

BROADLOOM  
WARRANTY GUIDE



*Masland*  
CARPET  
COLLECTION

Congratulations on purchasing your new Masland carpet. It is made with the finest materials to enhance the beauty of your home or business. With proper care, you can enjoy it for many years. This publication has all the information you need about your carpet and should be kept as a permanent reference.



## TERMS AND CONDITIONS OF THE SALE

Satisfaction with your Masland purchase begins with professional delivery and installation. As a new Masland carpet owner, please be sure the original seller fulfills specific obligations, whether the seller is a carpet dealer, building contractor, interior designer, design studio/showroom, furniture store, home center, or any other firm that purchases Masland Carpet.

The original seller is responsible for getting your carpet to you in good condition. Though Masland carpets undergo numerous inspections before being shipped, damage may occur during transit. If there are damages, the shipping company is responsible for these, and the original seller must handle the claims. The original seller should thoroughly inspect any torn packaging within 15 days of receipt and note any unusual conditions. If concealed damage is found, a claim should be filed immediately with the shipping company.

The original seller should also verify that the carpet is the proper color and style. There should be no manufacturing defects or specification errors, including color, texture, design, and dimensions. If the original seller finds visible manufacturing defects before delivery, Masland must be notified immediately. Claims for these defects may not be honored after the carpet is installed.

## PROPER INSTALLATION

Qualified, experienced technicians should install Masland products. Failure to use Masland's published installations procedures may void your warranty. You can get these installations procedures by calling the Consumer Affairs Hotline at 800-633-0468.

### *Installation Over Cushion*

Masland carpets are normally installed over carpet cushion or padding. For rubber or polyurethane cushion products, Masland

recommends a minimum density of 6 lbs. per cubic foot with a maximum thickness of 7/16 inch. For natural or synthetic fiber cushion products, Masland recommends a specification of 32 to 36 oz. per square yard. Using substandard or low-density cushion will adversely affect your carpet's performance and may void warranties.

### *Direct Glue-Down Installation*

Executive commercial carpet may be directly glued to the sub-floor without cushion underlayment. Follow Masland's published procedures, including using recommended adhesives.



Note to installers: Masland subscribes to the procedures published in Carpet & Rug Institute (CRI) Standards #104 and #105, which contain guidelines for installation and cushion selection. Copies are available from CRI.

## PERFORMANCE EXPECTATIONS

Carpet gets more abuse than any other home or commercial furnishing. Like all textile materials, carpet has traits that may affect its appearance over time.



These conditions are normal and not considered manufacturing defects:

- Color and texture may vary slightly from display or specification samples.
- Slight color variations may exist from side-to-side. This is a normal characteristic usually more apparent at seams, which should not be in the center or other prominent areas of rooms.
- Roll marks or pile crushing lines are caused by the weight of the carpet roll distorting the pile during shipment or warehousing. These will disappear with frequent vacuuming or can be removed immediately with professional steam treatment.
- Shedding is normal for new carpet, especially cut piles, and will stop with routine vacuuming.
- Small filaments of yarn that dislodge and gather on the carpet surface, especially in busy areas, cause pilling and fuzzing, which will also be minimized with regular vacuuming.
- Matting and crushing can occur in all carpet, especially at pivot points and traffic paths. Regular vacuuming and proper maintenance help minimize these characteristics.
- Highlighting and shading, particularly in cut pile carpets, result from light reflecting at different angles on the surface.
- Watermarking or pooling is caused by the reversal or bending of carpet fibers so that light is either absorbed or reflected from the surface.
- Occasional sprouting, pulls, or loss of single tufts is normal. Just trim the tuft with sharp shears and vacuum.
- Ridges or rows may develop in high-traffic areas.
- Exposure to sunlight, humidity, heat, oxides and other atmospheric gases may cause color changes. Improper maintenance can also affect color.
- Wet areas, like bathrooms, may cause texture and color changes due to humidity and exposure to chemicals like chlorine.
- Soil and stain resistance are excellent in Masland carpets, but no carpet is impervious to everything. Routine care and cleaning are vital to maintain long-term appearance.



## ROUTINE AND PREVENTATIVE MAINTENANCE

Maintaining carpet appearance depends entirely on a commitment to sensible regular and preventative maintenance. Following these simple steps will aid in this effort.

Use proper soil-barrier mats at outdoor entrances and in high-traffic areas.

Do not wait until your carpet is soiled; vacuum weekly to protect your carpet's appearance. Regular vacuuming also helps control odor and remove particles that can damage fibers. Masland suggests using a good quality vacuum that features a beater brush to adjust to pile height. Follow the manufacturer's recommendations for changing filter bags. Never reuse a filter bag.

Routine cleaning – at least once a year – will extend your carpet's life significantly. Never let your Masland carpet become overly soiled before cleaning.

Masland recommends independent companies that use IICRC certified technicians. However, Masland makes no warranty, implied or expressed, for services performed by these companies.

