapors/VOC management:
 1. Provide air movement and capture as recommended by manufacturers and as may be required by mall and local government to prevent the movement of vapors throughout the mall and to remove organic VOC's from the space by 6:00 a.m. the day following the start of services.
 2. Confirm and execute any requirements to put mall air systems or fire system on "test" before the performance of the work.



c. Pre-Construction Photos

- i. After ALL protection has been installed, as directed, Supplier is to take pre-construction photos of the area of Work showing both the installed protection and the condition of the surface or area of Work. Photos are to include a mixture of close-up and far away photos to capture detail, and show overall conditions.

2. EXECUTION

a. Products

- i. Apple approved products:
 - 1. DuPont Revitalizer Cleaner
 - 2. DuPont Stonetech BulletProof Sealers
 - 3. Dupont Honing powders – 150 grit
 - 4. Stearns Concept 915 (as applicable)
 - 5. Consolideck Saltguard WB (as applicable)
- ii. Use ONLY Apple approved products for this service.
- iii. Use of store supplies for this trade/service description is strictly prohibited.
- iv. Do not leave extra materials at the store between periodic scheduled services.

b. Procedures

- Step 1: Sweep or vacuum all dust, dirt and debris.
- Step 2: Mask off all fixtures and finishes as defined in on-site preparation.
- Step 3: Remove any gum, deep stains or other surface defects using scrapers, solvents and spot application of Revitalizer Cleaner as described in Stone Floors – Daily Cleaning WS (create link)
- Step 4: Grind floors using Lavina 25 Pro grinding machines with diamond honing pads. Grid in three passes, using 50 grit, 100 grit and 200 grit pads in succession. At each pass, change the direction of the grinding machine to reduce the potential for striping on the stone floors. Detail grind edges using Lavina 7 grinding machines, and , doorways, depressions and inside corners using Fein Multitools, or small grinding wheels.
- Step 5: Vacuum up any residual dust left over from the grinding.
- Step 6: Mop floors using a mix of 1 part Revitalizer cleaner and 32 parts water. Spread 150 grit Honing Powder into the Cleaner/Water at an application rate of 1,000 square feet per pound. Scrub floor using a 175 RPM weighted floor machine.
- Step 7: Vacuum up any residual water after the scrubbing using a wet-vac or external extractor.
- Step 8: Mop the floor again using a mix of 1 part Klenzall Cleaner and 32 parts warm water as an acid neutralizing cleaner. Allow floor to dry completely.
- Step 9: When floor is completely dry, apply an even coat of BulletProof Sealer using an applicator pad or brush. **DO NOT APPLY WITH A SPRAYER.** Allow the sealer to penetrate the surface for 15-30 minutes. During this time, distribute sealer over entire area to ensure even penetration. Remove excess sealer by wiping entire surface thoroughly with clean, dry towels. A second coat may be needed for porous, absorbent surfaces and should be applied 30-40 minutes after initial application as directed above. 15-30 minutes after final application, wipe entire surface with clean dry towels to remove any excess sealer. To remove residue, agitate with a white nylon pad and dry thoroughly with clean, dry towels.
- Step 10: In cold-weather climates, apply Saltguard WB per Stone – Cold Weather WS (create link).
- Step 11: Stay off of floor for as long as possible before resetting fixtures for business the following day.



c. Finishing

- i. Remove all protection from fixtures and finishes. Re- set all tables, fixtures and stools. Haul all debris from the site after inspection from Preservation Specialist, Store Leader, or designated Apple representative.
- ii. Remove all tools and materials from the site.
- iii. If the Store Leader/Preservation Specialist is present at the completion of Work, walk through completed work and have the Store Leader close out the Work Order, or have Store Leader/Preservation Specialist note multiple night work. **THE STORE IS NOT TO SIGN OUT THE WORK ORDER PRIOR TO THE COMPLETION OF THE WORK.**
- iv. Take photos of the completed Work. Take the same photos that were taken prior to the start of Work, so that the sets will be exact before and after images of each area.

RETAIL PRESERVATION

Periodic Cleaning Work Specification



Date	8/13/12
Vendor Category	Flooring - Stone
Service Description	Restoration
Service Outline	Restoration of the stone flooring is a periodic service intended to “refresh” the stone floors at longer intervals than the Heavy Clean, when the floor has reached a point where dirt and stains cannot be removed with regular scrubbing. Restorations involve moving the tables, and can take several overnights, depending upon the size of the sales area.

1. ON-SITE PREPARATION

a. Arrival And Check-In

- i. Upon arrival at store, check-in using Apple’s designated work order management’s interactive voice response “IVR” system.
- ii. Check in with Store Leader/Preservation Specialist and confirm the following:
 1. The store has scheduled security as required for this Work.
 2. The store has moved all product, displays, personal possessions as may be required for the execution of the Work.
 3. Review the schedule of Work: including start time and duration. Allocate time prior to store opening that may be required for the store team to perform a re-set of the sales area product, fixtures and displays.
 4. Confirm timing of tool, equipment and materials delivery. Identify staging area within store.
- iii. Check-in with mall security as required; adhere to all mall requirements.

b. Protection Of Surfaces

- i. Protection/relocation/staging of fixtures, finishes and product:
 1. Bag all table legs with plastic bags. Bags are to extend at least 16” up each table leg.
 2. Mask off all secured fixtures (genius bar, start-up bars, cash wraps, other fixtures using blue painters tape and plastic that extends up sides of fixtures at least 24” above floor level.
 3. Remove bottom shelves from third party shelving area after store team removes product.
 4. Set all stools on top of fixtures and tables, **TOP SIDE DOWN**. Do not set stools with bottom feet on top of store fixtures.
- ii. Water, bumper and dust protection:
 1. Provide bumper protection at all baseboards, fixture legs, fixture faces, stainless steel paneling to 12” above floor level throughout the work area.
 2. Mask off and protect storefront stainless and glass from splashes and impact of floor machines. **THIS STEP IS CRITICAL IF APPLYING SALTGUARD WB.**
 3. Provide protection from at all power and data outlets below fixtures.
- iii. Vapors/VOC management:
 1. Provide air movement and capture as recommended by manufacturers and as may be required by mall and local government to prevent the movement of vapors throughout the mall and to remove organic VOC’s from the space by 6:00 a.m. the day following the start of services.
 2. Confirm and execute any requirements to put mall air systems or fire system on “test” before the performance of the work.



c. Pre-Construction Photos

- i. After ALL protection has been installed, as directed, Supplier is to take pre-construction photos of the area of Work showing both the installed protection and the condition of the surface or area of Work. Photos are to include a mixture of close-up and far away photos to capture detail, and show overall conditions.

