

AREA RUG REFERENCE  
& WARRANTY GUIDE



*Masland*  
RUG  
COLLECTION

Congratulations on purchasing your new Masland area rug! These beautiful rugs are designed by artisans and made with the finest materials to enhance the beauty of your home or business. With proper care, you'll be able to enjoy it for many years. This publication provides all the information you need about your rug and should be kept as a permanent reference. Our goal is your complete satisfaction with your new Masland rug.



## TERMS AND CONDITIONS OF THE SALE

The original seller is responsible for making sure your Masland rug gets to you in good condition. Though Masland rugs 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 work with them on claims.

There should be no manufacturing defects or specification errors, including color, texture, design, and dimensions. If the original seller before delivery finds visible manufacturing defects, Masland must be notified immediately. Claims for these defects may not be honored after the rug has been used.

## INSTALLING YOUR RUG

### Hard Surface Flooring

When installing your rug on hard surface flooring—hardwood, parquet, ceramic, terrazzo, or resilient vinyl—use an approved underlayment pad such as Safe-Step™. This underlayment pad by Masland provides low-profile slip resistance, increased durability, additional cushion, and is stable and non-skid. Using a substandard or low-density cushion product may have an unfavorable effect on your rug and could void Masland's warranty.

### Carpet

Placement of your Masland rug over carpet, may also be harmful to your rug's performance and may void your warranty.

## PERFORMANCE EXPECTATIONS

Let's face it, you have to walk on your floors, so your floor covering gets more abuse than anything in your home or business. There are

outside elements that may affect your rug's appearance over time. Many of these conditions are not covered under warranty.

These conditions are normal and not considered manufacturing defects:

- Color and texture may vary slightly from specification samples.
- Roll marks are caused by rolling the rug for shipment, but will normally disappear with routine vacuuming.
- Rolling the rug for shipping can cause seam peaking. Carefully rolling your rug in the opposite direction will minimize this problem, and it should disappear after a few weeks.
- Shedding is normal for new rugs, 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, that will also minimize with regular vacuuming.
- Matting and crushing can occur in all rugs, especially at pivot points and traffic paths. Regular vacuuming and proper maintenance help minimize these characteristics.
- Highlighting and shading, particularly in cut pile rugs, 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 appearance.



- 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 rugs, but no rug is impervious to everything. Routine care and cleaning are vital to maintain long-term appearance.

#### ROUTINE AND PREVENTATIVE MAINTENANCE

Keep your rug cleaner by using barrier mats at outdoor entrances and in high-traffic areas.

Do not wait until your rug is soiled; vacuum weekly to protect your rug's appearance. 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.

Routine cleaning, rather than restorative cleaning, is more likely to extend your rug's life significantly. Never let your Masland rug become overly soiled before cleaning. Masland recommends an approved dry extraction maintenance system every six months (more often in commercial settings) to keep the rug's look at its best. A more thorough dry cleaning is available for

your Masland rug from your Host Professional Cleaning Associate. To locate the Host system dealer or professional cleaner nearest you, call toll free 1-800-558-9439.

**WARNING:** Attempting to clean your Masland Rug with a wet process of any kind, including, but not limited to, hot water extraction, carpet shampooing, or commercial aerosol foam products intended for broadloom carpet may permanently damage your Masland rug and will void your warranty. If you have any questions about cleaning, please call the Masland Consumer Affairs Line, 1-800-633-0468 (U.S. and Canada) or the local line at 334-675-9080.

#### SPOT CLEANING TECHNIQUES

In addition to weekly vacuuming, Masland also recommends immediate treatment for spots or stains.

- For water-soluble stains or water-soluble stains with odor or heavy color, spray with solution of 1/2 teaspoon (no more) liquid dishwashing detergent to one-quart water. Blot in single direction with white paper towel. Spray with water to rinse. Blot dry in a single direction with white paper towel. Repeat if stain persists.
- For grease, apply dry-cleaning solution to a white paper towel and blot in single direction. Do not spray solution directly onto rug 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 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.

## WARRANTY INFORMATION

Masland Carpets, Inc., provides a two-year limited repair or replacement warranty. Masland warrants to the initial purchaser and original seller that its rugs 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 apparatus.

### 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

If there is a problem, or if you simply need more

information, please contact us. Masland assures you prompt and courteous attention.

**Complaints:** Any complaint related to warranties should be addressed to the original seller of your rug, who is required to register it in writing to Masland.

### Inquires:

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

**Returns:** Should it be necessary to return your Masland rug, you must 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.



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