

## Information Packet for Amerigroup

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**shaw** contract group<sup>®</sup>



Since 2008, Shaw Contract Group has been pleased to provide quality products and services to Amerigroup Health Insurance. We understand that you have options when choosing a flooring provider. That is why we are honored that you have trusted us with your flooring needs for Amerigroup facilities nationwide.

Through this valued business relationship, we have been able to provide competitive national account pricing and standardization on custom products. With our commitment to swift service, Shaw has been able to ensure that you have what you need, when you need it most. We hope to continue to build this relationship in the future as your preferred flooring provider.

We welcome you to read on and learn more about our quality products, innovative design, and exceptional services.

## DESIGN

Design is how we work, play, and organize our lives. Design is seeing the big picture. At Shaw Contract Group, we believe that design binds our business to the world. Design is approached from all angles and is interwoven into how we view carpet – from conception to production to installation, design is the answer. Design is being recognized. For 11 consecutive years, Shaw Contract Group has won a Best of NeoCon award, most recently for DyeLab in the modular category. A 2010 survey of designers and facility managers in industry publication Floor Focus named Shaw as the number one brand for design.

## SPECIALIZATION

Understanding the world you serve is integral. Design is specialization that benefits our customers. Our design teams work collaboratively in studios that are focused on individual market sectors, bringing you products designed with specific installations and uses in mind. We design specific solutions for healthcare, education, government, retail, workplace, professional services and tenant improvement markets.

## ENVIRONMENTAL

The way we design, make and use things right now has a quantifiable effect on everything. Design is measurable, data that demonstrates a commitment to the environment and cradle-to-cradle solutions. Sustainable materials such as EcoWorx® backing and Eco Solution Q® nylon allow us to create beautiful carpet that can be recycled into carpet again and again. Commitment to environmental solutions has garnered Shaw the Presidential Green Chemistry Award by the US Environmental Protection Agency. Shaw Contract Group carpet can help you design and build environmentally intelligent spaces.

## SERVICE & QUALITY

Your success is our success. Design is a dependable product that is delivered on time and performs the way you need it to. Shaw Contract Group continues to set the standard for quality and service and has been recognized by facility managers across North America as number one in both categories. Our commitment to Six Sigma quality management has others taking notice: NASA has benchmarked Shaw as an example on how to successfully apply Six Sigma quality measures.

## GLOBAL

Some say that the world is getting smaller. Design is bridging the gap so that all markets across the world are connected to the resources we provide. From our information-rich website to the first-class service available through Inforum, Shaw Contract Group is making it easier for international markets to access and purchase our products. Our products are exported to more than 80 countries each year and members of our international sales team are located across Europe, Asia and the Americas.

design is

DESIGN IS  
**HUMAN**  
**KIND.**  
shaw contract group®

## MIND THE CARPET. IT WILL MIND YOU BACK.

The way we live today impacts the world for generations to come. That's why, at Shaw Industries we practice Sustainability Through Innovation.™ It's why everything we do, every factory we operate, every product we create is designed to be human kind. And sooner or later, it all catches up with us. The kinder we are today, the greater the abundance tomorrow.

To waste is human. To renew is **HUMAN KIND.**

# Cradle to Cradle

*A lesson in creating abundance.*



Shaw Contract Group carpet is as environmentally friendly as it is functional. Manufactured in a closed-loop process, every square yard of EcoWorx<sup>®</sup> carpet is fully recyclable back into more carpet. Additionally, our carpet products are Cradle to Cradle<sup>CM</sup> certified at either the Basic or Silver level to ensure the highest quality material components and the greatest value in sustainability.

## What does Cradle to Cradle mean to Amerigroup?

Cradle to Cradle certification through MBDC provides manufacturers with the means to tangibly and credibly measure achievement in environmentally intelligent design, helping Amerigroup purchase and specify products that satisfy a broader definition of quality.

## Cradle to Cradle certification addresses:

- Safe and healthy materials
- Design for material reutilization such as recycling or composting
- The use of renewable energy and energy efficiency
- Efficient use of water and maximum water quality
- Associated with production instituting strategies for social responsibility

### Need to Know

Assessed down to 100 ppm, the MBDC Cradle to Cradle design protocol **ensures safer products for people and the planet.** To put that into perspective, the Consumer Product Safety Commission allows paint to be labeled “lead-free” even if it contains 600 ppm of lead.

# WE AIM TO LEAD

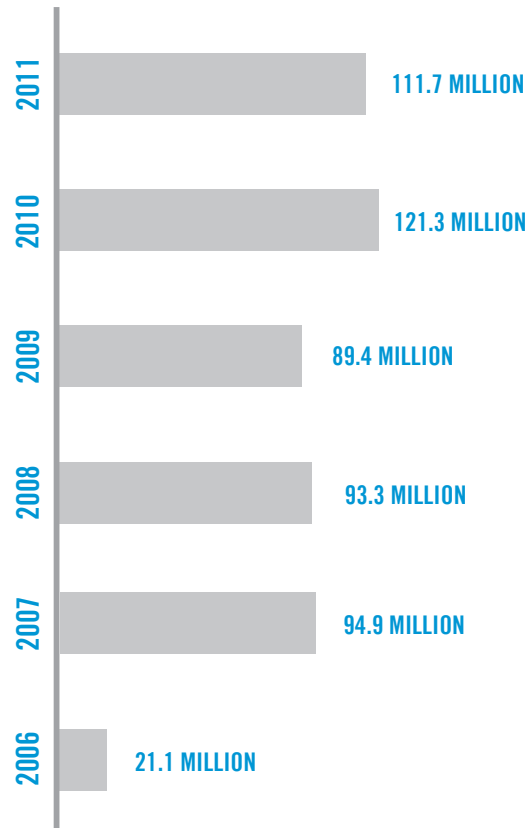
Since 2006, **WE HAVE RECLAIMED AND RECYCLED MORE THAN 500 MILLION POUNDS** of post consumer carpet.

Shaw is the **LARGEST COLLECTOR AND RECYCLER** of post consumer carpet in the world

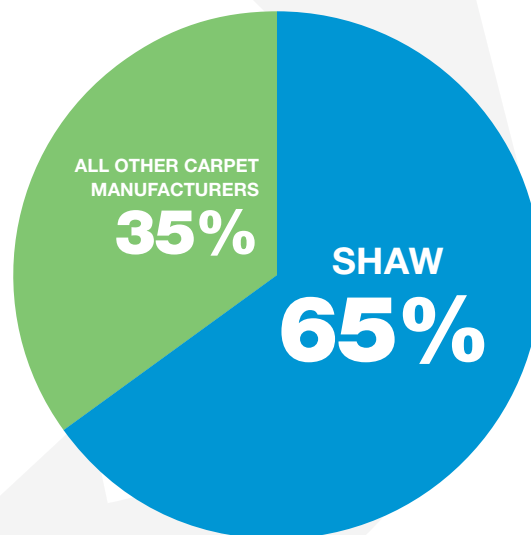


**2009 RECYCLER OF THE YEAR**

## SHAW RECLAMATION & RECYCLING



That's more than  
all other carpet  
companies,  
**COMBINED.**



FLOOR

# FOCUS

www.floordaily.net

December 2012

SURFACES PREVIEW  
FACILITY MANAGERS SURVEY 2012  
2012: THE YEAR IN REVIEW



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■ **HOT PRODUCTS**

**A**s always, carpet tile is the hottest flooring product in the market. This year, there were also substantial gains from polished concrete, nylon, vinyl and hardwood.

	2012	2010	2008
1. CARPET TILE	71%	60%	71%
2. POLISHED CONCRETE	50%	20%	10%
3. NYLON	43%	24%	57%
4. CERAMIC/PORCELAIN	31%	31%	29%
5. VINYL	25%	20%	23%
6. HARDWOOD	22%	0%	23%
7. RUBBER	11%	31%	20%
8. STONE	11%	11%	25%
9. LAMINATE	10%	33%	13%
10. LINOLEUM	9%	25%	0%
12. BROADLOOM	6%	10%	5%

ing how much share carpet tile can still take from other flooring categories. This year, polished concrete is also surprisingly strong.

Nylon also ranked high this year, possibly because of all the high profile fiber enhancements that have hit the market in the last two years. Ceramic tile has maintained its strong position, and hardwood, after not even registering in 2010, has come roaring back this year.

Rubber, laminate, linoleum and broadloom fared poorly this year—broadloom has been at the bottom of this list for years. It's worth noting, however, that a handful of categories did so poorly that they didn't even register this year, including six-foot carpet, wool, area rugs, bamboo and cork.

This year, facility managers weren't as vocal as usual when it came to naming products, categories or companies they were especially impressed with, but there were a handful of mentions of products like Shaw's LokDots,

■ **KUDOS**

**F**acility managers were more reticent this year when it came to naming products and companies that they were most impressed with, but market leaders like Shaw and Interface got mentions, as did Centiva and even Tajima, a Japanese producer of resilient flooring.

- Shaw's LokDots
- Centiva's vinyl plank flooring
- Ceramic tile in general
- Polished concrete
- Interface
- Tajima

■ **DISAPPOINTMENTS**

- Wood laminate flooring
- Sports flooring
- Marmoleum sheet flooring

an installation system that entirely does away with liquid adhesive, as well as Centiva's luxury vinyl plank designs. Polished concrete was strong this year, both in the Hot Products and Kudos charts.

When it comes to sustainability and facility managers, it's a mixed bag. In some cases, the facility manager has a mandate to prioritize green products or achieve a certain level of sustainability, but in other cases there's no guidance at all, just a tight budget and not enough room to maneuver. Too often, sustainability is relegated to the bottom of the list of priorities.

This year, however, there have been clear indications of growing interest in sustainability among facility managers. About 55% of them said that sustainability features could make or break a purchase, and 71% cited sustainability as a very important technical detail, more important than backings, wearlayers, and safety factors.

FP+A's surveys also point to a "significant trend" in investments in sustainability. Most of the activity is in the warehouse and distribution of manufactured products. Also showing a lot of growth is the corporate sector, along with the government and institutional sectors.

Most facility managers identify Shaw as the greenest flooring company in the commercial market. It's held the top spot over the last four surveys. Interface has stood alone in the second spot. Together, the two firms account for well over three quarters of all votes.

■ **GREEN LEADERS**

**I**n the eyes of the facility managers, Shaw has been the green leader since 2006. Before that, it was Interface, which is the perennial winner in the A&D community. This year, Shaw and Interface together accounted for 85% of the vote, compared to 73% in 2010 and 67% in 2008.

	2012	2010	2008
1. SHAW	50%	46%	38%
2. INTERFACE	35%	27%	29%
3. MANNINGTON	5%	2%	--
3. JOHNSONITE	5%	--	--
3. TANDUS	5%	3%	5%

■ **THE WINNER**

**T**his year, Antron Carpet Fiber awarded one survey participant a \$500 prize. This year's winner, chosen at random, is:

- Steve Coleman, Sr, Wichita Public Schools  
Wichita, Kansas





## ■ BEST OVERALL BUSINESS EXPERIENCE

**F**or the fourth survey in a row, Shaw Contract took the top spot in the soft surface category for best overall business experience. Interface, which held the top spot prior to 2006, was a strong second. Other trending carpet mills this year include Patcraft and Atlas.

On the hard surface side, Armstrong won for the second survey in a row—it has won four out of the last six surveys, dating back to 2001. Daltile, which won the category in 2004 and is always in the top three or four, edged out Roppe for the second spot.