2. EXECUTION

a. Products

- i. Apple approved products:
 1. DuPont KlenzAll Cleaner
 2. DuPont Revitalizer Cleaner
 3. DuPont Stonetech Honing Powders
 4. DuPont Stonetech BulletProof Sealers
 5. Stearns Concept 915 (as applicable)
 6. Consolideck Saltguard WB (as applicable)
- ii. Use ONLY Apple approved products for this service.
- iii. Use of store supplies for this trade/service description is strictly prohibited.
- iv. Do not leave extra materials at the store between periodic scheduled services.

b. Procedures

- Step 1: Sweep or vacuum all dust, dirt and debris.
- Step 2: Mask off all fixtures and finishes as defined in on-site preparation.
- Step 3: Remove any gum, deep stains or other surface defects using scrapers, solvents and spot application of Revitalizer Cleaner as described in Stone Floors – Daily Cleaning WS.
- Step 4: Mix 1 part KlenzAll Cleaner with 4 parts warm water in a mop bucket. Apply mixed solution liberally with a mop or sponge applicator. Avoid applying cleaner on unintended surfaces.
- Step 5: Apply approximately ½ cup (600 grit) Honing Powder into the Klenzall Cleaner/Water at an application rate of 1,000 square feet per pound. Scrub floor using a 175 RPM weighted floor machine.
- Step 6: Vacuum up any residual water after the scrubbing using a wet-vac or external extractor.
- Step 7: Mop the floor again using a mix of 1 part Klenzall Cleaner and 32 parts warm water as an acid neutralizing cleaner. Allow floor to dry completely.
- Step 8: When floor is completely dry, apply an even coat of BulletProof Sealer using an applicator pad or brush. **DO NOT APPLY WITH A SPRAYER.** Allow the sealer to penetrate the surface for 15-30 minutes. During this time, distribute sealer over entire area to ensure even penetration. Remove excess sealer by wiping entire surface thoroughly with clean, dry towels. A second coat may be needed for porous, absorbent surfaces and should be applied 30-40 minutes after initial application as directed above. 15-30 minutes after final application, wipe entire surface with clean dry towels to remove any excess sealer. To remove residue, agitate with a white nylon pad and dry thoroughly with clean, dry towels.
- Step 9: In cold-weather climates, apply Saltguard WB per Stone – Cold Weather WS (create link).
- Step 10: Stay off of floor for as long as possible before resetting fixtures for business the following day.



c. Finishing

- i. Remove all protection from fixtures and finishes. Re- set all tables, fixtures and stools. Haul all debris from the site after inspection from Preservation Specialist, Store Leader, or designated Apple representative.
- ii. Remove all tools and materials from the site.
- iii. If the Store Leader/Preservation Specialist is present at the completion of Work, walk through completed work and have the Store Leader/Preservation Specialist close out the Work Order, or have Store Leader/Preservation Specialist note multiple night work. THE STORE IS NOT TO SIGN OUT THE WORK ORDER PRIOR TO THE COMPLETION OF THE WORK.
- iv. Take photos of the completed Work. Take the same photos that were taken prior to the start of Work, so that the sets will be exact before and after images of each area.



Date	8/13/12
Vendor Category	Flooring - Stone
Service Description	Winter Care
Service Outline	Winter Care is a periodic service intended to maintain the stone floors in cold climates, during winter months, when ice melts are used on sidewalks and exterior walkways in front of the store. It includes the main traffic areas only (no moving of tables). First, ice melt remover is used to suspend and remove salt and chloride residues. This is followed by an application of Saltguard WB, a sealer that protects the stone against salt intrusion from foot traffic.

1. ON-SITE PREPARATION

a. Arrival And Check-In

- i. Upon arrival at store, check-in using Apple's designated work order management's interactive voice response "IVR" system.
- ii. Check in with Store Leader/Preservation Specialist and confirm the following:
 1. The store has scheduled security as required for this Work.
 2. The store has moved all product, displays, personal possessions as may be required for the execution of the Work.
 3. Review the schedule of Work: including start time and duration. Allocate time prior to store opening that may be required for the store team to perform a re-set of the sales area product, fixtures and displays.
 4. Confirm timing of tool, equipment and materials delivery. Identify staging area within store.
- iii. Check-in with mall security as required; adhere to all mall requirements.

b. Protection Of Surfaces

- i. Protection/relocation/staging of fixtures, finishes and product:
 1. Bag all table legs with plastic bags. Bags are to extend at least 16" up each table leg.
 2. Mask off all secured fixtures (genius bar, start-up bars, cash wraps, other fixtures using blue painters tape and plastic that extends up sides of fixtures at least 24" above floor level.
 3. Remove bottom shelves from third party shelving area after store team removes product.
 4. Set all stools on top of fixtures and tables, **TOP SIDE DOWN**. Do not set stools with bottom feet on top of store fixtures.
- ii. Water, bumper and dust protection:
 1. Provide bumper protection at all baseboards, fixture legs, fixture faces, stainless steel paneling to 12" above floor level throughout the work area.
 2. Mask off and protect storefront stainless and glass from splashes and impact of floor machines. **THIS STEP IS CRITICAL IF APPLYING SALTGUARD WB.**
 3. Provide protection from at all power and data outlets below fixtures.

c. Pre-Construction Photos

- i. After ALL protection has been installed, as directed, Supplier is to take pre-construction photos of the area of Work showing both the installed protection and the condition of the surface or area of Work. Photos are to include a mixture of close-up and far away photos to capture detail, and show overall conditions.



