

Case Study

ARW Facility Maintenance, Inc.



Amano Pioneer Eclipse Shines Brightest in the Toughest FloorCare Environments

Sitting at the eastern edge of Lake Erie, the city of Buffalo gets more than its fair share of snow. As each frigid arctic air mass sweeps across the lake, it soaks up moisture from the evaporating water and then dumps it in frozen form upon the homes, businesses, streets and sidewalks of New York's second largest city.

"We do get plenty of snow here, that's for sure," says Andrew Walter, president ARW Facility Maintenance, Inc., a company that provides expert floorcare services to Buffalo area retailers. "This isn't one of those cities that shuts down every time we see a few flakes. The ability to effectively deal with lots of snow and ice is just part of the price of admission around here. Of course, the city does a great job of keeping the streets and sidewalks clear, but my problems start as soon as people step inside from those sidewalks.

"Snow looks fresh, clean and pretty right after it's fallen," continues Walter, "but after it sits for a day or two, it gets pretty grey and grimy. The deeply treaded boots and shoes that everyone wears for traction get embedded with all of that grime, and once people get inside, the snow melts away from their shoes – leaving that dirt right on my customers' floors.

"The dirt isn't the worst of it, though. The big problem comes from the salt and chemicals that are used to keep the sidewalks clean. These are highly corrosive materials and they just eat right through a normal floor wax. To keep my customers' stores looking great – and to keep my business profitable – I need a tough, heavy-duty floor wax that can stand up to extreme conditions.



"I've tried a lot of products," relates Walter. "Private label waxes that come from area distributors just don't make the grade. The only product that really does the job is the Equinox Ultra High-Speed Floor Coating from Amano Pioneer Eclipse. It's just a fantastic performer. I put it down once in the fall, freshen it in January, and I'm good for the whole winter season. Every day, we clean the floors with the Amano Pioneer Eclipse Neutral Cleaner and the surface pops right back to its just-waxed shine – no matter how tough the outside conditions are.

"...Nothing else is even in the same league..."

"We've also had a great experience with equipment from Amano Pioneer Eclipse. I use their Mean Machine 21" propane-powered burnisher, and when I'm working while customers are in the store, I use the 24" battery-operated PowerGlide machine. This is very durable, high quality professional equipment that is exceptionally easy to use and maintain. For example, the oil change on the Mean Machine takes all of about 10 minutes and it's a very clean, no-hassle process. On the PowerGlide, maintenance couldn't be any easier. Just keep the air filter clean, pull out the dust trap, knock it on your palm a few times and you're good to go – that's about all there is to it."

"I've been using Amano Pioneer Eclipse products religiously for about five years," concludes Walter, "and they're clearly the best solution I've found. Nothing else is even in the same league."



Pioneer Eclipse