### CARPET

	2012	2010
1. SHAW CONTRACT	59%	63%
2. INTERFACE	46%	48%
3. MANNINGTON	27%	48%
4. MOHAWK	23%	N/A*
5. PATCRAFT	22%	15%
6. BENTLEY PRINCE ST	18%	23%
7. TANDUS	14%	N/A*
8. ATLAS CARPET	13%	--
9. MILLIKEN	5%	35%
10. DURKAN COMMERCIAL	4%	--

### HARD SURFACES

	2012	2010
1. ARMSTRONG	46%	54%
2. DAL TILE	37%	42%
3. ROPPE	36%	28%
4. JOHNSONITE	32%	46%
5. MANNINGTON	27%	50%
6. AMERICAN OLEAN	18%	--
7. FLEXCO	15%	14%
8. FORBO	14%	26%
8. NORA	14%	--
10. AMTICO	9%	--

\* Tandus and Mohawk received votes by sub brand in 2010.

## ■ FAVORITE CARPET MANUFACTURER

**S**haw Contract swept the carpet category for the fourth facility manager survey in a row. Interface, which underperformed in 2010, came back strongly this year, easily securing the second spot in every category, as it did in 2008. Mohawk, as a consolidated brand this year, also performed well, registering in every category.

### SERVICE

*Shaw won in the service category for the fourth year in a row, while Interface moved up from the third spot. Mohawk, whose Lees and Bigelow brands took the second and fifth spots in 2010, was a strong third this year.*

1. SHAW
2. INTERFACE
3. MOHAWK
4. PATCRAFT

### QUALITY

*Shaw won this category, also for the fourth survey in a row. Interface moved up from fourth to second. Mohawk took Lees' spot this year, and Patcraft, which didn't make the list in 2010, took the fourth spot this year.*

1. SHAW
2. INTERFACE
3. MOHAWK
4. PATCRAFT

### DESIGN

*Shaw, again for the fourth year in a row, won this category, and Interface held onto the second spot for the third year in a row. Tandus maintained the third spot for the second survey in a row, while Mohawk took the place of Lees.*

1. SHAW
2. INTERFACE
3. TANDUS
4. MOHAWK

### PERFORMANCE

*Shaw won this category (fourth year), though it barely edged out Interface, which was third in 2010. Mohawk took third this year; in 2010, Lees was second and Bigelow fifth. Patcraft made the list for the first time since 2001.*

1. SHAW
2. INTERFACE
3. MOHAWK
4. PATCRAFT

### VALUE

*Shaw was most dominant in this category, which it won for the fourth time. Interface moved up from fourth to second. While Lees and Bigelow shared the second spot last time, Mohawk made the fourth spot this year.*

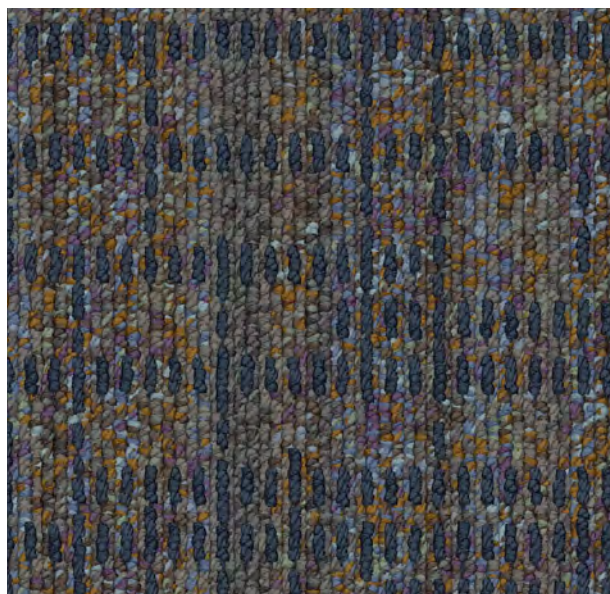
1. SHAW
2. INTERFACE
3. PATCRAFT
4. MOHAWK

Read.  
Succeed.  
Repeat.

Stay ahead of the curve and build your business. Read Floor Focus and FloorDaily.net

[www.FloorDaily.net](http://www.FloorDaily.net)

collection: M400J-0 custom | color: 160893 Custom



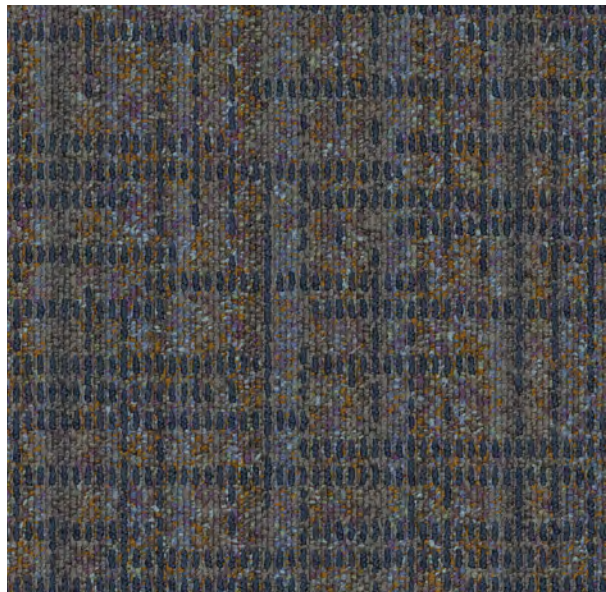
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collection: M400J-0 custom | color: 160893 Custom



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## Shaw Tile

**PRODUCT: M400J - 0**

**PROJECT: AMERIGROUP**

Color Ref:

Construction: Multi-Scroll

Fiber Content: NSP Eco Sol Q Nylon

	<b>Imperial</b>	<b>Metric</b>
Gauge:	1/12	47.24/10 cm
Stitches:	9.33/in	36.73/10 cm
Tufted Yarn Wt:	30 oz/yd <sup>2</sup>	1017.2 g/sm
Pile Height:	0.177 in	4.5 mm
Width:	24X24	60.96 cm X 60.96 cm
Primary Backing:	Woven Polypropylene	
Secondary Backing:	Ecoworx	
Pattern Repeat:	No Repeat	
Warranty:	Ltd. Lifetime Commercial Warranty (tile)	
Expiration Date:	<b>November 03,2014</b>	

\*This sample is for color and pattern only and is not representative of production quality.

\* This carpet is manufactured for floor covering use only.

\* Walk-off mats are recommended at building entryways to reduce soiling.

\* As in all quality carpets, colors are subject to dye lot variations. For optimum sidematch and finished seam appearance, this product should be installed, whenever possible, with seams running perpendicular to major external (outside) light sources.

\* Shading is the result of pile distortion and often is described as "watermarking". Since this is an inherent characteristic of cut-pile and cut/loop-pile carpet, it does not constitute a manufacturing defect.

\* Tufted patterned broadloom carpet will stretch; therefore, exact pattern match cannot be guaranteed. Reasonable pattern match can be achieved when installed by trained and experienced professional installers.

\* To meet warranty requirements, approved adhesives and seam sealers must be for glue-down applications as outlined in s/c backing system brochure.

\* Specifications are subject to nominal manufacturing variances. Material supply and/or manufacturing processes may necessitate changes without notice.

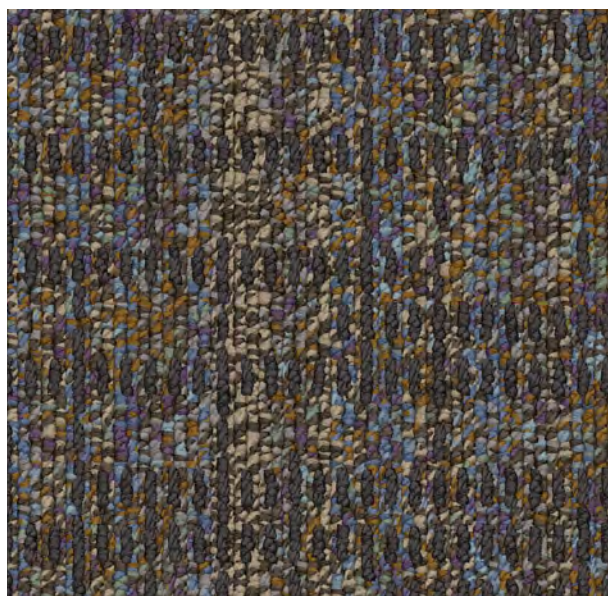
\*50% Deposit Required at Order Entry

\* All NSP orders are non-cancelable and subject to minimums and overages. (c) Shaw Industries, Inc., 2008.

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collection: R610N-0 custom | color: 160894 Custom



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collection: R610N-0 custom | color: 160894 Custom



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## Shaw Tile

**PRODUCT: R610N - 0**

**PROJECT: AMERIGROUP**

Color Ref:

Construction: Multi-Scroll

Fiber Content: NSP Eco Sol Q Nylon

<b>Imperial</b>	<b>Metric</b>
Gauge: 1/12	47.24/10 cm
Stitches: 9.83/in	38.7/10 cm
Tufted Yarn Wt: 30 oz/yd <sup>2</sup>	1017.2 g/sm
Pile Height: 0.177 in	4.5 mm
Width: 24X24	60.96 cm X 60.96 cm
Primary Backing: Woven Polypropylene	
Secondary Backing: Ecoworx	
Pattern Repeat: No Repeat	
Warranty: Ltd. Lifetime Commercial Warranty (tile)	
Expiration Date: <b>November 03,2014</b>	

\*This sample is for color and pattern only and is not representative of production quality.

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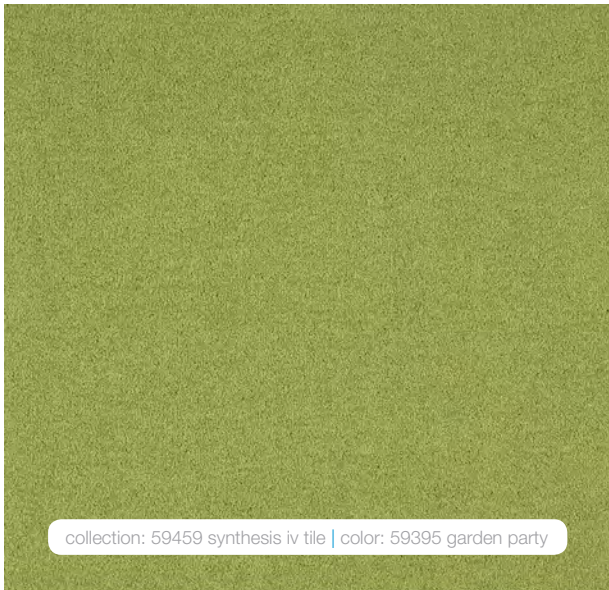
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## Synthesis iv Tile: No Installation Image Available



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**tile specifications**

style name	synthesis iv tile
style number	59459
construction	random tip shear
fiber	nylon
dye method	100% piece dyed

	english	metric
pattern repeat	none	
tufted weight	30.0	1,017.17 g/m <sup>2</sup>
gauge	1/10	39.37 per 10 cm
stitches per inch	11.0	43.31 per 10 cm
finished pile thickness	0.149	3.78 mm
total thickness	0.282	7.16 mm
average density	7248	13.50 kilotex
product size	24" x 24"	60.96 cm x 60.96 cm
primary backing	synthetic	
secondary backing	ecoworx® tile	
protective treatments	ssp® shaw soil protection	
gsa approved product	yes	



**testing**

radiant panel	Class I
nbs smoke	less than 450
electrostatic propensity	less than 3.5 kv