2. EXECUTION

a. Products

- i. Apple approved products:
 - 1. DuPont KlenzAll Cleaner
 - 2. DuPont Revitalizer Cleaner
 - 3. Stearns Concept 915 (as applicable)
 - 4. Consolideck Saltguard WB (as applicable)
- ii. Use ONLY Apple approved products for this service.
- iii. Use of store supplies for this trade/service description is strictly prohibited.
- iv. Do not leave extra materials at the store between periodic scheduled services.

b. Procedures

- Step 1: Sweep or vacuum all dust, dirt and debris.
- Step 2: Mask off all fixtures and finishes as defined in on-site preparation.
- Step 3: Remove any gum, deep stains or other surface defects using scrapers, solvents and spot application of Revitalizer Cleaner as described in Stone Floors – Daily Cleaning WS
- Step 4: Mix 1 part KlenzAll Cleaner with 4 parts warm water in a mop bucket. Apply mixed solution liberally with a mop or sponge applicator. Avoid applying cleaner on unintended surfaces.
- Step 5: Scrub floor using a 175-RPM weighted auto-scrubber.
- Step 6: Vacuum up any residual water after the scrubbing using a wet-vac or external extractor.
- Step 7: Mop the floor again using a mix of 1 part Klenzall Cleaner and 32 parts warm water as an acid neutralizing cleaner. Allow floor to dry completely.
- Step 8: In cold-weather climates, apply Saltguard WB per Stone – Cold Weather WS ([create link](#)).
- Step 9: Stay off of floor for as long as possible before resetting fixtures for business the following day.

c. Finishing

- i. Remove all protection from fixtures and finishes. Re- set all stools. Remove all tools and materials from the site after inspection from Preservation Specialist, Store Leader, or designated Apple representative.
- ii. If the Store Leader/Preservation Specialist present at the completion of Work, walk through completed work and have the Store Leader/Preservation Specialist close out the Work Order, or have Store Leader/Preservation Specialist note multiple night work. **THE STORE IS NOT TO SIGN OUT THE WORK ORDER PRIOR TO THE COMPLETION OF THE WORK.**
- iii. Take photos of the completed Work. Take the same photos that were taken prior to the start of Work, so that the sets will be exact before and after images of each area.



Date	8/13/12
Vendor Category	Flooring - Wood
Service Description	Wood Floor Daily Cleaning
Service Outline	Wood Floor Daily Cleaning is provided within the Daily Janitorial services. It is intended to provide a thorough cleaning of the wood flooring on a daily basis and must be followed. Wood floors are NOT to be wet mopped.

1. ON-SITE PREPARATION

a. Arrival And Check-In

- i. Upon arrival at store, check-in using Apple's designated work order management's interactive voice response "IVR" system.
- ii. Check in with Store Leader/Preservation Specialist and confirm the following:
 1. The store has scheduled security as required for this Work.
 2. The store has moved all product, displays, personal possessions as may be required for the execution of the Work.
 3. Review the schedule of Work: including start time and duration. Allocate time prior to store opening that may be required for the store team to perform a re-set of the sales area product, fixtures and displays.
 4. Confirm timing of tool, equipment and materials delivery. Identify staging area within store.
- iii. Check-in with mall security as required; adhere to all mall requirements.

b. Protection Of Surfaces

- i. Protection/relocation/staging of fixtures, finishes and product:
 1. Remove bottom shelves from third party shelving area after store team removes product.
 2. Set all stools on top of fixtures and tables, TOP SIDE DOWN. Do not set stools with bottom feet on top of store fixtures.

c. Pre-Construction Photos

- i. After ALL protection has been installed, as directed, Supplier is to take pre-construction photos of the area of Work showing both the installed protection and the condition of the surface or area of Work. Photos are to include a mixture of close-up and far away photos to capture detail, and show overall conditions.

2. EXECUTION

a. Products

- i. Apple approved products:
 1. Basic Coatings Squeaky Cleaner.
- ii. Use ONLY Apple approved products for this service.
- iii. Use of store supplies for this trade/service description is strictly prohibited.
- iv. Do not leave extra materials at the store between periodic scheduled services.



b. Procedures

- Step 1: Sweep, dust mop or vacuum floor. Remove gum, stickers and other items adhered to the flooring.
- Step 2: Spot-clean spills and soiled spots with "Squeaky Clean" brand cleaning solution, in a spray bottle, and a damp soft cloth. Wipe the area dry with a soft clean cloth.
- Step 3: Use a clean container and mix one part Squeaky Clean to four parts lukewarm water (never use hot water).
- Step 4: Soak several large bath towels in diluted Squeaky solution. Wring them out until damp, but not soaked or dripping. Fold towel in half and place on floor. Invert a push broom, bristle side up and lay in center of dampened towel, folding front half of towel over bristles.
- Step 5: Starting at a wall, proceed by pushing broom/towel down entire length of floor. Make a turn when approaching end of floor or at wall (careful not to lift towel). Slightly overlap each pass and continue making additional passes until the entire floor has been covered. Push broom/towel around edge of floor to cover turns. When necessary, turn towel over to a clean side to prevent re-depositing of dirt and proceed with cleaning. Continue process until clean towel run over area no longer picks up dirt. All four sides of the towel can be used. Large bath towels generally cover up to 500 square feet.
- Step 6: Dedicate these towels/covers for wood floor cleaning only as this will help prevent accidental contamination with oils, waxes, etc. Never use fabric softener when laundering your towels/covers. Allow floor to dry before opening to traffic.

c. Finishing

- i. Remove all protection from fixtures and finishes. Re- set all tables, fixtures and stools. Haul all debris from the site after inspection from Preservation Specialist, Store Leader, or designated Apple representative.
- ii. Remove all tools and materials from the site.
- iii. If the Store Leader/Preservation Specialist is present at the completion of Work, walk through completed work and have the Store Leader/Preservation Specialist close out the Work Order. **THE STORE IS NOT TO SIGN OUT THE WORK ORDER PRIOR TO THE COMPLETION OF THE WORK.**
- iv. Take photos of the completed Work. Take the same photos that were taken prior to the start of Work, so that the sets will be exact before and after images of each area.



