

## STORAGE

Store carpet and related materials in a climate-controlled, dry space. Protect carpet from soil, dust, moisture and other contaminants and store on a flat surface. Double stacking pallets of carpet tile should be avoided unless approved by the manufacturer.



## THE INSTALLATION

### 1. GROUND REQUIREMENTS

In the absence of manufacturer's specific recommendations to the contrary, carpet should not be installed over existing carpet or particularly uneven ground.

### 2. INSTALLATION METHOD

Due to the variation in tile size, shape, backing and installation methods (monolithic, ashlar, quarter turn, etc.) follow the carpet manufacturer's recommendations and project demands.



### 3. FLOOR-APPLIED ADHESIVE APPLICATION

Generally, a thin film of pressure-sensitive adhesive is applied and allowed to completely dry. The adhesive is engineered to prevent lateral movement of carpet tiles and for easy removal/replacement. Due to varying carpet tile backing, adhesive recommendations will differ. Follow manufacturer's recommendations.

### 4. TILE JOINTS

Tile in the completed installation should be tight but not compressed. To insure proper spacing when installing carpet tile, measure the distance covered by 10 tiles installed on the floor with no visible gaps, peaks or overlaps. The measurement should be equal to 10 times the tile size +/- 1/4 inch unless otherwise stated in the manufacturer specifications. This measurement is an indication of correct placement of tiles to prevent compression or gaping between tiles. Take care not to trap yarn between tiles.

### 5. NEW CARPET ODOR

During and immediately following the installation of your new carpet there may be a slight odor. The odor may result from the removal of your old carpet or from the new carpet, or adhesives. Ventilation with fresh air is recommended. Ideally, windows and doors should be opened, and the HVAC system should be operated at maximum speed for 48 to 72 hours.

## MAINTENANCE



### 1 LONG-TERM CARE

Treat your carpet well, and it will provide you with years of comfort and beauty. Here are strategies for minimizing the rough and tumble wear and tear of everyday living:

Food	Clean spills up immediately.	Furniture	Place guides under heavy furniture to combat crushing. Rotate furniture to give carpet a rest.
Rippling	High humidity and heat can cause carpet to ripple. It's not the quality problem. Call a professional to repair it.	Cigarette and other burns	Snip off the damaged fibers. Blot with a soap-less cleaner, like gry cleaning solvent or denatured alcohol. Check first to make sure the cleaner doesn't discolor the carpet.
Cleaning	Get your carpets professionally cleaned at least every 12 months, even if you clean them yourself. Professional cleaning methods include steam cleaning (known as the hot water extraction). We do not recommend chemical cleanings unless the certified cleaner says it is a necessity to clean stubborn areas.		



### 2 FADING OR COLOR LOSS

Give your carpet the normal protection from direct sunlight that you give any colored fabric. Fading also may be caused by atmospheric contaminants, emissions from heating fuels or chemicals, such as pesticides, household cleaning agents, and other household items.



### 3 SOILING

The key to maintaining the beauty of your carpet is to clean it regularly before it becomes excessively soiled. Light colored carpets may show soil more readily than darker tones and may require more frequent cleaning. Medium and darker colors, tweeds, and textures help disguise common soil in high traffic areas. Oily soil may be very difficult to remove after it has been on the carpet for a long time, and may be absorbed into the fiber, potentially causing an undesirable color change.



### 4 SPROUTING

Occasionally, a yarn tuft will rise above the pile surface of a carpet. Just snip off these tufts with a pair of scissors to the level of the other tufts. DO NOT PULL THEM OUT.

COMMERCIAL CARPET TILE WARRANTY CERTIFICATE

InstallMasters Corporation

Owner/Buyer Name: - - - - -

Warranty Issue Date: - - - - -

STANDARD COMMERCIAL CARPET TILE WARRANTY CERTIFICATE

InstallMasters Corporation

InstallMasters Corporation warrants its Hospitality range carpet tiles in accordance with the terms stated below for a period of 1 years from the date of invoice. All InstallMasters brand products are warranted against excessive:

1. Surface wear (a loss of more than 10% by weight of face fiber)
2. Edge ravel
3. Backing separation
4. Loss of dimensional stability
5. Static electricity

Additionally, InstallMasters warrants its commercially rated carpet tiles for use under commercial-grade castor chairs for a period of 1 years from the date of invoice. The castor chair warranty covers abrasive wear only (loss of more than 10% by weight of face fiber) and does not include pulls, cuts, pilling, shredding, matting, or damage arising from the use of damaged or improper castor wheels.

If a product fails to perform as warranted, InstallMasters will correct the problem in the affected area either by repair or (at its option) replacement with comparable product(s), at no extra charge. The liability of InstallMasters is limited to the actual repair or replacement of defective carpet and does not cover special, indirect, incidental, or consequential damages, including without limitation product removal and installation-related expenses.

This warranty does not cover tears, burns, cuts, pulls, or other damage, deterioration, problems, or loss caused by abuse, neglect, misuse, improper maintenance, sporting equipment, flood/excessive moisture, excessive alkalinity, use under damaged castor wheels, or use on stairs not fitted with a commercial-grade stair nosing. InstallMasters' liability is limited to repair or replacement as stated herein. Moisture and pH testing are not the responsibility of InstallMasters and all related issues to moisture and pH testing are specifically excluded from this warranty.

This warranty shall be void if products are not handled, installed, and maintained in strict compliance with InstallMasters' recommended procedures and instructions, including without limitation InstallMasters' subfloor moisture and pH requirements and initial floor preparation procedures, all as set out in the InstallMasters Installation Manual in force at the time of installation. InstallMasters recommends installation from company-appointed dealers or company-trained staff. This warranty does not cover any problems or damages related to installation by third-party vendors.

To claim under this warranty, you should first contact InstallMasters using the details below. Warranty claims must be made in writing to InstallMasters within a reasonable time from the discovery of the claimed warranted defect, but in no event later than 90 days from the time the claimed defect was discovered. Following notification, we will attend on-site at our expense to determine whether the problem is one which is covered by this warranty. You will need to provide proof of purchase when we attend on-site and must provide reasonable cooperation to facilitate InstallMasters' repair or replacement in the affected area should a covered condition exist. No person other than an officer of InstallMasters may authorize a waiver or modification of the terms of this warranty, which must be in writing and signed by that officer.

The following prorated schedule applies to labor costs and material value for InstallMasters Commercial Carpet Tiles flooring:

LABOUR REIMBURSEMENT PRORATION

(Reasonable Labour Costs – based on

Prevalent Market Rate)

- 1st Year – 2nd Year: Up to 100%
- 3rd Year – 5th Year: Up to 50%
- 6th Year – 10th Year: 0%

MATERIAL PRORATION

- 10 Years Limited Commercial Warranty
- 1st Year – 2nd Year: 100%
- 3rd Year – 5th Year: 90%
- 6th Year: 70%
- 7th Year: 50%
- 8th Year: 30%
- 9th Year: 15%
- 10th Year: 10%

15 Years Limited Residential Warranty

- 1st Year – 3rd Year: 100%
- 4th Year – 5th Year: 90%
- 6th Year – 7th Year: 70%
- 8th Year – 9th Year: 50%
- 10th Year – 11th Year: 30%
- 12th Year – 13th Year: 15%
- 14th Year – 15th Year: 10%



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