**warranties**

lifetime commercial limited

**installation method**



**coordinating products**

**environmental certification**

green label plus certification number glp 9968  
nsf140 platinum  
cradle to cradle silver certified



Specifications are subject to nominal manufacturing variances.  
Material supply and/or manufacturing processes may necessitate changes without notice.

collection: 60564 on a roll | color: 64485 be jeweled



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**performance broadloom specifications**

style name	on a roll
style number	60564
construction	multi-level pattern loop
fiber	eco solution q® nylon
dye method	83% solution dyed / 17% yarn dyed

english	metric
---------	--------

pattern repeat	no pattern match required	
tufted weight	24.0	813.74 g/m <sup>2</sup>
gauge	1/12	47.24 per 10 cm
stitches per inch	10.0	39.37 per 10 cm
finished pile thickness	0.108	2.74 mm
total thickness	0.281	7.14 mm
average density	8000	14.90 kilotex
product size	12 foot	3.66 m
primary backing	synthetic	
secondary backing	teklok®	
protective treatments	ssp® shaw soil protection	
gsa approved product	yes	

**testing**

radiant panel	Class I
nbs smoke	less than 450
electrostatic propensity	less than 3.5 kv

**warranties**

10 year commercial limited

**installation method**

direct glue

**coordinating products**

shadow play tile, blox tile, color play tile, kinetic tile, simply done tile, nothing to it tile, captivate tile, intrigue tile, diffuse tile, disperse tile, chroma tile, spectrum tile, free for all, think big, surefit

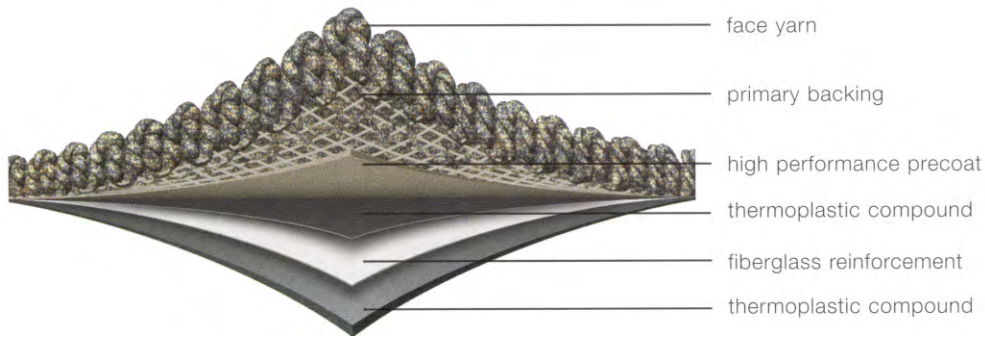
**environmental certification**

green label plus certification number    glp 2271  
nsf140 gold  
cradle to cradle silver certified



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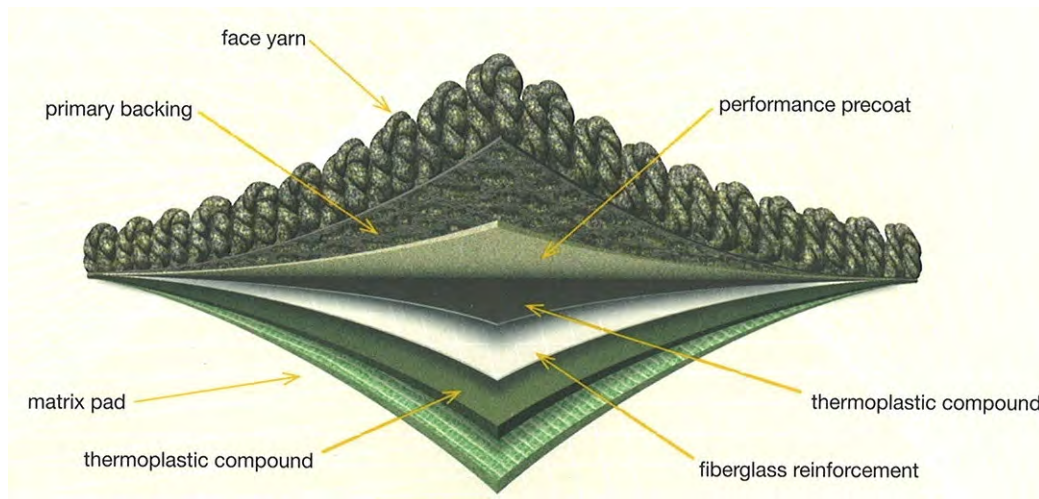
shawcontractgroup.com | 1 800.257.7429



<b>backing system</b>	<b>Ecworx®</b>
<b>backing description</b>	100% PVC –free recyclable backing system with recycled content, made from thermoplastic polyolefin compound with a reinforcing layer.
<b>where</b>	High performance environments requiring modular flooring.
<b>why</b>	<ul style="list-style-type: none"> <li>• Thermoplastic alternative to PVC</li> <li>• Dimensional stability of PVC with 50% less weight</li> <li>• Superior delamination and edge ravel strengths to PVC</li> <li>• Lower VOCs and smoke density test results than PVC</li> <li>• 100% recyclable with recycled content and lower embodied energy than PVC</li> </ul>
<b>backing process</b>	<p>5-step process</p> <ol style="list-style-type: none"> <li>1. Performance precoat for maximum tuft bind.</li> <li>2. Thermoplastic laminate for superior delamination strength.</li> <li>3. Fiberglass reinforcement for unmatched stability.</li> <li>4. Final thermoplastic layer for added stability.</li> <li>5. Die-cut into carpet tiles.</li> </ol>
<b>average thickness</b>	.095 inch
<b>primary</b>	Synthetic
<b>stabilizer</b>	Fiberglass Mat
<b>weight</b>	75 oz/yd <sup>2</sup> (average)
<b>dimensions</b>	24" x 24" (standard); optional sizes available



<b>test</b>	Radiant Panel Fire -Class 1 (based on pile construction) NBS Smoke < 450 TVOCs < 500 micrograms/sqm/hr (meets CRI Green Label requirements) Moisture barrier – 24 hr. British Spill
<b>antimicrobial</b>	FlorSept® system antimicrobial protection
<b>installation</b>	Full spread Shaw Sureset N5000 releasable adhesive Ecoworx ES, Shaw’s environmental self-adhesive system
<b>warranty</b>	Lifetime commercial
<b>shawcontractgroup.com</b>	To download details on installation, specifications, and warranties on-line
<b>shaw inforum</b>	call 1.877.502.7429 for personal assistance

**backing system**

ecologix®

**features and benefits**

Performance precoat, fiberglass reinforced thermoplastic layer laminated with a fiber matrix secondary containing 88% post consumer material

**backing process**

6-step process

1. High performance precoat for maximum tuft bind and moisture resistance.
2. Thermoplastic laminate for superior delamination strength.
3. Fiberglass reinforcement for unmatched stability.
4. Thermoplastic laminate.
5. Attached post consumer recycled fiber matrix pad for comfort under foot.
6. Die-cut into carpet tile.

**primary**

Synthetic

**stabilizer**

Fiberglass Mat

**weight**

85 oz/sy

**secondary thickness**

.150 inch

**dimensions**

24" x 24" (standard); optional sizes available

**pad density**

8.5 – 9.5 lbs. per cubic foot

**test**

Radiant Panel Fire -Class 1 (based on pile construction)

	<p>NBS Smoke &lt; 450 (based on pile construction)</p> <p>Passes CRI Green Label Plus Requirements</p> <p>Moisture barrier – 24 hr. British Spill</p>
<b>installation</b>	<p>Full Spread Shaw Sureset N5000 Pressure Sensitive releasable adhesive</p> <p>Apply with a 3/8 foam paint roller</p> <p>Eco*Logix ES: Shaw’s environmental self-adhesive system (custom option)</p>
<b>warranty</b>	Lifetime Commercial
<b>shawcontractgroup.com</b>	To download details on installation, specifications, and warranties on-line
<b>shaw inforum</b>	call 1.877.502.7429 for personal assistance



## DESCRIPTION

A vinyl compatible, acrylic-based, floor covering adhesive specially formulated to install vinyl composition tiles, solid vinyl tile, all types of carpet tile and approved under cushion pad in a double glue down application. Can be brush, roller, spray or trowel applied. Floor covering can be installed using either the wet or dry installation method. The adhesive is colored BLUE for easy field identification.

## USES

1. For the installation of vinyl composition tile, solid vinyl tile and vinyl backed carpet.
2. For the releasable installation (dry method) of carpet tile. A permanent bond will result if tile is installed into wet adhesive.
3. Consult Shaw's Technical Services Department for a list of approved cushions.

## LIMITATIONS

1. For interior installations only.
2. Do not use for the installation of rubber sheet goods or rubber tile.
3. Do not use when the substrate temperature is below 50°F (10°C) or above 90°F (32°C), or when relative humidity exceeds 65%.
4. Do not apply directly over gypsum-based substrates.

## RECOMMENDED SUBSTRATES

- Any wood underlayment that is recommended or guaranteed by either the wood underlayment manufacturer or the floor covering manufacturer, such as Exterior grade plywood, Group 1, CC type.
- Fully cured concrete.
- Properly prepared cement terrazzo.
- Properly prepared existing vinyl composition tile (limited to one layer).

Note: It is recommended that all concrete slabs be tested for moisture. If moisture vapor emission exceeds 5-lbs./1000 sq. ft. (1,36 kg/92,9 m<sup>2</sup>) per 24 hours, using the anhydrous calcium chloride test, this adhesive must not be used.

## SETTING INSTRUCTIONS

### 1. SURFACE PREPARATION

SEE "SURFACE PREPARATION" SHEET.

## 2. MIXING

ECO 800 is ready to use. No mixing is required. Simply open the container and spread.

## 3. APPLICATION

Note: Shaw 5100 may brush, roller, spray or trowel applied.

3.1 Use the floor covering manufacturer's recommended notched trowels (see technical data table) or application technique.

3.2 Spread adhesive using the recommended trowel or application technique. Spread enough adhesive to ensure that at least 90% of the adhesive transfers to the flooring material backing.

Use the dry installation method in tile over tile applications and for installations requiring releasability (carpet tile). If carpet tiles are installed into fresh adhesive, a permanent bond may result.

3.3 When installing floor covering requiring a permanent bond (vinyl backed carpeting), lay the material into the adhesive while it is still fresh.

3.4 Roll flooring surface backward across width and length with the manufacturer's recommended roller, to break down adhesive ridges and to ensure removal of entrapped air.

3.5 Complete installation as per flooring manufacturer's instructions.

3.6 Promptly clean adhesive smudges from floor covering surface with water while adhesive is still fresh and with mineral spirits when dried.

3.7 Promptly wash tools and hands with water while adhesive is still fresh.

3.8 Do not wet wash floor for five days after tile installation is completed.

## 4. EXPANSION AND CONTROL JOINTS

4.1 Provide for expansion and control joints where specified.

4.2 Do not cover any expansion joints with adhesive.

4.3 Cut flooring material on both sides along the edges of expansion joints.

4.4 Insert the specified compressible bead and sealant for expansion and control joints, according to plans and specifications.

## Technical Data

Drying time at 72°F (22°C)

50% relative humidity  
used)

Up to 30 minutes (depending upon trowel

Freeze-thaw stability at 0°F (-18°C)

Stable 5 cycles

Flash point

Non-flammable

Maximum tolerance of moisture vapor  
emission from the concrete slab (using  
the anhydrous calcium chloride test)

5 lbs. per 1000 sq. ft. (1,36 kg/92,9 m<sup>2</sup>) per 24  
hours pH Less than 8.0

Cleanability

With water while fresh, with mineral spirits  
when dried.