Date	8/13/12
Vendor Category	Flooring - Wood
Service Description	Sand and Refinish
Service Outline	Sand and Refinish is the least frequent of the periodic services for wood floors. It is performed when repairs to or replacements of flooring are necessary, and when Tykote refinishes are ineffective. Sand and Refinish services can be performed only when sufficient flooring thickness is left from previous refinish jobs. Sand and Recoats necessitate the removal of product from tables and the re-setting of tables at the end of service.

1. ON-SITE PREPARATION

a. Arrival And Check-In

- i. Upon arrival at store, check-in using Apple's designated work order management's interactive voice response "IVR" system.
- ii. Check in with Store Leader/Preservation Specialist and confirm the following:
 1. The store has scheduled security as required for this Work.
 2. The store has moved all product, displays, personal possessions as may be required for the execution of the Work.
 3. Review the schedule of Work: including start of work, duration of the work, required allocation of time prior to store opening for the store team to perform a re-set of the sales area product, fixtures and displays.
 4. If the work is to take place over multiple nights, discuss sequencing/areas for each night with the Store Leader.
 5. Confirm timing of tool, equipment and materials delivery. Identify staging area within the store.
- iii. Check-in with mall security as required; adhere to all mall requirements.

b. Protection Of Surfaces

- i. Protection/relocation/staging of fixtures, finishes and product:
 1. Mask off all secured fixtures (genius bar, start-up bars, cash wraps, other fixtures using blue painters tape and plastic that extends up sides of fixtures at least 24" above floor level.
 2. Remove bottom shelves from third party shelving area after store team removes product. Tape off all other shelving with plastic dust protection.
 3. Set all stools on top of fixtures and tables, **TOP SIDE DOWN**. Do not set stools with bottom feet on top of store fixtures. Cover all stools with plastic dust protection.
- ii. Finish and bumper protection:
 1. Provide finish and bumper protection at all walls/baseboards, fixture faces to 12" above floor level throughout the wood floor area.
 2. Mask off and protect storefront glass from floor finish splashes and impact of floor machines.
 3. Provide protection from finish and floor machines at all power and data outlets below fixtures and at storefront display tracks.
- iii. Dust/Vapors/VOC management:
 1. Provide air movement and capture as recommended by manufacturers and as may be required by mall and local government to prevent the movement of vapors throughout the mall and to remove organic VOC's from the space by 6:00 a.m. the day following the start of services.
 2. Confirm and execute any requirements to put mall air systems or fire system on "test" before the performance of the work.



3. Provide dust filtration at return air vents, or shut down mechanical systems during the sanding portion of the scope of work to prevent the infiltration of wood dust into the air distribution system.

c. Pre-Construction Photos

- i. After ALL protection has been installed, as directed, Supplier is to take pre-construction photos of the area of Work showing both the installed protection and the condition of the surface or area of Work. Photos are to include a mixture of close-up and far away photos to capture detail, and show overall conditions.

2. EXECUTION

a. Products

- i. Apple approved products:
 1. Basic Coatings Commercial Catalyzed Sealer
 2. Basic Coatings Street Shoe floor finish – Super Matte
- ii. Use ONLY Apple approved products for this service.
- iii. Do not leave extra materials at the store between periodic scheduled services.

b. Procedures

Step 1: Confirm Project Climate Conditions:

- a. Maintain environmental conditions (temperature, humidity, and ventilation) within limits recommended by manufacturer for optimum results. Do not install products under environmental conditions outside manufacturer's limits.

Step 2: Patching:

- a. Remove and replaced damaged flooring as required in heavy wear areas, water damaged areas. The replacement floor must have acclimated in a similar climate to where it is being installed, has a moisture level within 2% of the existing flooring and matches the grain profile of the surrounding materials.

Step 3: Sanding:

- a. Sand and prepare floor using accepted industry association methods. Sand in the direction of the wood grain. For an unstained floor, make your final cut with 100 grit paper and disc/screen to 150 grit. Use a natural fiber Tampico Brush on a buffer and vacuum thoroughly. Tack with a dry Microfiber Mop or cloth to remove dust.

Step 4: Sealer Application – 2 coats:

- a. Always maintain adequate ventilation during all phases of the coating and drying process. Use a stir stick to re-disperse any settlement. Mix sealer with Catalyst per manufacturers instructions. Never use catalyzed material that is over 24 hours old and never mix catalyzed material with uncatalyzed material. Once mixed, set aside for 10 minutes to allow bubbles to break.
- b. Measure moisture content of floor in several areas prior to installation of the sealer to establish a baseline.
- c. Apply sealer using a microfiber pad or applicator at a slight angle and drag it in a "squeegee" or "plowing" type motion to move the puddle from one side of the room to the other. Overlap two inches of last pass and pull parallel passes until entire floor is coated. Brush out all turns, stops, and other applicator marks brushing in the direction.
- d. After sealer levels, place fans in an adjacent area to pull moisture away from the job site.
- e. When each coat has dried a minimum of 2-3 hours, re-measure moisture content. If moisture content is not equal to the first reading, allow more dry time before proceeding to the next coat.



- f. If necessary, abrade between coats to remove debris, hair, drips, etc. or if the 24- hour window between coats has elapsed. Abrade with the pad and strip system using 180-240 grit sanding strips.
- g. Vacuum and tack with the Basic Microfiber Mop in between coats.
- h. Apply second coat in the same manner.

