

## INSTALLATION INSTRUCTIONS – WHISPER WALLCOVERING

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### WALL PREPARATION

- Remove all wall plates, obstructions and old wallcovering.
- Clean, seal and prime wall before application, especially glossy and semi-gloss paint, wood or concrete walls.
- Seal markings that cannot be removed by cleaning to prevent “bleed-thru”.
- Carefully inspect all material before installation.
- Ensure pattern and color is satisfactory and meet specification.

### APPROVED ADHESIVES

- Shur-stik 111 – Gibson-Homans, Twinsburg, OH
- Pro 838 – Roman Adhesives, Calumet, IL

### ADHESIVE APPLICATION

- Recommendations of adhesive manufacturer should be strictly followed and take precedence.
- Apply premixed, undiluted, heavy-duty, clear wallcovering adhesive to the wall—NOT THE FABRIC.
- Allow adhesive to become tacky, not dry. A clear, non-staining adhesive will help prevent problems if dropped on the face of the material.
- Care should be taken not to get adhesive on the face. If necessary, check with adhesive manufacturer.

### INSTALLATION

- For best results, install rolls in numerical sequence by dye lot.
- Cut material to desired lengths; allow minimum 2” on the top and bottom for trimming.
- After cutting, installer or distributor assumes all responsibility.
- Acoustical wallcoverings have a knap. Check every roll and cut for knap direction prior to installation. DO NOT ASSUME KNAP DIRECTION IS THE SAME ON ALL ROLLS. DO NOT REVERSE STRIPS; they may appear as a different color or shade.
- Install 3 strips in sequence with knap in same direction.
- Inspect for color, pattern, uniformity and application. If acceptable, proceed with work.
- Continue to inspect in 3 strip intervals. If unacceptable—STOP WORK IMMEDIATELY. Contact your local representative.
- All edges are trimmed to a rib, butt seamed and steel rolled – DO NOT DOUBLE CUT.
- This product is not precision trimmed. Trim the goods on a table in the same “groove”. Use a straight edge to insure an accurate cut.
- To insure a good, clean trim, a new blade should be used on each strip.

The above recommendations and instructions are based upon practical field experience and in no way, expressed or implied, are meant to be a warranty. No claims are allowed for labor. All returns must be made with prior Return Authorization Number, subject to a 30% restocking fee and completed within 30 days of shipping. For best results, it is recommended that a qualified textile wallcovering installer be employed.

## MAINTENANCE INSTRUCTIONS – WHISPER WALLCOVERING

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Commercial Wallcovering product **Whisper** is manufactured with solution dyed polyolefin and polyester staple fibers which inherently resist stains, moisture, mildew, rot and bacteria.

### **GENERAL**

- Acoustical Wallcovering will stay attractive and serviceable with regular vacuuming.
- Carefully blot liquid spills immediately with a dry, white absorbent cloth or paper towel. Avoid scrubbing the area. This may spread the stain or distort pile.
- For solids, allow drying, remove with cloth, gently brush and vacuum.
- Most stains will disappear when treated with a mild detergent.
- To prevent spreading, work from the edges of the stain to the center.
- After the stain has been removed, rinse with a mist sprayer of cold water and blot until dry.
- If you elect to use a cleaning solvent or spot removal agent, test in an inconspicuous area to make certain the solution does not alter color or damage fiber and blot dry.

### **ADHESIVE**

- A clear, non-staining adhesive will help prevent problems if dropped on the face of the material.
- Care should be taken not to get adhesive on the face. If necessary, adhesive can be removed with a damp sponge or allowed to dry, brush and vacuum.
- Instructions from adhesive manufacturer should be strictly followed.

### **RECOMMENDATIONS**

- Immediate attention to any spill will increase the probability of removal.
- Repeating the steps: soak-wipe-rinse-blot dry, may be required to fully extract contaminant.
- For most cleaners, rinse with a mist sprayer of cold water to prevent residue of cleaning solution from attracting future soil.
- For best results, call an experienced, professional textile wall covering or carpet cleaner.

The above is based upon practical field experience and in no way, expressed or implied, is meant to be a guarantee. All returns must be made with prior Return Authorization Number, subject to a 30% restocking fee and completed within 30 days of shipping.

## ONE YEAR COMMERCIAL LIMITED WARRANTY–WHISPER WALLCOVERING

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Shaw Contract Group warrants its first quality commercial wallcoverings to be free from defects in workmanship, material and construction at the time of manufacture, subject to proper selection and installation. We warrant the material meets our specifications at the time of manufacture. The rolled goods color will meet commercial standards for color match within a dye lot; there may be slight variation from marketing collateral, samples, pictorial representations or different dye lots.

### **DEALER/DISTRIBUTOR**

If any defects in the quality and workmanship of the product are found upon delivery of the goods, your Shaw Contract Group Sales Representative must be contacted immediately for review and your claim is to be filed in writing within 1 year of delivery to [www.shawonline.com](http://www.shawonline.com) or Shaw Industries – Financial Services, P.O. Box 40, Dalton, GA 30722. Do not return the goods without a prior written authorization number from Shaw Contract Group. The liability of Shaw Contract Group under this warranty is limited to repair, replacement from current lines or credit to your account for product found to be defective by Shaw Contract Group. If you elect to use a cleaning solvent or spot removal agent, test in an inconspicuous area to make certain the solution does not alter color or damage fiber and blot dry.

### **END USER**

If any believed defect in the quality and workmanship of the product is found upon delivery of the goods, you should contact your Shaw Contract Group Dealer immediately to report your claim. Your Shaw Contract Group Dealer will then submit your claim to Shaw Contract Group for further action.

Adjustments will be limited to claims presented in writing. Claims must identify invoice number, date, style name/number, color; roll number, yardage involved, alleged defect and location of wallcovering. Adjustments will be contingent upon Shaw Contract Group's examination of product disclosing that a defect in the quality and workmanship of the product exists, which is not a result of improper selection, application, installation, cleaning, abuse, or negligence in storing, handling and transportation.

Shaw Contract Group warrants the wallcovering will be of the quality and specification stated at the time of manufacture. Any recommendations made by Shaw Contract Group concerning applications are believed to be reliable and within industry standard practices and makes no other warranty of results. These products are designed solely for interior applications.

To process a claim under this warranty, contact your Shaw Contract Group Representative or Shaw Industries, Inc.'s Claims Team directly at Shaw Financial Services 888.355.8990 or 706.275.5536, Dalton, GA.

**Please note - The warranty is not transferable. It extends only to the original retail purchaser. Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.**