Color

Clear with blue tint

Consistency Semi-liquid (low-moderate viscosity)

**Packaging**

Pails: 1 US gal. (3,7 L); 3.96 US gal. (15 L)

**Shelf Life**

12 months when stored in original containers at room temperature in a dry heated area.

**Approximate Coverages**

Typical Recommended Trowel (depth, width, space)

PVC Only Roller Applied

PermaBac, 3/16" Nap Roller 200 – 245 sq ft/US gal

Carpet Tile (rough backing/substrate) and pad to floor:

1/16" x 1/16" x 1/16" 125 - 185 sq. ft./US gal.

(1,6 x 1,6 x 1,6 mm) (3,0 - 4,5 m2/L)

**Note**

Quantities shown are approximate and given for estimating purposes only. Actual job site coverages may vary according to substrate conditions, type of trowel used and setting practices.

**Health and Safety**

Consult the material safety data sheet for more information.

**5. PROTECTION**

5.1 Protect containers from freezing in transit and storage. This product is freeze/thaw stable at temperatures down to 0°F (-18°C). However, it is recommended to protect all water-based products from freezing. If frozen, do not stir until material has completely thawed.

5.2 Provide for heated storage on site and deliver all materials at least 24 hours before work begins.

5.3 Restrict traffic for 24 hours to allow proper adhesive set-up.

**NOTICE**

We shall not be liable for incidental and consequential damages, as defined under the uniform commercial code, directly or indirectly sustained, nor for any loss caused by application of these goods not in accordance with current printed instruction or for other than the intended use. Before using, user shall determine the suitability of the product for its intended use and user alone assumes all risks and liability whatsoever in connection therewith. Our liability is expressly limited to replacement of defective goods. Any claim shall be deemed waived unless made in writing to us within thirty (30) days from date it was, or reasonably should have been discovered.





## Material Safety Data Sheet

Material Name: Shaw 5100

ID: SAH00325

### \*\*\* Section 1 - Chemical Product and Company Identification \*\*\*

**Material Name:** Shaw 5100

**Product Use**

Flooring adhesive

**Manufacturer Information**

USA and Puerto Rico

**MAPEI**

1144 East Newport Center Drive

Deerfield Beach, FL 33442

Phone: 1-954-246-8888

Canada

**MAPEI**

2900 Francis-Hughes Avenue

Laval, QC H7L 3J5

Phone: 1-450-662-1212

IN THE EVENT OF A CHEMICAL EMERGENCY INVOLVING A SPILL, LEAK, FIRE, EXPLOSION, EXPOSURE OR ACCIDENT, CONTACT THE FOLLOWING NUMBERS:

Emergency 24 hour numbers:

(USA) CHEMTREC 1-800-424-9300

(Canada) CANUTEC 1-631-996-6666

### \*\*\* Section 2 - Hazards Identification \*\*\*

**Emergency Overview**

This product has been evaluated using criteria specified in 29CFR 1910.1200 (Hazard Communication Standard). Irritating to eyes. This product contains trace levels (<0.03%) of fungicides.

**Hazard Statements**

CAUTION! IRRITANT. Irritating to eyes. Wear suitable gloves and eye/face protection. Keep out of the reach of children.

**Potential Health Effects: Eyes**

This product is irritating to the eyes.

**Potential Health Effects: Skin**

This product may cause irritation to the skin.

**Potential Health Effects: Ingestion**

Ingestion of large amounts may produce gastrointestinal disturbances including irritation, nausea, and diarrhea.

**Potential Health Effects: Inhalation**

This product may cause irritation to the respiratory system.

**Medical Conditions Aggravated by Exposure**

Hypersensitivity to product, allergies, and skin or respiratory disorders

**Potential Environmental Effects**

None identified.

**HMIS Ratings: Health: 1 Fire: 1 Reactivity: 0 Pers. Prot.:** Safety glasses, gloves

Hazard Scale: 0 = Minimal 1 = Slight 2 = Moderate 3 = Serious 4 = Severe \* = Chronic hazard

### \*\*\* Section 3 - Composition / Information on Ingredients \*\*\*

CAS #	Component	Percent
25586-20-3	Acrylic Copolymer	60-100
31069-81-5	Acrylic Copolymer	1-5

# Material Safety Data Sheet

Material Name: Shaw 5100

ID: SAH00325

## \*\*\* Section 4 - First Aid Measures \*\*\*

### First Aid: Eyes

Immediately flush eyes with plenty of water for at least 15 minutes. If irritation persists get medical attention.

### First Aid: Skin

Wash affected area with mild soap and water. If irritation persists, get medical attention.

### First Aid: Ingestion

For ingestion, flush out mouth with water. If ingestion of a large amount does occur, seek medical attention. Do not induce vomiting.

### First Aid: Inhalation

If inhaled, immediately remove the affected person to fresh air. If the affected person is not breathing, apply artificial respiration. If symptoms persist, get medical attention.

### First Aid: Notes to Physician

Provide general supportive measures and treat symptomatically.

## \*\*\* Section 5 - Fire Fighting Measures \*\*\*

### General Fire Hazards

See Section 9 for Flammability Properties.

This product is an aqueous mixture which will not burn. If evaporated to dryness, the solid residue may pose a slight fire hazard.

### Hazardous Combustion Products

Irritating and/or toxic gases may be emitted upon the product's decomposition. Upon decomposition, this product emits carbon monoxide, carbon dioxide and/or low molecular weight hydrocarbons.

### Extinguishing Media

Dry chemical (preferred), foam, water.

### Fire Fighting Equipment/Instructions

Firefighters should wear full protective gear.

**NFPA Ratings: Health: 1 Fire: 1 Reactivity: 0**

Hazard Scale: 0 = Minimal 1 = Slight 2 = Moderate 3 = Serious 4 = Severe

## \*\*\* Section 6 - Accidental Release Measures \*\*\*

### Personal Precautions

Wear appropriate personal protection equipment.

### Containment Procedures

Dike the spilled material, where this is possible. Absorb with inert absorbent such as dry clay, sand or diatomaceous earth, commercial sorbents, or recover using pumps. Scoop up used absorbent into drums or other appropriate container.

### Environmental Precautions

Dispose of waste material according to Local, State, Federal, and Provincial Environmental Regulations.

### Clean-Up Procedures

Attempt to reclaim the free product, if this is possible. Shovel the material into waste container. Thoroughly wash the area with water after a spill or leak clean-up. Wear appropriate protective equipment and clothing during clean-up.

### Evacuation Procedures

None identified.

### Special Procedures

Regulations vary. Consult local authorities before disposal.

## \*\*\* Section 7 - Handling and Storage \*\*\*

### Handling Procedures

Avoid getting this material into contact with your skin and eyes. Avoid breathing vapors or mists of this product. Use this product with adequate ventilation. Wash hands after handling and before eating. Keep out of the reach of children.

# Material Safety Data Sheet

Material Name: Shaw 5100

ID: SAH00325

## Storage Procedures

Store in a cool, dry, well-ventilated area. Keep the container tightly closed and dry. Do not freeze.

### \*\*\* Section 8 - Exposure Controls / Personal Protection \*\*\*

#### A: Component Exposure Limits

ACGIH, OSHA, NIOSH or the provinces of Canada have not developed exposure limits for any of this product's components.

#### Engineering Controls

Provide adequate local exhaust ventilation to maintain worker exposure below exposure limits. Use general ventilation and use local exhaust, where possible, in confined or enclosed spaces.

#### PERSONAL PROTECTIVE EQUIPMENT

##### Personal Protective Equipment: Eyes/Face

Wear safety glasses with side shields.

##### Personal Protective Equipment: Skin

The use of nitrile-latex gloves is recommended.

##### Personal Protective Equipment: Respiratory

Not normally needed. If airborne concentrations are above the applicable exposure limits, use NIOSH approved respiratory protection.

##### Personal Protective Equipment: General

Launder contaminated clothing before reuse. Use good industrial hygiene practices in handling this material.

### \*\*\* Section 9 - Physical & Chemical Properties \*\*\*

<b>Appearance:</b>	Cream Colored Paste	<b>Odor:</b>	Slight acrylic odor
<b>Physical State:</b>	Paste	<b>pH:</b>	7.5 - 11
<b>Vapor Pressure:</b>	N/A	<b>Vapor Density:</b>	N/A
<b>Boiling Point:</b>	N/A	<b>Melting Point:</b>	N/A
<b>Solubility (H2O):</b>	N/A	<b>Specific Gravity:</b>	1.1 - 1.5
<b>Evaporation Rate:</b>	N/A	<b>VOC:</b>	19 g/L
<b>Octanol/H2O Coeff.:</b>	N/A	<b>Flash Point:</b>	>200° F
<b>Flash Point Method:</b>	N/A	<b>Upper Flammability Limit (UFL):</b>	N/A
<b>Lower Flammability Limit (LFL):</b>	N/A	<b>Burning Rate:</b>	N/A
<b>Auto Ignition:</b>	N/A		

#### Physical Properties: Additional Information

The data provided in this section is to be used for product safety handling purposes. Please refer to Product Data Sheets, Certificates of Conformity or Certificates of Analysis for chemical and physical data for determinations of quality and for formulation purposes.

### \*\*\* Section 10 - Chemical Stability & Reactivity Information \*\*\*

#### Chemical Stability

This is a stable material.

#### Chemical Stability: Conditions to Avoid

Do not freeze.

#### Incompatibility

This product may react with strong acids or oxidizing agents.

#### Hazardous Decomposition

Irritating and/or toxic fumes and gases may be emitted upon the product's decomposition. Upon decomposition, this product may emit fumes of carbon monoxide, carbon dioxide, oxides of nitrogen, and other organic compounds.



# Material Safety Data Sheet

Material Name: Shaw 5100

ID: SAH00325

## Possibility of Hazardous Reactions

Will not occur.

### \*\*\* Section 11 - Toxicological Information \*\*\*

#### Acute Dose Effects

##### A: General Product Information

No information available for the product.

##### B: Component Analysis - LD50/LC50

No LD50/LC50's are available for this product's components.

#### Carcinogenicity

##### A: General Product Information

No information available for the product.

##### B: Component Carcinogenicity

None of this product's components are listed by ACGIH, IARC, OSHA, NIOSH, or NTP.

#### Sensitization

No information available for the product.

### \*\*\* Section 12 - Ecological Information \*\*\*

#### Ecotoxicity

##### A: General Product Information

No data available for this product.

##### B: Component Analysis - Ecotoxicity - Aquatic Toxicity

No ecotoxicity data are available for this product's components.

### \*\*\* Section 13 - Disposal Considerations \*\*\*

#### US EPA Waste Number & Descriptions

##### A: General Product Information

No additional information available.

##### B: Component Waste Numbers

No EPA Waste Numbers are applicable for this product's components.

#### Disposal Instructions

Waste must be handled in accordance with all federal, state, provincial, and local regulations. Consult authorities before disposal.

See Section 7 for Handling Procedures. See Section 8 for Personal Protective Equipment recommendations.

### \*\*\* Section 14 - Transportation Information \*\*\*

#### International Transportation Regulations

Not regulated as dangerous goods.

### \*\*\* Section 15 - Regulatory Information \*\*\*

#### US Federal Regulations

##### A: General Product Information

All components are on the U.S. EPA TSCA Inventory List. All components of this product are included, or are exempt from inclusion, in the Canadian Domestic Substance List unless otherwise noted.