Step 5: Finish Application – 2 coats

- a. Prior to mixing the finish, re- measure moisture content of the floor. If moisture content is not equal to the first reading, allow more dry time before proceeding to the next coat. High humidity and/or low temperature conditions will extend dry time while increased ventilation and airflow will reduce dry time (recommended conditions of 65 to 80 degree F (18 degree C to 27 degree C)/ 40 to 60% relative humidity).
- b. Use a stir stick to re-disperse any settlement. Mix Street Shoe finish and catalyst per manufacturer's instructions.
- c. Hold the applicator at a slight angle and drag it in a "squeegee" or "plowing" type motion to move the puddle from one side of the room to the other. Overlap two inches of last pass and pull parallel passes until the entire floor is coated.
- d. Allow each coat a minimum of 30-45 minutes to level.
- e. After finish levels, place fans in an adjacent area to pull moisture away from the job site.
- f. If necessary, abrade between coats to remove debris, hair, drips, etc. or if the 24-hour window between coats has elapsed. Abrade with the pad and strip system using 180 - 240 grit sanding strips.
- g. Vacuum and tack with the Basic Microfiber Mop in between coats.
- h. Apply second coat in the same manner.
- i. Allow at least 2-3 hours between coats and 1 hour of good ventilation before closing job site.
- j. Keep air moving over floor for several hours.
- k. The floor may be opened to light traffic and furniture replaced after 24 hours dry time, however, it is susceptible to scuffing or marring. Finish will reach full cure in approximately 7 days.

c. Finishing

- i. Remove all protection from fixtures and finishes. Re- set all tables, fixtures and stools. Haul all debris from the site after inspection from Preservation Specialist, Store Leader, or designated Apple representative.
- ii. Remove all tools and materials from the site.
- iii. If the Store Leader/Preservation Specialist is present at the completion of Work, walk through completed work and have the Store Leader/Preservation Specialist close out the Work Order., or have Store Leader/Preservation Specialist note multiple night work. **THE STORE IS NOT TO SIGN OUT THE WORK ORDER PRIOR TO THE COMPLETION OF THE WORK.**
- iv. Take photos of the completed Work. Take the same photos that were taken prior to the start of Work, so that the sets will be exact before and after images of each area.

RETAIL PRESERVATION

Periodic Cleaning Work Specification



Date	9/15/16
Vendor Category	Flooring - Wood
Service Description	Wood Floor Scrub
Service Outline	Wood Floor Scrub is a periodic service intended to provide a deeper cleaning than the Daily Wood Floor Cleaning through the use of an auto-scrubber, and is designed to maintain a clean and new looking floor between less frequent Tykote periodic services.

1. ON-SITE PREPARATION

a. Arrival And Check-In

- i. Upon arrival at store, check-in using Apple's designated work order management's interactive voice response "IVR" system.
- ii. Check in with Store Leader/Preservation Specialist and confirm the following:
 1. The store has scheduled security as required for this Work.
 2. The store has moved all product, displays, personal possessions as may be required for the execution of the Work.
 3. Review the schedule for the Work: including start time and duration.
 4. Confirm timing of tool, equipment and materials delivery. Identify staging area within the store.
- iii. Check-in with mall security as required; adhere to all mall requirements.

b. Protection Of Surfaces

- i. Protection/relocation/staging of fixtures, finishes and product:
 1. Mask off all secured fixtures (genius bar, start-up bars, cash wraps, other fixtures using blue painters tape and plastic that extends up sides of fixtures at least 24" above floor level.
 2. Remove bottom shelves from third party shelving area after store team removes product.
 3. Set all stools on top of fixtures and tables, **TOP SIDE DOWN**. Do not set stools with bottom feet on top of store fixtures.
- ii. Finish and bumper protection:
 1. Provide finish and bumper protection at all walls/baseboards, fixture faces to 12" above floor level throughout the wood floor area.
 2. Mask off and protect storefront glass from splashes and impact of floor machines.
 3. Provide protection from finish and floor machines at all power and data outlets below fixtures and at storefront display tracks.

c. Pre-Construction Photos

- i. After ALL protection has been installed, as directed, Supplier is to take pre-construction photos of the area of Work showing both the installed protection and the condition of the surface or area of Work. Photos are to include a mixture of close-up and far away photos to capture detail, and show overall conditions.



2. EXECUTION

a. Products

- i. Apple approved products
 1. Envirox Evolve 02
- ii. Use only Apple approved products for this service.
- iii. Use of store supplies for this trade/service description is strictly prohibited.
- iv. Do not leave extra materials at the store between periodic scheduled services.

b. Procedures

Step 1: Sweep, dust mop or vacuum floor. Remove any gum, stickers or other items adhered to the floor.

Step 2: Spot-clean spills and soiled spots with Envirox Evolve 02 that has been dispensed into a bucket of clean water. Insert microfiber mop head into bucket and wring out so mop does not drip and is only damp. Damp mop the floor surface. Wipe the area dry with a soft clean cloth.

Step 3: In the auto-scrubber solution tank, mix 1 part Squeaky Clean to 5 parts warm water.

Step 4: Scrub the floor with a small auto-scrubber using the following specs: 175 rpm, red buffing pad, solution on low, vacuum on, and squeegee down.

Step 5: Wipe up any residual water immediately with a mop and a microfiber cleaning pad. Hand clean corners and hard to reach areas using the daily cleaning method (damp towel with Envirox Evolve 02 on a microfiber pad/mop).

Cautions:

- a. If the wood floor is brand new or less than 1 year old, follow the flooring manufacturer's recommendations for cleaning the floor. Be advised that the use of an auto-scrubber on the floor for routine cleaning may jeopardize the floor warranty.
- b. Always use a clean soft dedicated cleaning pad, preferably white or a red burnishing pad. Never use a pad that has been used on other floors.
- c. Thoroughly rinse out the solution tank to remove any unwanted harsh cleaning chemicals.
- d. Auto-scrubbers should never be used until 30 days after a new finish coat has been applied. You may run the risk of scratching the coating before it fully cures.
- e. Try to keep excessive moisture out of the joints of the floor boards. During the winter months, the floor boards shrink and the gaps between them tend to widen. Therefore, always use a good working squeegee. It is possible that excessive amounts of moisture under pressure may result in board crowning or cupping.
- f. The finish may be susceptible to the micro scratches, which can cause a dull appearance to the film if a dirty pad or too aggressive pad is used.
- g. Never use excessive downward pad pressure.

c. Finishing

- i. Remove all protection from fixtures and finishes. Re- set all tables, fixtures and stools. Haul all debris off site. Remove all tools and materials from the site.
- ii. If the Store Leader/Preservation Specialist is present at the completion of Work, walk through completed work and have the Store Leader/Preservation Specialist close out the Work Order, or have Store Leader/Preservation Specialist note multiple night work. **THE STORE IS NOT TO SIGN OUT THE WORK ORDER PRIOR TO THE COMPLETION OF THE WORK.**
- iii. Take photos of the completed Work. Take the same photos that were taken prior to the start of Work, so that the sets will be exact before and after images of each area.