Masland also recommends the following national companies:

<b>Bane-Clene® Systems</b>	800-428-9512
<b>Stanley Steemer®</b>	800-448-2848
<b>Steam Way® Referral Network</b>	800-447-8326

Although Masland prefers professional cleaning services, you may want to purchase or rent a self-contained cleaning unit. If so, Masland recommends the following:

- A. Be sure to specify a hot-water extraction unit.
- B. Thoroughly vacuum the area before cleaning.
- C. Apply a traffic path cleaner and wait recommended time before cleaning.
- D. Begin by using half the detergent amount recommended.
- E. Never use more than the recommended amount of detergent.
- F. Rinse carpet until all detergent is removed.
- G. Do not walk on damp carpet; this will accelerate resoiling.
- H. Do not over-wet carpet; this can promote mildew and bacteria.
- I. Use electric fans or high-speed blowers to speed drying.

## SPOT CLEANING TECHNIQUES

Accidents and spots cannot be avoided when carpet is in use. Masland recommends acting promptly and keeping materials on hand to cope with spills.

■ For water-soluble stains or water-soluble stains with odor or heavy color, blot thoroughly with white paper towel. Spray with solution of 1/2 teaspoon (no more) liquid dishwashing detergent to one-quart water. Blot with white paper towel. Spray with water to rinse. Blot again with white paper towel. Repeat if stain persists. For stains with odor, treat with white vinegar before using detergent. For stains with color, treat with household ammonia before using detergent.

■ For grease, blot as much as possible with white paper towel. Apply volatile solvent (1,1,1-trichloroethane) to a white paper towel and blot in a single direction. Do not apply solution directly onto carpet surface.

■ For waxes and gums, freeze the spot with ice or a commercially available product in aerosol form. Shatter with a blunt object and vacuum immediately. Repeat as necessary.

■ For medical stains, commercial preparations are available. A 5% Sodium Thiosulfate solution

(available at photo store) may be used. If stain is in place more than a few hours, heat solution.

■ For rust, spray spots or stains with a 10 percent solution of Oxalic Acid. Blot dry in a single direction with a white paper towel. Note: more stubborn rust stains will require professional cleaning.

## CARPET TREATMENTS

Aftermarket carpet treatments, such as soil retardants, anti-statics, insecticides, antimicrobials, coloring agents, and optical brighteners, are not necessary if your carpet is maintained and cleaned properly. In fact, these items could degrade the carpet's appearance and service life. Use of aftermarket treatment will void your Masland warranty.

## YOUR INDOOR ENVIRONMENT

When properly installed and maintained, Masland carpets should become part of a safe and healthy interior, providing many years of beauty and comfort.

According to extensive studies, carpet is safe and nontoxic to humans and domestic animals when it is properly installed and maintained. There are, however, isolated incidents of individuals who are hypersensitive to clothing, furnishings, cleaning materials, pesticides and cosmetics. If you have experienced this hypersensitivity, consult an environmental medical specialist for guidance in selecting appropriate products.



## WARRANTY INFORMATION

Masland Carpets provides a two-year limited repair or replacement warranty. Masland warrants to the initial purchaser and original seller that its carpets will be free from manufacturing defects for a period of two (2) years from date of delivery to the original seller. This is a limited warranty and contains specific exclusions and limitations.

### *A. Exclusions and Limitations*

Repair or Replacement Warranty does not cover certain inherent characteristics including, but not limited to, those described in this brochure, which may affect the product's appearance and/or performance over time. It is only applicable to products placed in use indoors, in space maintained at normal temperature and humidity. It does not cover tears, burns, cuts, pulls, or other damage, deterioration, stain, loss of color or appearance caused by abuse, or improper or inadequate maintenance. It does not cover products placed in use on stairs, ramps, or any area regularly subjected to wheel or rolling apparatuses.

### *B. Remedy Exclusions*

Liability and exclusive remedy of Masland under this warranty is limited to actual repair or replacement. Masland's total liability shall not exceed the invoice amount to the original seller. Masland is not responsible for bodily injury, property loss or damage, removal or relocation of furnishings, or any incidental or consequential damages or costs associated with repair or replacement.

### *C. Nontransferable*

Warranties extended on Masland products are intended for the protection of the initial purchaser and are not transferable to any other party.

## RESOLVING PROBLEMS

By following the recommendations in this document, you will derive the greatest long-term satisfaction and enjoyment from your Masland carpet. If you have a problem or simply need more information, please contact us for prompt and courteous attention.

Any complaints regarding warranties contained in this publication should be addressed to the original seller who must register it in writing within two years from date of delivery to:

Masland Carpets  
Consumer Affairs Department  
P.O. Box 11467  
Mobile, AL 36671  
*Consumer Affairs Hotline:* 1-800-633-0468

*Returns:* If it is necessary to return your Masland carpet, contact and work through the original seller, who must obtain return authorization from Masland and comply with specific procedures. If the original seller cannot be found, or is no longer in business, contact the Masland Consumers Affairs Department at the address above or phone 1-800-633-0468.

The information in this document is in conformance with the guidelines and principles endorsed by the Carpet and Rug Institute, P. O. Box 2048, Dalton, GA 30722, 706-278-3176. Masland Carpets is affiliated with this organization.



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