##### B: Component Analysis

None of this products components are listed under SARA Section 302 (40 CFR 355 Appendix A), SARA Section 313 (40 CFR 372.65), or CERCLA (40 CFR 302.4).

#### State Regulations

##### A: General Product Information

Other state regulations may apply. Check individual state requirements.

##### B: Component Analysis - State

None of this product's components are listed on the state lists from CA, MA, MN, NJ, PA, or RI.

# Material Safety Data Sheet

Material Name: Shaw 5100

ID: SAH00325

## Canadian WHMIS Information

### A: General Product Information

Not regulated

### B: Component Analysis - WHMIS IDL

No components are listed in the WHMIS IDL.

## Additional Regulatory Information

### A: General Product Information

Supplier(s) of proprietary component(s) state that these components are contained on the TSCA inventory.

### B: Component Analysis - Inventory

Component	CAS #	TSCA	CAN	EEC
Acrylic Copolymer	25586-20-3	Yes	DSL	No
Acrylic Copolymer	31069-81-5	Yes	DSL	No

## \*\*\* Section 16 - Other Information \*\*\*

### Other Information

Reasonable care has been taken in the preparation of this information, but the manufacturer makes no warranty of merchantability or any other warranty, expressed or implied, with respect to this information. The manufacturer makes no representations and assumes no liability for any direct, incidental or consequential damages resulting from its use. The information herein is presented in good faith and believed to be accurate as of the effective date given. It is the buyer's responsibility to ensure that its activities comply with Federal, State or provincial, and local laws.

### Key/Legend

NA = Not available or Not Applicable. BLV=Biological Limit Values TLV = Threshold Limit Value. NFPA = National Fire Protection Association. HMIS = Hazardous Material Information System. CFR = Code of Federal Regulations. EPA = Environmental Protection Agency; TSCA = Toxic Substance Control Act; ACGIH = American Conference of Governmental Industrial Hygienists; IARC = International Agency for Research on Cancer; NIOSH = National Institute for Occupational Safety and Health; NTP = National Toxicology Program; OSHA = Occupational Safety and Health Administration., NJTSR = New Jersey Trade Secret Registry.

End of Sheet SAH00325

# Technical Information

*Covering installation guidelines, warranties and maintenance guidelines*

## Installation Guidelines:

- Tile
- Broadloom

## Warranties:

- Eco Solution Q®
- EcoWorx®
- EcoLogix®

## Maintenance Guidelines:

- Maintenance of Shaw Contract Group Carpets



### INSTALLATION GUIDELINES

The following instructions should be reviewed prior to installation. Shaw Industries will not be responsible for improper installation.

### SITE TESTING AND CONDITIONING

Maintain the temperature of the installation site, carpet, and adhesive between a minimum temperature of 65° F and a maximum temperature of 95° F for 24 hours before installation. Do not begin the installation if the room or subfloor temperature is below 65° F. The adhesive will not function properly when applied over an extremely cold surface. Relative humidity should not exceed 65%. Maintain these conditions for 24 hours prior to, during and 24 hours after installation.

Test the concrete for alkalinity prior to beginning the installation. Check the concrete for surface pH at several locations. A reading below 5.0 or above 9.0 requires corrective measures. Specific information on the correct method of neutralizing low or high pH is available through Shaw Technical Services Department.

Check the concrete for moisture at several locations using anhydrous calcium chloride test kits. The moisture transmission rate must not exceed 5.0 lbs. per 1000 sq. ft. per 24 hours. Do not begin the installation if an unacceptable moisture level is detected. Do not use other methods of moisture testing as they are not reliable. If excessive moisture is present, the general contractor or building owner must be advised and a decision made if the installation is to begin. Shaw Industries will not be responsible for any moisture related installation failures if these guidelines are not strictly followed.

### FLOOR PREPARATION

The floor must be dry, free of dust, dirt, oil, grease, paint, wax, or any debris that could affect adhesion of the carpet modules to the floor.

**CAUTION:** Ecoworx ES and Ergoflex ES are peel n stick systems. It is extremely important that the subfloor be **completely** free of dust or debris that could contaminate the applied adhesive. Shaw Industries recommends the complete coverage of a latex primer such as Shaw's 9050 to encapsulate any remaining dust prior to installing product. Failure to use a latex primer may result in installation failure.

Do not use sweeping compounds as they may leave oily deposits. The floor must be level and smooth. Depressions and cracks must be filled with a liquid latex additive patching compound and all protrusions leveled.

**NOTE:** Do not sand or scrape Vinyl Asbestos Tile (VAT) without proper attention to abatement procedures and precautions in accordance with all state and local codes.

**SHAW INDUSTRIES, INC. MAKES NO CLAIMS AS TO THE ACCEPTABILITY OF THIS PROCEDURE AS A MITIGATION METHOD IN LIEU OF ASBESTOS REMOVAL; AND ACCEPTS NO RESPONSIBILITY IF ANY LOOSE ASBESTOS CONTAINING FLOORINGS ARE AFFECTED UPON REMOVAL OF A SHAW CONTRACT MODULAR CARPET INSTALLATION.**

Concrete floors must be sealed with liquid latex such as Shaw 9050 if dusting or powdering exists.

As always, manufacturers are subject to change their formulations. Please refer to all manufacturers' suggested use and precautions.

**CAUTION: Cutback asphaltic adhesive or any other non-approved adhesives must never be allowed to come into contact with new adhesives. Installation failure could result. If this situation arises, contact Shaw Industries Technical Services Department at 1-800-471-7429.**

### RAISED ACCESS FLOOR PANELS

All panels must be smooth, level, secure and free of any material that will affect the adhesive bond. Carpet modules must be installed offset from access panel seams. Gaps between panels must not exceed 1/16" ( 1.6mm ).

### TRENCH HEADERS

A 12" to 18" band of adhesive must be applied on either side of all trench headers.

### FLATWIRE CABLE SYSTEMS

Flatwire cable systems must be centered under Network modular tiles for better seam quality. Adhesive must not be applied over flatwire cable systems due to possible damage to the cable during tile removal.

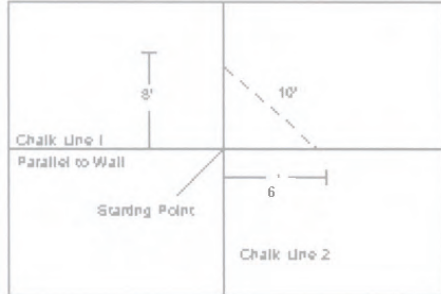
### SITE LAYOUT

(1) The starting point in a modular installation must be as near to the center of the room as possible and must be positioned to utilize the largest perimeter cut module size.

(2) Snap a chalk line parallel to one major wall bisecting the starting point. It may be necessary to offset the center chalk line to assure perimeter modules will be at least half size.

(3) A second chalk line must be snapped from the starting point at 90° to the first line. This can be accomplished using a 3-4-5, 6-8-10, or larger triangle, depending on the room size. (See Illustration A) Meters or feet may be used to lay out the triangle in these proportions.

**Illustration A:**



#### **ADHESIVE REQUIREMENTS & APPLICATION**

For Ecoworx, Ecoglix and Ergoflex products we recommend the use of a premium pressure sensitive adhesive such as Shaw 5000 or 5100 Adhesive. A 3/8" foam paint roller, 1/16" v-notch trowel or flat trowel may be used to apply the adhesive. Shaw does not recommend the application of adhesive by means of a sprayer. Allow the adhesive sufficient open time so that it will not transfer to the back of the tile.

Ecoworx ES/Ergoflex ES - No adhesive required

**The adhesive must be allowed to dry completely before installing the carpet.** Installing into wet adhesive will result in a permanent bond and may cause carpet to bubble!

**NOTE - A FULL SPREAD OF ADHESIVE IS REQUIRED.**

#### **INSTALLATION**

(1) Begin the installation by installing according to the carton number. Each module has directional arrows on the backing. This allows for one-directional or multi-directional installation. Some styles may be large scale or linear in design and require quarter turning. If you are unsure about whether or not your product requires a quarter turned installation, please contact Shaw Contract Inform at 1.877.502.7429. for assistance.

(2) Installation must begin at the intersection of two chalk lines. Installation must continue until completed in one quadrant, then proceed to an adjoining quadrant until all four quadrants are completed. Larger areas may require chalk lines bisecting the original four quadrants.

(3) Install modules using the pyramid technique (See Illustration B). This allows multiple alignment checks. If the edges do not align and the misalignment increases with progression of the installation, the source of the problem must be identified and corrected.

(4) Ecoworx ES and Ergoflex ES backings are manufactured with the adhesive already applied. Once the module is ready to install, simply peel the liner from the back and position snugly to the adjacent tile edges. Press firmly to ensure transfer to the subfloor.

NOTE: USE OF A LATEX PRIMER SUCH AS SHAW'S 9050 IS RECOMMENDED – SEE PG. 1 FLOOR PREPARATION.

**Illustration B:**



(5) Slide modules into position to prevent yarn from being trapped between the modules. Trapped yarn will adversely affect the appearance of the installation and will cause alignment problems.

(6) Modules must fit snugly, but not be compressed. Press the entire surface of the tile to ensure adhesion. Check for fit by measuring the length of ten full modules after installation. The measurement must not be less than, or exceed by more than 1/4 inch, the length of the modules being multiplied by ten. For example: if 24" X 24" modules are being installed, the measurement should be between 240 and 240 1/4 inches.

#### **CUTTING TECHNIQUES**

(1) Modules may be cut by measuring and cutting from the back using a straight edge. Care must be taken to assure the arrows are pointing in the correct direction.

(2) Modules may also be cut by letting them cope up the wall and cutting with a cushion back wall trimmer or similar tool. **DO NOT COMPRESS!**

#### **POST INSTALLATION CARE**

1. Roll the entire installation with a 75 lb roller once it is completed.

2. Use plywood over the carpet when heavy objects are moved within 24 hours after installation.

3. Protective chair mats under chairs with casters are recommended. This will prevent excessive wear to the face and possible transfer of the pressure sensitive adhesive to the back of the carpet.

4. A non-staining building material paper must be placed over the carpet to protect it when additional construction activity is to take place that would soil or stain it. **Do not use plastic sheeting as it will trap moisture.**

Shaw Technical Bulletins are updated as new information becomes available. To determine if this represents the most current information, call 1-800-471-7429 and ask for the current bulletin number and date. C200-02/22/07.

These installation procedures are intended to assist in the installation and care of Shaw modular carpet under most job conditions. Specific questions regarding installation and maintenance not covered within must be referred to the **Shaw Technical Services Department at 1-800-471-7429**. Any variance from these procedures will become the responsibility of the installer and not the manufacturer.

**Notice – Failure to follow these guidelines can result in voiding the carpet warranty.**

# Installation of Commercial Broadloom Products

## INSTALLATION GUIDELINES

The following instructions shall be reviewed prior to installation. Shaw will not be responsible for improper installation.

## SITE TESTING AND CONDITIONING

Maintain the temperature of the installation site, carpet, adhesive and seam sealer between 65° F and 95° F for 24 hours before installation. Do not begin the installation if the room or subfloor temperature is below 65° F. The adhesive and seam sealer will not function properly when applied over an extremely cold surface. Relative humidity should not exceed 65%. These conditions must be maintained for 24 hours prior to, during and 24 hours after installation.

Test the slab for moisture and alkalinity prior to beginning the installation. Check the concrete for surface pH at several locations. A reading below 5.0 or above 9.0 requires corrective measures. Specific information on the correct method of neutralizing extremely low or high pH is available from the Shaw Field Technical Services Department.