1. ON-SITE PREPARATION

RETAIL PRESERVATION

Periodic Cleaning Work Specification



Date	8/13/12
Vendor Category	Flooring - Wood
Service Description	Tykote Restoration
Service Outline	Tykote Restoration is a periodic service performed on the wood floors as required to keep the floor finish looking like new. The Tykote process involves a heavy cleaning of the existing floor, application of a bonding agent, and then application of new coats of floor finish. The Tykote service requires the de-merchandising and moving of the sales floor fixtures.

a. Arrival And Check-In

- i. Upon arrival at store, check-in using Apple's designated work order management's interactive voice response "IVR" system.
- ii. Check in with Store Leader/Preservation Specialist and confirm the following:
 1. The store has scheduled security as required for this Work.
 2. The store has moved all product, displays, personal possessions as may be required for the execution of the Work.
 3. Review the schedule for the Work: including start time and duration. Allocate time prior to store opening as may be required for the store team to perform a re-set of the sales area product, fixtures and displays.
 4. If the work is to take place over multiple nights, discuss sequencing/areas for each night with the Store Leader.
 5. Confirm timing of tool, equipment and materials delivery. Identify staging area within the store.
- iii. Check-in with mall security as required; adhere to all mall requirements.

b. Protection Of Surfaces

- i. Protection/relocation/staging of fixtures, finishes and product:
 1. Mask off all secured fixtures (genius bar, start-up bars, cash wraps, other fixtures using blue painters tape and plastic that extends up sides of fixtures at least 24" above floor level.
 2. Remove bottom shelves from third party shelving area after store team removes product.
 3. Set all stools on top of fixtures and tables, **TOP SIDE DOWN**. Do not set stools with bottom feet on top of store fixtures.
- ii. Finish and bumper protection:
 1. Provide finish and bumper protection at all walls/baseboards, fixture faces to 12" above floor level throughout the wood floor area.
 2. Mask off and protect storefront glass from splashes and impact of floor machines.
 3. Provide protection from finish and floor machines at all power and data outlets below fixtures and at storefront display tracks.
- iii. Vapors/VOC management:
 1. Provide air movement and capture as recommended by manufacturers and as may be required by mall and local government to prevent the movement of vapors throughout the mall and to remove organic VOC's from the space by 6:00 a.m. the day following the start of services.
 2. Confirm and execute any requirements to put mall air systems or fire system on "test" before the performance of the work.



c. Pre-Construction Photos

- i. After ALL protection has been installed, as directed, Supplier is to take pre-construction photos of the area of Work showing both the installed protection and the condition of the surface or area of Work. Photos are to include a mixture of close-up and far away photos to capture detail, and show overall conditions.

2. EXECUTION

a. Products

- i. Apple approved products:
 1. Basic Coatings Squeaky Cleaner.
 2. Basic Coatings IFT, Aggressive Wood Floor Cleaner
 3. Basic Coatings Tykote bonding agent
 4. Basic Coatings Street Shoe floor finish – Super Matte
- ii. Use only Apple approved products for this service.
- iii. Use of store supplies for this trade/service description is strictly prohibited.
- iv. Do not leave extra materials at the store between periodic scheduled services.

b. Procedures

Step 1: Test for Existing Wax or Polish:

- a. Do not use on floors that have been previously maintained with wax. Do not use on bare wood. Use the following procedures to test for the presence of wax or polish.
- b. For acrylic polish or acrylic floor waxes: mix 1/4tsp of Intensive Floor Treatment, 1/4 tsp of household ammonia in 8 ounces of water.
- c. Apply a few drops of this mixture on the floor in a corner of the room. If the spot turns white, acrylic wax is most likely present. Clean the floor with IFT, and then recheck. Continue this cleaning step until the polish has been removed. If you are unable to remove the acrylic polish in this manner, the TyKote system should not be used. Stop work and notify the Preservation Manager.

Step 2: Inspect the Floor for Damage:

- a. The current floor finish must not be worn to the point that the color of the floor is not uniform. If this is the case, or if the previous finish has completely worn away to expose bare wood, stop work and contact the Development Manager. The floor should be refinished using a standard sand and finish process.

Step 3: Repair Scratches:

- a. Scratches that go through the existing finish into the wood will require some extra time to repair. Repairs need to be done prior to the refinish schedule since it may require several hours for the repaired areas to dry.
- b. Use a fine abrasive paper (180 grit or finer) to smooth out the scratch (1/2" to 1" wide) and gradually taper out to the regular finish surface.
- c. When color is satisfactory and the area is dry, rebuild the repair area to better match the rest of the floor by applying thin coats of the Basic Coatings finish to the area, one coat at a time.
- d. Use a foam paintbrush for best results. HINT: Using very thin layers of finish will yield the best results. To achieve this, dilute 2 parts of finish with 1 part water. Mix only the amount needed for the repair.
- e. Apply the 1st layer of finish only to the center of the abraded area. Successive layers may be applied as the previous coat dries (usually about 1 hour). Gradually work out toward the edge of the repair area with each successive coat with dry time between any two coats. Three to five layers of finish will typically result in a repair that cannot be seen in the completed floor.



Step 4: Clean Floor with IFT:

- a. Thorough cleaning is essential to achieve satisfactory results. All dirt, marks (including scuffs and shoe marks) and other contaminants must be removed prior to coating the floor. Vacuum all loose dust and dirt from the floor.
- b. Clean the Floor using the Dirt Dragon and Intensive Floor Treatment solution:
 - i. Mix 1 part IFT with 5 parts water in solution tank.
 - ii. Apply an even amount of solution to the floor with the Dirt Dragon using the manual feed switch to maintain control over volume. Do not puddle solution. While applying solution vacuum and brush should be operating.
 - iii. Use a clean mop and IFT/Water solution to clean corners.
 - iv. Repeat the procedure in each area of the floor until the entire floor has been cleaned.
- c. For stubborn marks and dirt and shoe marks, use a moderately abrasive pad or sponge moistened with IFT. Rubber or latex gloves are recommended to prevent skin irritation. Empty soiled solution from recovery tank and fill solution tank with clean water. Depending on the condition of the floor, it may be necessary to repeat this step more than once.