Check the concrete for moisture at several locations using anhydrous calcium chloride test kits. The moisture transmission rate must not exceed 5.0

lbs. per 1000 sq. ft. per 24 hours. Do not begin the installation if a higher moisture transmission rate is detected. Do not use other methods of moisture testing, as they are not reliable. If moisture is excessive advise the general contractor or building owner for a decision on whether to begin.

Shaw is not responsible for any moisture related installation failures if these guidelines are not strictly followed.

## FLOOR PREPARATION

The floor must be free of dust, dirt, oil, grease, paint, wax, moisture or any debris that could affect adhesion of these backings to the floor. Do not use sweeping compounds as they leave oily deposits.

The floor must be level and smooth. Depressions and cracks must be filled with a liquid latex additive patching compound and all protrusions leveled. **NOTE: Do not sand or scrape Vinyl-asbestos tile (VAT)** without proper attention to asbestos abatement procedures and precautions in accordance with all state and local codes.

**SHAW ACCEPTS NO RESPONSIBILITY IF LOOSE ASBESTOS CONTAINING FLOORINGS ARE AFFECTED UPON REMOVAL OF A COMMERCIAL BROADLOOM INSTALLATIONS.**

**Notice – Failure to follow these guidelines can result in voiding the carpet warranty.**

Concrete floors must be sealed if dusting or powdering exists. The following floor sealers are suggested for concrete: Shaw Contract 9050 Floor Sealer and Shaw 8550 Level Primer.

## ADHESIVES

Use Shaw 1000 or 1200 premium multipurpose adhesive, or if working with patterned carpets use the Shaw 2057 or 2100 Patterned Carpet Adhesive.

Apply the adhesive with a 1/8" X 1/8" X 1/8" "U" notch trowel that will give a spread rate of 8 to 10 square yards per gallon or 32 to 40 square yards per 4-gallon pail. On extremely porous or rough floors with residual multi-purpose adhesive, more adhesive will be needed. Spread rate should never exceed 40 square yards per 4 gallons or an installation failure may occur. This indicates a worn or improperly notched trowel.

The Shaw 1000 or 1200 adhesive must have adequate open time to become very tacky prior to installation. The open time will vary depending on temperature and humidity at the job site. The adhesive is ready for carpet installation when the entire ridge of glue becomes tacky. This can be checked by firmly placing a finger into the adhesive and lifting slowly. The glue should have legs or strings and not be wet at the floor surface to ensure a full transfer of adhesive. Fans or air movers will reduce required open time.

The Shaw 2057 or 2100 Patterned Carpet Adhesive will allow the carpet to

be installed while the adhesive is wet for better pattern matching capabilities.

Inadequate adhesive application will result in bubbles and/or peaked seams and repair will require more time and effort than proper initial installation.

## JOB LAYOUT

**Dry lay the entire area to be carpeted. Implement roll sequencing prior to cutting any textured, graphic product. This will minimize the normal variations encountered when pattern matching and any bow or skew between the rolls. Roll numbers are the first method for sequencing unless pattern sequences are provided. If the roll tags have been removed prior to the carpet arriving to the job site, the date and time is backstamped (in military time) on the carpet to assist in sequencing.**

## NOTICE: LOOK BEFORE YOU CUT.....

**Contact your Sales Representative or the Financial Services Department if a visible manufacturing defect exists. If such a defect is installed, Shaw is not liable for the installation.**

## CUTTING AND SEAMING

Seam edges shall be trimmed using tools and techniques best suited for the carpet. Trim edges far enough into the material, normally about 8-10 rows, to maintain the structural integrity of the carpet. The cutting technique for these backing is row cut both drops and match patterns in the center of your seam. Correct pattern matching, gaps and



overlaid areas with use of a knee kicker, power stretcher, deadman, Roberts 10-117 ministretcher and stay nails.

**Patterned carpets must be cut by the row cut/row cut method and dry laid to ensure pattern match, also check for sidematch and any visual defects.**

Use a screwdriver or awl to separate rows of yarn and cut with a cushion back or loop pile cutter. After adhesive has become tacky, place the first drop into the adhesive and apply seam sealer. Place second breadth into adhesive and match pattern in center of seam. Use of a power stretcher, deadman, Roberts 10-117 mini stretcher and stay nails may be required to obtain proper match. Cross seams can be made the same as side seams if the rows can be run across the width. If not straight edge from the face on the side with the pile lay toward the seam. Better seam quality will be obtained if you first run the cushion back cutter along the straight edge with the blade retracted. This will preserve more yarn by pushing it out of the way. This cut edge is then used as a guide to trace cut the second side of the seam.

## SEAM SEALING

**Commercial broadloom products require the use of seam sealer. Shaw 4000 or 8300 seam sealer must be applied to the edges trimmed for seaming, and cover the thickness of both the primary and secondary backing without contaminating the face yarn.**

**CAUTION:** Seam edges **must** be sealed to prevent edge ravel, tuft loss,

and delamination of the secondary backing in the seamed area.

## TRANSITIONS

Where carpet meets other floor coverings, the edges must be adequately protected with an appropriate transition molding or strip that covers the carpet edge at least ½”.

## GENERAL COMMENTS

These backings should be rolled in both directions with a roller not exceeding 75 lbs. to assure transfer of the adhesive between floor and carpet backing.

## POST INSTALLATION CARE AND PROTECTION

1. Use plywood over the carpet when heavy objects are moved within 24 hours after installation.
2. Protective chair mats under chairs with casters are recommended. This will prevent excessive wear to the face and possible transfer of the pressure sensitive adhesive to the back of the carpet.
3. A non-staining building material paper must be placed over the carpet to protect it when additional construction activity is to take place that would soil or stain it. **Do not use plastic sheeting as it will trap moisture.**

These installation procedures are intended to assist in the installation and care of Shaw Broadloom carpet under most job conditions. Specific questions regarding installation and maintenance not covered within must be referred to the

**Shaw Technical Services Department at 1-800-471-7429.** Any variance from these procedures will become the responsibility of the installer and not the manufacturer.

Shaw Technical Bulletins are updates as new information becomes available. To determine if this represents the most current information, call 1-800-471-7429 and ask for the current bulletin number and date. **SPD02-01/28/05.**

## TECHNICAL SERVICES PHONE NUMBERS AND WEB SITES

Shaw Contract Group - 1-800-471-7429  
[www.shawcontractgroup.com](http://www.shawcontractgroup.com)

## BOW, SKEW, and PATTERN ELONGATION

**Q:** How do you install a patterned carpet if it has bow, skew, or pattern elongation problems but are still within the set tolerances of 1½” for bow in 12’, 1½” for skew in 12’, and 1½” for pattern elongation in 12’?

**A:** First, dry lay all the carpet according to roll or pattern sequence. The sequence number on the roll tag determines installation sequence if a

pattern sequence is not provided. Dry stretch the carpet to minimize alignment difficulties. For bow or skew, select the most prominent width wall, cut the carpet exactly on pattern across the width, then position the carpet along the wall. If cut and positioned correctly, either the bowed or skewed edge(s) will be running up the wall. Fold the carpet back and spread SHAW 1000 or SHAW 1200 adhesive using a minimum 1/8” U notch trowel. Allow the adhesive to properly tack to develop good adhesive legs.

Using the mini stretcher, pull the skewed or bowed edge down off the wall. Align the pattern along the wall. This will form a bubble that will need to be moved to the opposite end of the seam. A bowed carpet will form a bubble on both edges, a skew will bubble only on one side. Align the pattern as the bubble is moved down the seam. It may be necessary to over stretch the carpet pattern with the mini stretcher and allow it to slide back to achieve proper alignment. Use a power stretcher and “deadman” to properly align the pattern along the opposite wall. A “deadman” is constructed by nailing tack strip completely on one side of a 2”x12”x 4’ long piece of lumber. If necessary, stay nails may be used to hold the pattern in place. Remove the nails after adhesive has set.

For pattern elongation, start at the center of the drop and match the pattern at the seam. Then, working both ways from the center out toward the opposite walls, use the mini stretcher or power

**Notice – Failure to follow these guidelines can result in voiding the carpet warranty.**

stretcher to stretch and align pattern working towards each wall.

## Flux Installation Guidelines

Flux Systems Program offers over-sized broadloom patterns. The length repeats are a random match on all broadloom Flux patterns except Cycles. While Cycles has a 16' repeat in length, there are breaks designed within the pattern at approximately every four feet which allows the carpet to be cut and seamed at a random pattern match. Four feet in length is required to obtain acceptable cross seams.

It is necessary to order enough material to obtain side match in the width for all patterns. Flux: 012, Cycles, and Sway have 12 foot repeats in the width. Flux: 06 and Flux: 03 have a 72 inch repeat in the width. Sway has a 36 inch repeat in the width.

## Fragments Installation Guidelines

Fragments Systems Program has both random match on both width and length on all patterns with the exception of Diced which has a pattern repeat of 3" x 3". There are breaks designed within the pattern Shards every two feet which allows the carpet to be cut and seamed at a random pattern match. Two feet in length is required to obtain acceptable cross seam. There are also breaks designed within the patterns Sliver and Slipfit every four feet which allows the carpet to be cut and seamed at a random pattern match. Four feet in length is required to obtain acceptable cross seams.

**Notice – Failure to follow these guidelines can result in voiding the carpet warranty.**

## Lifetime Commercial Limited Wear Warranty for – Eco Solution Q® nylon

Our Eco Solution Q nylon is Shaw Industries premium branded nylon.

The following is the Lifetime Commercial Limited Warranty issued by Shaw Industries, Inc (“Shaw”) for our Eco Solution Q nylon.

This warranty begins when the carpeting is purchased. The carpet must be installed in accordance with Shaw’s installation guidelines and specifications. The carpet must be maintained in accordance with Shaw’s maintenance (carpet care) recommendations and such maintenance (carpet care) continues throughout the duration of the original installation.

The Lifetime Commercial Warranty is further limited to the period of time the carpet is owned and maintained by the original end-use purchaser. The basis of any warranty related claim is the original Shaw invoice or authorized Shaw dealer invoice.

Installation guidelines and specifications along with carpet care recommendations can be obtained from your dealer or from Shaw Contract Group at 1-877-502-7429 or on-line at the Shaw Contract Group web site at [www.shawcontractgroup.com](http://www.shawcontractgroup.com).

### What the lifetime commercial limited warranty covers:

**Fiber - Abrasive Wear** – Shaw warrants that, under normal use, carpet using Eco Solution Q nylon will lose no more than 10% of the pile face fiber, by weight, during the warranty period. This warranty does not cover appearance retention, matting and crushing and normal appearance changes in high traffic areas.

**Fiber - Static Protection** - Shaw warrants that, under normal use, carpet using Eco Solution Q nylon will not generate static build-up in excess of 3.5 kv, during the warranty period as tested by AATCC Test Method 134.

### What you should do if any of the above problems occur and you need warranty service:

You (the original purchaser) should notify the authorized Shaw Dealer and/or your sales representative and submit in writing, the following:

- A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase.
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

To: [www.shawonline.com](http://www.shawonline.com) or Shaw Industries – Financial Services, P.O. Box 40, Dalton, GA 30722.

Shaw will designate a representative to inspect the Carpet containing Eco Solution Q nylon and evaluate the warranty claim.

### What Shaw will do should you need warranty service:

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, Shaw may, at its sole option, replace the affected carpet or refund the proportional purchase price for the affected area.



Shaw will pay the reasonable costs for freight and labor. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the Shaw's Commercial product will be at the consumer's expense.

**What conditions apply to Shaw Industries lifetime commercial limited warranty:**

1. This warranty specifically excludes general soiling, discoloration, appearance change due to pile distortion, and exposure to substances or contaminants which degrade or destroy nylon yarn or the color of the carpet.
2. This warranty specifically excludes carpet which has been surface treated with materials not recommended by Shaw or which have been subjected to abnormal use or to cleaning agents or maintenance methods not recommended or approved by Shaw.

**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.**

# Lifetime Commercial Limited Warranty for Ecoworx® Tile Backing System

**Ecoworx Tile (Modular)** is a backing system made with a proprietary high performance thermoplastic polyolefin compound with a fiberglass reinforcing layer.

The following is the Lifetime Commercial Limited Warranty issued by Shaw Industries, Inc. ("Shaw") for our **Ecoworx Tile (Modular)** backing system when used in Commercial applications.

This Lifetime Commercial Limited Warranty begins when the carpeting is purchased. The carpet must be installed in accordance with Shaw Contract Group installation guidelines and specifications. The carpet must be maintained in accordance with Shaw Contract Group maintenance (carpet care) recommendations and such maintenance (carpet care) continues throughout the duration of the original installation.

The Lifetime is further limited to the period of time the carpet is owned and maintained by the original end-use purchaser. The basis of any warranty related claim is the original Shaw Contract Group invoice or authorized Shaw Contract Group dealer invoice.

Installation guidelines and specifications along with carpet care recommendations can be obtained from your dealer or from Shaw Contract Group Inforum at 1-877-502-7429 or on-line at the Shaw Contract Group web site at [www.shawcontractgroup.com](http://www.shawcontractgroup.com).

## What the Ecoworx Tile lifetime commercial limited warranty covers:

**Fiber - Abrasive Wear** - Shaw warrants that, under normal use, carpet using our approved face fiber will lose no more than 10% of the pile face fiber, by weight, during the warranty period. This warranty does not cover appearance retention, matting and crushing and normal appearance changes in high traffic areas.

**Fiber - Static Protection** - Shaw warrants that, under normal use, carpet using our approved face fiber will not generate static build-up in excess of 3.5 kv, during the warranty period as tested by AATCC Test Method 134

**Backing - Tuftbind/Zippering** - Shaw warrants that, under normal use, carpet coated with this high performance backing system will provide superior tuft bind properties in high traffic environments.

**Backing - Edge Ravel** - Shaw warrants that, under normal use, carpet coated with this high performance backing system will not edge ravel.

**Backing - Integrity/Delamination** - Shaw warrants that, under normal use, the secondary backing on carpet coated with this high performance backing system will not delaminate from the face carpet.

**Backing - Integrity/Dimensional Stability** - Shaw warrants that, under normal use, carpet coated with this high performance backing system will provide dimensional stability, per the AACHEN Test.

**What you should do if any of the above problems occur and you need warranty service:**

You (the original purchaser) should notify the authorized Shaw Dealer and/or your sales representative and submit in writing, the following:

- A valid proof of purchase in the form of a sales receipt or other documents, which establish proof of purchase.
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

To: [www.shawonline.com](http://www.shawonline.com) or Shaw Industries – Financial Services, P.O. Box 40, Dalton, GA 30722.

Shaw will designate a representative to inspect the carpet coated with our high performance tile backing system and evaluate the warranty claim.

**What Shaw will do should you need warranty service:**

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, Shaw may, at its sole option, replace the affected carpet or refund the proportional purchase price for the affected area.

Shaw will pay the reasonable costs for freight and labor. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the Shaw commercial product will be at the consumer's expense.

**What conditions apply to Shaw's Ecoworx Tile lifetime commercial limited warranty:**

This warranty does not cover burns, cuts, fading, matting, pills, pulls, odor, soiling, staining, tears or damage due to improper installation or due to improper cleaning agents or methods. Carpet installed on stairs or in areas subject to abnormal foot-traffic use (i.e. golf spikes, other spiked footwear, ski boots, and the like) is excluded.

Chair pads are recommended under roller caster chairs to inhibit premature wear of the surface of the carpet. Replacement carpet will come only from current running-line products comparable to the warranted product.

**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.**

# Lifetime Commercial Limited Warranty for Ecologix® Tile Backing System

**EcoLogix Tile** is a high performance pre-coat with a fiberglass reinforcing thermoplastic laminated with post consumer fiber matrix secondary backing system.

The following is the Lifetime Commercial Limited Warranty issued by Shaw Industries, Inc (“Shaw”) for our **EcoLogix Tile**, backing system when used in Commercial applications.

This Lifetime Commercial Limited Warranty begins when the carpeting is purchased. The carpet must be installed in accordance with Shaw Contract Group installation guidelines and specifications. The carpet must be maintained in accordance with Shaw Contract Group maintenance (carpet care) recommendations and such maintenance (carpet care) continues throughout the duration of the original installation.

The Lifetime is further limited to the period of time the carpet is owned and maintained by the original end-use purchaser. The basis of any warranty related claim is the original Shaw Contract Group invoice or authorized Shaw Contract Group dealer invoice.

Installation guidelines and specifications along with carpet care recommendations can be obtained from your dealer or from Shaw Contract Group Inforum at 1-877-502-7429 or on-line at the Shaw Contract Group web site at [www.shawcontractgroup.com](http://www.shawcontractgroup.com).

## What the Ecologix Tile lifetime commercial limited warranty covers:

**Fiber - Abrasive Wear** - Shaw warrants that, under normal use, carpet using our approved face fiber will lose no more than 10% of the pile face fiber, by weight, during the warranty period. This warranty does not cover appearance retention, matting and crushing and normal appearance changes in high traffic areas.

**Fiber - Static Protection** - Shaw warrants that, under normal use, carpet using our approved face fiber will not generate static build-up in excess of 3.5 kv, during the warranty period as tested by AATCC Test Method 134

**Backing - Tuftbind/Zippering** - Shaw warrants that, under normal use, carpet coated with this high performance backing system will provide superior tuft bind properties in high traffic environments.

**Backing - Edge Ravel** - Shaw warrants, under normal use, that carpet coated with this high performance backing system will not edge ravel.

**Backing - Integrity/Delamination** - Shaw warrants, under normal use, that the secondary backing on carpet coated with this high performance backing system will not delaminate from the face carpet.

**Backing - Integrity/Dimensional Stability** - Shaw warrants that, under normal use, carpet coated with this high performance backing system will provide dimensional stability, per the AACHEN Test.



**What you should do if any of the above problems occur and you need warranty service:**

You (the original purchaser) should notify the authorized Shaw Dealer and/or your sales representative and submit in writing, the following:

- A valid proof of purchase in the form of a sales receipt or other documents, which establish proof of purchase.
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

To: [www.shawonline.com](http://www.shawonline.com) or Shaw Industries – Financial Services, P.O. Box 40, Dalton, GA 30722.

Shaw will designate a representative to inspect the carpet coated with our high performance tile backing system and evaluate the warranty claim.

**What Shaw will do should you need warranty service:**

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, Shaw may, at its sole option, replace the affected carpet or refund the proportional purchase price for the affected area.

Shaw will pay the reasonable costs for freight and labor. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the Shaw commercial product will be at the consumer's expense.

**What conditions apply to Shaw's Ecologix Tile lifetime commercial limited warranty:**

This warranty does not cover burns, cuts, fading, matting, pills, pulls, odor, soiling, staining, tears or damage due to improper installation or due to improper cleaning agents or methods. Carpet installed on stairs or in areas subject to abnormal foot-traffic use (i.e. golf spikes, other spiked footwear, ski boots, and the like) is excluded.

Chair pads are recommended under roller caster chairs to inhibit premature wear of the surface of the carpet. Replacement carpet will come only from current running-line products comparable to the warranted product.

**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.**

# MAINTENANCE OF SHAW CONTRACT GROUP CARPETS

Shaw Contract Group tile and broadloom carpets are quality engineered to provide a long useful life and enhance the indoor environment. Carpet offers many advantages over other flooring systems, such as reduced fatigue, sound absorption, and lower life cycle costs.

From the start, the carpet maintenance program should be considered part of the carpet buying decision. If proper maintenance is neglected, the carpet's appearance will suffer, shortening the carpet's useful life and raising long term costs.

A comprehensive carpet care program consists of four elements:

- \* Reduction of soil entering the building
- \* Removal of dry soil
- \* Removal of spots and spills
- \* Cleaning by high performance hot water extraction

\* ***Please note that the information in this booklet pertains to most carpets made of synthetic or man-made fibers in commercial installations. Some procedures may not be suitable for wool or wool-blend carpets or printed carpets. For these type carpets, please see the special appropriate maintenance brochure from the Shaw Industries Technical Services Department.***

\* ***This document contains specific procedures for maintenance of printed carpets.***

## THE IMPORTANCE OF PLANNING

A successful maintenance program starts with the selection of carpet that meets specific performance requirements. Attributes include construction, backing, yarn, dye type, and color. Color and pattern are major factors in the perception of a successful maintenance program. The visual degree of soiling is measured as color contrast. The best soil hiding colors are usually medium to dark shades. These are best specified for known areas having severe traffic and soil.

Carpet maintenance must be established as a scheduled program, rather than being a random series of reactions to soiling conditions and infrequent cleaning. Virtually every complaint of poor appearance, rapid soiling, and many times poor performance has been shown to be related to a lack of planning and control of the maintenance program.

The most important consideration when planning a maintenance program is the budget. Like other expensive furnishings or equipment, carpet represents a substantial investment for any facility and deserves adequate care to prolong its effective life. If the carpet maintenance budget is set unrealistically low, the carpet will need to be replaced prematurely.

Tailor the design of the program to the amount of traffic and type of soiling which vary by area. Due to higher traffic levels, entrance lobbies, elevators, and hallways will need more care than offices. Food service areas and entrances will require more effort due to the more difficult soiling conditions. Consult the chart for suggested frequencies by traffic levels.

Traffic Level	Vacuum	Spot Clean	Hot Water Extraction
Light	2-3 times/week	As needed	Annually
Medium	Daily	As needed	Twice/year
Heavy	1+ times/day	As needed	Quarterly
Extra Heavy *	1+ times/day	As needed	Minimum Monthly/as needed

**Light traffic = private offices & cubicles**

**Medium traffic = shared offices, interior hallways & conference rooms**

**Heavy traffic = entrances, elevators, main hallways, break rooms, work/copy rooms & mailrooms**

**\* Extra Heavy = airports & entries to hospitals, malls & theaters \*extra heavy traffic & soiling require frequent attention**

#### WHAT YOU CAN EXPECT FROM YOUR CARPET IN THE REAL WORLD

Although Shaw Industries products are designed for specific applications and are tested to withstand the tremendous beating that carpet receives in some uses, there are some conditions where appearance change must be expected. Carpet and other flooring materials where the oily material from asphalt sealers is tracked into the building may become yellowed over time. This material stains not only carpet but other flooring materials as well. It is virtually impossible to remove all of this material once it has penetrated the fiber of any carpet. Walk off mats and periodic cleaning can reduce this phenomenon. When sealing asphalt parking lots specify a high quality sealer and ask the vendor for a warranty that this will not occur.

Areas where large amounts of sandy soil enter the building may become dull in appearance over time. This is due to abrasion of the fiber surface, reducing the reflection of light. This is minimized by frequent vacuuming.