Step 5: Wash Floor with Squeaky Clean:

- a. Clean the Floor using the Dirt Dragon and Squeaky Concentrated cleaner:
 - i. Mix 1 part Squeaky with 5 parts water in solution tank.
 - ii. Apply even amount of solution to the floor with the Dirt Dragon using the manual feed switch to maintain control over volume. Do not puddle solution. While applying solution vacuum and brush should be operating.
 - iii. While applying solution make sure to pay special attention to corners. Use a pad and Squeaky/Water solution to clean corners.
- b. Repeat the procedure in each area of the floor until the entire floor has been cleaned. Empty soiled solution from recovery tank and fill solution tank with clean water. Operate machine as outlined in step b above to rinse Squeaky residue from floor.

Step 6: Apply Tykote Bonding Agent:

- a. Apply a small amount of TyKote to a small area of the floor and use a clean micro fiber mop to spread it out to a thin, uniform coat. Work around the floor until all areas have been coated. Be sure that every area of the floor intended for recoat has been wetted with TyKote. Any missed spots may result in poor adhesion of the topcoat.
- b. Allow TyKote to dry (approximately 1 hour under good conditions) before proceeding to the next step. TyKote should be dry to the touch. Do not wait longer than 6 hours before applying the topcoat or the effectiveness of TyKote will diminish. If for some reason more than 6 hours elapses it is advisable to reapply the TyKote.

Step 7: Apply Topcoat:

- a. Use Basic Coatings Street Shoe. Mix container thoroughly prior to application. Pour a small puddle of topcoat along the far wall and use a T-Bar applicator to apply a uniform coat to the floor.
- b. Apply the finish with the grain of the wood. Work carefully but quickly as water based finishes dry rapidly. Maintain a wet edge at all time so that one area flows easily into the next. If the floor is in relatively good condition, only one coat should be necessary.
- c. If desired or if floor receives heavy traffic, a second coat may be applied once the initial coat is dry (approximately 3-4 hours). The second coat must be applied within 24 hours of the initial finish coat. Allow the floor to dry thoroughly. Furniture may be replaced after 24 hours. Allow two weeks before replacing rugs or cleaning with wood floor cleaners.



c.Finishing

- i. Remove all protection from fixtures and finishes. Re- set all tables, fixtures and stools. Haul all debris off site. Remove all tools and materials from the site.
- ii. If the Store Leader/Preservation Specialist is present at the completion of Work, walk through completed work and have the Store Leader close out the Work Order, or have Store Leader/Preservation Specialist note multiple night work. **THE STORE IS NOT TO SIGN OUT THE WORK ORDER PRIOR TO THE COMPLETION OF THE WORK.**
- iii. Take photos of the completed Work. Take the same photos that were taken prior to the start of Work, so that the sets will be exact before and after images of each area.

RETAIL PRESERVATION

Periodic Cleaning Work Specification



Date	8/13/12
Vendor Category	Flooring - Terrazzo
Service Description	Terrazzo Flooring Heavy Clean and Re-seal
Service Outline	Heavy Clean & Re-Seal is a periodic service to maintain the Terrazzo floors within the sales and customer areas of the store environment. Heavy clean & Re-Seal requires the moving of tables to access the full floor area, but not the removal of product from the tables.

1. ON-SITE PREPARATION

a. Arrival And Check-In

- i. Upon arrival at the store, use Apple's designated work order management's interactive voice response "IVR" system for check-in and check out procedure.
- ii. Check in with Store Leader/Preservation Specialist and confirm the following:
 1. The store has scheduled security as required for this work.
 2. The store has moved all product, displays, personal possessions as may be required for the execution of the work.
 3. Review the schedule of work: including start time and duration. Allocate time prior to store opening that may be required for the store team to perform a re-set of the sales area product, fixtures and displays.
 4. Confirm timing of tools, equipment and materials delivery. Identify staging area within store.
- iii. Check-in with mall security as required; adhere to all mall requirements.

b. Protection Of Surfaces

- i. Protection/relocation/staging of fixtures, finishes and product:
 1. Bag all table legs with plastic bags. Bags are to extend at least 16" up each table leg.
 2. Mask off all secured fixtures (genius bar, start-up bars, cash wraps, other fixtures) using blue painters tape and plastic that extends up sides of fixtures at least 24" above floor level.
 3. Remove bottom shelves from third party shelving area after store team removes product.
 4. Set all stools on top of fixtures and tables, **TOP SIDE DOWN**. Do not set stools with bottom feet on top of store fixtures.
- ii. Water, bumper and dust protection:
 1. Provide bumper protection at all fixture legs, fixture faces, stainless steel paneling to 12" above floor level throughout the work area.
 2. Mask off and protect storefront stainless and glass from splashes and impact of floor machines.
 3. Provide protection from at all power and data outlets below fixtures.

c. Pre-Construction Photos

- i. After ALL protection has been installed, as directed, Supplier is to take pre-construction photos of the area of Work showing both the installed protection and the condition of the surface or area of Work.



2. EXECUTION

a. Products

- i. Apple approved products:
 - 1. Diversey
- ii. Alternate products must be approved by Apple.
- iii. Use of store supplies for this trade/service description is strictly prohibited.
- iv. Do not leave extra materials at the store between periodic scheduled services.
- v. Refer to Diversey Application Guide for Re-Seal Procedures.

b. Procedures

- Step 1: Sweep or vacuum Terrazzo floor to remove all debris.
- Step 2: Remove any gum and stains, using Neutral Floor Cleaner
- Step 3: Mask all fixtures and finishes defined in on-site preparation.
- Step 4: Mix approved Neutral Cleaner as per manufactures recommendation.
- Step 5: Apply mixed solution liberally on to stone floor with applicator.
- Step 6: Scrub floor using a 175-RPM weighted swing machine using a hogs hair pad
- Step 7: Vacuum up any residual water after cleaning using a wet-vacuum or external extractor.
- Step 8: Using an applicator clean the floor with hot water and allow floor to dry completely.
- Step 9: Refer to Diversey Application Guide for Re-Seal Procedures

c. Finishing

- i. Upon completion of work, check-out using Apple's designated work order management's interactive voice response "IVR" system.
- ii. Remove all protection from fixtures and finishes. Re-set all tables, fixtures and stools. Remove all debris from the site after inspection from Preservation Specialist, Store Leader, or designated Apple representative.
- iii. Remove all tools and materials from the site.
- iv. If the Store Leader/Preservation Specialist present at the completion of Work, walk through completed work and have the Store Leader/Preservation Specialist close out the Work Order, or have Store Leader/Preservation Specialist note multiple night work. **THE STORE IS NOT TO SIGN OUT THE WORK ORDER PRIOR TO THE COMPLETION OF THE WORK.**
- v. Take photos of the completed Work. Take the same photos that were taken prior to the start of Work, so that the sets will be exact before and after images of each area.

RETAIL PRESERVATION

Periodic Cleaning Work Specification



Date	9/29/16
Vendor Category	Stainless Steel
Service Description	Stainless Steel Restoration
Service Outline	Restoration is a periodic service performed on all stainless steel panels when the daily/monthly cleaning has not restored the panel to a like-new condition.

1. ON-SITE PREPARATION

a. Arrival And Check-In

- i. Upon arrival at the store, use Apple's designated work order management's interactive voice response "IVR" system for check-in and check out procedure.
- ii. Check in with Store Leader/Preservation Specialist and confirm the following:
 1. The store has scheduled security as required for this Work.
 2. Review the schedule of Work: including start of work, duration of the work, required allocation of time prior to store opening for the store team to perform a re-set of the areas affected by the work.
 3. If the work is to take place over multiple nights, discuss sequencing/areas for each night with the Store Leader.
 4. Confirm timing of tool, equipment and materials delivery. Identify staging area within the store.
- iii. Check-in with mall security as required; adhere to all mall requirements.

b. Apple Preservation General Performance Requirements

- i. Protection/relocation/staging of fixtures, finishes and product:
 1. Ensure all fixtures, product and adjacent wall surfaces are adequately masked off and/or protected. Please note: Apple will not accept overspill, splashing, or damage of any kind within the store.
- ii. Finish protection:
 1. Provide splash protection from cleaning agent on all adjacent fixtures, floor, and other items.
- iii. Restoration work and disposal:
 1. Please note: incomplete cleaning of a stainless steel panel is not acceptable.
- iv. Dust/Vapors/VOC management:
 1. Confirm and execute any requirements to put mall air systems or fire system on "test" before the performance of the work.

c. Pre-Construction Photos

- i. After ALL protection has been installed, Supplier is to take pre-construction photos of the area of Work showing both the installed protection and the condition of the surface or area of Work. Photos are to include a mixture of close-up and far away photos to capture detail, and show overall conditions. Mark location of all photos to ensure that before and after photos match.

2. EXECUTION

a. Products

- i. Apple approved products:
 1. Pure Calcium carbonate powder – CaCO₃ with no additives



Periodic Cleaning Work Specification

2. Supplier provided clean and laundered microfiber clothes
- ii. Use ONLY Apple approved products for this service.
- iii. Do not leave extra materials at the store between periodic scheduled services.

b. Procedures

General requirements:

Ensure the microfiber clothes are clean, Calcium carbonate powder is clean and water in the buckets is cleaned and changed regularly.

Do not apply the Calcium carbonate powder in continuous vertical or horizontal strokes.

Do not apply continuous or deep pressure in one spot on the panel.

Do not use any type of abrasive cleaner or pad to clean the stainless steel panel. Doing so will cause permanent damage to the panel. The stainless steel panel finish cannot be replicated in the field. Once a stainless panel is damaged, replacement of that panel is the only option to return it to a like-new state.

Step 1: Wipe the stainless steel panel with a dry microfiber cloth to remove dust.

Step 2: Wet one microfiber cloth, fold it in 1/4 size and place Calcium carbonate powder in the middle of the cloth. Then wet the powder until it becomes like paste. The second option is to moisten a clean microfiber cloth with the diluted cleaning solution (2 to 3 cups calcium carbonate per litre H₂O). Cloth should be thoroughly wrung out so it is not dripping solution.

Step 3: Apply powder on the Stainless Steel Panel in small, gentle circular motions. Do not apply continuous pressure in one spot, as this will cause permanent marks to appear.

Step 4: Allow time for the panel to dry.

Step 5: Wipe off powder from the panel by using a wet microfiber cloth to remove the first thick layer of the powder. Once this layer has been removed from the whole panel, thoroughly rinse the cloth and repeat this step until all the powder has been removed from the panel.

Step 6: Buff the panel in a circular motion with a dry microfiber cloth until the dry powder has been removed and the finish has been restored to the panel.

Step 7: Detail with a plastic scraper by covering a scraper with a microfiber cloth and using the scraper to remove the powder residue from the edges.

Step 8: If streaking occurs across a large area of the panel, repeat steps 2-7 on the entire panel again until the desired result has been achieved. If a very small streak occurs, use very hot water on a clean microfiber cloth to remove the streak by gently rubbing in a circular motion. Once the streak has been removed, use a dry microfiber to remove any residual dampness.

c. Job Completion And Close-Out Requirements

- i. Upon completion of work, check-out using Apple's designated work order management's interactive voice response "IVR" system.
- ii. Remove all protection from fixtures, floor and adjacent wall surfaces-Haul all debris off site. Remove all tools and materials from the site after inspection from Preservation Specialist, Store Leader, or designated Apple representative.
- iii. If the Store Leader/Preservation Specialist is present at the completion of Work, walk through completed work and have the Store Leader/Preservation Specialist closeout the Work Order. **THE STORE IS NOT TO SIGN OUT THE WORK ORDER PRIOR TO THE COMPLETION OF THE WORK.**
- iv. Take photos of the completed Work. Take the same photos from the same vantage point that were taken prior to the start of Work, so that the sets will be exact before and after images of each area. The supplier is required to upload BEFORE and AFTER photos to the work order.