#### REDUCTION OF SOILING

One of the most critical aspects of maintenance is the use of walk-off mats at building entrances. Mats are also one of the least understood and neglected parts of the maintenance program. Walk-off mats greatly reduce the amount of soil carried into a building by foot traffic. Other areas where mats are beneficial are service entrances with direct contact to the outside, from the hard surface area in a kitchen to the carpeted dining area in a restaurant, or at entrances from plant facilities into the offices. Various studies have shown that the cost of removing a pound of soil from a building ranges up to \$500 or more! Clearly, it is far cheaper to stop the dirt at the door.

The choice of mats is important because the cheaper mats do a poor job of trapping soil and have a short life span. Walk-off mats fall into two categories; those designed to remove and trap gritty soil and those intended to absorb water during wet weather. They should be used in combination.

Good soil removal mats have a coarse texture, are able to brush soil from shoes, and can hold large amounts of soil in their pile. The water absorbent mat is used inside to prevent tracked in moisture from getting to the carpet. A wet carpet acts like a giant shoe cleaner and soils rapidly. When both types of mats are used in combination, they should always be placed so that incoming traffic passes over the soil removal mat first, because the absorbent types have very little soil holding ability.

For mats to continue to trap soil, they should be cleaned on a regular basis, more frequently than the carpet. If accumulated soil is not removed, the mat will become overloaded and cannot prevent soil from entering the building - the mat may even become a source of soil itself. When a building is new or still under construction, soil may be tracked in from unfinished grounds so the mats need to be cleaned more often.

### REMOVAL OF DRY SOIL

Vacuuming is the **most significant element** in the maintenance of carpet and the overall appearance of the facility. Research has shown that 85% of the soil tracked into a building is dry, and the other 15% is oily. Vacuums are designed to remove the dry soil. Walking on soiled carpet permits the soil particles to work their way down into the pile where they are more difficult to remove. Frequent vacuuming removes soil particles from the surface before this happens. Heavily trafficked areas, such as entrances and major corridors, should be vacuumed at least once a day. Areas with less traffic such as offices should be vacuumed every other day depending upon conditions.

#### **Vacuum Cleaner Recommendations:**

1. We only recommend use of vacuums certified in **The Carpet and Rug Institute ([www.carpet-rug.org](http://www.carpet-rug.org)) Vacuum Cleaning Indoor Air Quality Program**. Vacuums specifically designed for commercial installations offer characteristics which help meet the demands of a good maintenance program.
2. For carpet tile and carpets that are **glued directly to the floor without cushion**, a vacuum with a rotating cylindrical brush, rather than a beater bar, should be used to agitate the pile and loosen the soil. Beater bars can damage the pile of direct-glued carpet if the machine height adjustment is set too low. This can also damage the vacuum.
3. Vacuums with either a beater bar or rotating brush can be used for carpet installed over pad, or with attached cushion backings. These vacuums are also recommended for double stick installations where the carpet is glued to the pad.
4. Bags that fill from the top are preferred over those that fill from the bottom. Replaceable paper bags or paper liners for cloth bags are better filters than cloth bags alone because they can trap more of the small particles that cloth bags allow to pass back into the air. Many vacuums can also be used with **micro filtration or high efficiency bags** which capture even smaller particles which tend to be related to allergy complaints and can also reduce the need for dusting. Check bags frequently and replace when 1/2 to 2/3 full to avoid a decrease in efficiency. When changing bags, also check the belt and replace if loose or worn.
5. A good vacuum is vital to prolonging the life of your carpet. A cheap vacuum can remove surface dirt but may not effectively remove the hidden particles embedded in the pile. This can lead to rapid appearance loss and complaints of poor product performance. A hundred dollars saved on the price of a vacuum can easily cost thousands of dollars in reduced useful life of the carpet.



## PILE LIFTING

Between cleanings, regular use of a **pile lifter** can remove deeply embedded dry sand and soil, help stand up the pile and renew the appearance of the carpet in high traffic areas such as traffic funnel zones, elevators, and lobbies. A pile lifter is an upright two motor vacuum with a large, adjustable motor driven brush, a high suction vacuum motor, and a sand trap. Using a pile lifter in traffic lanes just prior to cleaning removes the deeply embedded soil and opens up the pile so the hot water extraction can be more effective. **Follow the pile lifting with a thorough vacuuming.**

## SPOT AND SPILL REMOVAL

All maintenance procedures mentioned thus far have been **planned**; spot and stain removal is the reaction to an **unplanned** incident. Therefore, it is desirable to have the needed materials handy by planning ahead of time. The professional cleaning companies have spot removal kits in convenient carrying cases that contain all the necessary materials. For assistance with specific stain removal procedures, contact Shaw Industries Technical Services Department through Inforum at 877-502-7429.

### General Instructions:

**Spot removal products that have been tested and certified in the Carpet and Rug Institute (CRI) Seal of Approval Program for cleaning products are recommended for specific spots. (Reference [www.carpet-rug.org](http://www.carpet-rug.org)) Additional spot removal procedures are listed below if professional and CRI certified products are not available:**

\* Scoop up any solids gently with a spoon or dull knife. Absorb wet spills as quickly as possible by blotting with **white** paper or cloth towels.

\* Always blot, **never scrub or rub abrasively**, because it may create a fuzzy area. When blotting, work from the outer edge in toward the center of the spot to avoid spreading the spill and enlarging the problem.

\* **Thorough removal of both the stain material and the detergent residue is critical to prevent re-soiling. Water extraction is the best way to accomplish this. Many cleaning equipment manufacturers offer small extraction machines specially designed for spot cleaning. These are small, lightweight and highly portable. They do an excellent job of rinsing after spot cleaning. They are also an excellent way to deal with body fluids on the carpet.** For additional information on these machines call the Shaw Technical Services Department.

\* Place several layers of white towels on the spot to draw out any remaining moisture. Weight them down with a heavy object that will not transfer color, such as a plastic jug of water.

### Removal Procedures:

**A. WATER SOLUBLE STAINS** - Absorb as much as possible with white towels. Blot the affected area with more towels dampened with cool water until no more color transfers to the towels. If any of the stain remains, use a detergent solution of 1/2 teaspoon (no more) of **CLEAR** liquid hand dishwashing detergent (do not use those containing lanolin or hand lotions) to a quart of water in a clean spray bottle. You may also use a general purpose spot cleaner with a pH less than 10.

**For printed carpets, do not use cleaning agents with a pH higher than 8.** Spray lightly onto the spot and blot repeatedly with white towels. **Rinse thoroughly** by spraying with clean water, and then blot or extract. Do not use too much detergent because the residue will contribute to rapid re-soiling.

**A-1.** Either: apply a white vinegar solution (one part white vinegar to one part water) to a white towel and blot or spray onto spot. Continue as in "A" or use a slightly acidic spotter made for coffee, tea and other tannin stains rather than the detergent.

**A-2.** Either: apply a solution of household ammonia (one tablespoon of ammonia to one cup water) to a white towel and blot or spray onto spot. Continue as in "A" or use an alkaline spotter made for removing blood and protein stains rather than the detergent. **Do not use on printed styles.**

**B. GREASE-** Blot as much as possible with white towels. Apply a solvent designed for grease removal to a towel and blot. **Use sparingly and do not pour or spray directly** on the carpet pile as damage to the backing or adhesive underneath may result. A better option is the use of a gel solvent. The advantage of the gel is that it remains on or near the surface where the grease is. The application is much more controllable and has two distinct advantages. By remaining in the area where gel is applied, it allows additional dwell time for the contaminant to soften and by not penetrating to the backing, there is no risk of carpet delaminating.

Use the towels to transport the solvent to the carpet. Repeat until no more color transfers to the towel. Protective gloves should be worn because the solvent will quickly remove oils from the skin and may result in irritation. Provide adequate ventilation and **do not use flammable solvents!** Rinse thoroughly by spraying with clean water, and then blot or extract. If needed, continue with procedures in "A".

**C. FREEZE** areas with chewing gum and candle wax with ice or a commercially available product in an aerosol can. Shatter with a blunt object and vacuum before the chips soften. Follow up with solvent as in "B". A better option is the use of a gel solvent.

**D.** Several specialty spotting products are available from cleaning industry suppliers to remove difficult stains such as Betadine, food dyes, mustard, etc... For specific specialty products, contact Shaw Technical Services through Inforum at 877-502-7429.

**E. RUST** can be removed in most cases with a 10% solution of oxalic acid which is available under several brand names at most stores selling cleaning products. Stubborn cases require 5% hydrofluoric acid which is difficult to obtain and dangerous to use. Both should be used with **caution** by a trained professional.

## RECOMMENDED PROCEDURES BY STAIN TYPE

STAIN	REMOVAL PROCEDURE
Adhesive, Carpet*	B, A,
Alcoholic Beverages	A
Asphalt	B
Beer	A
Betadine*	A, D
Blood, wet	A
Dry	A-2
Butter	B
Chewing Gum	C
Chocolate	A-2
Coffee*	A-1, D
Cola Drinks	A
Cosmetics*	B, A, D
Crayon	B
Deicer, Salt	Vacuum, A
Excrement	A
Food Dyes*	A, D
Furniture Polish	A, B

STAIN	REMOVAL PROCEDURE
Grease, Auto	B
Food	A
Ink, Ballpoint	B
Permanent	B, D
Washable*	A
Lipstick	B
Milk	A
Mustard*	A, D
Nail Polish	Polish Remover
Paint, Latex, Wet	A
Latex, Dry	B
Oil	B
Rust*	E
Tea*	A-1, D
Toner, Copier	Vacuum, A
Unknown*	B, A
Urine	A-1
Vomit	A-1
Wax	C
Wine	A-2

\* Consulting a Trained Professional Cleaner is an option

### CLEANING

Even with thorough vacuuming, cleaning is necessary to remove the 15% of soil which is the oily type material, as well as that which the vacuum cannot remove. In order to maintain acceptable appearance, the carpet **must** be cleaned on a periodic basis to prevent the carpet from becoming so dirty that it can no longer be cleaned satisfactorily. The frequency of cleaning must be adjusted to the rate at which soil accumulates; therefore, heavily trafficked areas typically require more frequent cleaning, as do areas with less traffic but more soil.

When the color of the carpet begins to look dull, it is time to clean the carpet. The traffic lanes will show this first. If the carpet is cleaned before it becomes excessively soiled, the cleaning will be more successful and a much easier task. This is especially important in places where oily soil is prevalent, such as the areas near streets or asphalt parking lots, and those around cooking or dining facilities.

Oil tends to oxidize slowly, forming a sticky material similar to varnish which becomes nearly impossible to remove as it ages.

Another stubborn problem is the salt or deicer from snow melt which accumulates in the carpet over winter. Salt pulls moisture from the air and prevents the carpet from drying as quickly as it normally would. Remember that damp carpet acts like a wet sponge to clean shoes and collect soil faster. The resulting black discoloration in the traffic lanes requires pretreatment with a traffic lane cleaner to break down the soiling and the use of hot, not warm, water to dissolve and remove the salt and soil. Residue from snow melt can cause possible damage, including discoloration. Salt is also an abrasive substance which can cause damage to the fibers.

### The Cleaning System:

A number of cleaning systems are available; their effectiveness varies widely. When choosing the cleaning system, the important considerations are:

- It must clean effectively
- It must not damage the texture of the carpet
- It must not leave excessive residues of cleaning materials.

Shaw Industries recommendations are based on significant laboratory work and many years of experience in the field. **Shaw recommends only the high performance hot water extraction system, which research indicates provides the best capability for cleaning.** This system is commonly referred to as "steam cleaning" although no steam is actually generated. The process consists of applying a cleaning agent onto the pile, and using water in the extractor to recover the used solution and soil. This can be done from a truck-mounted unit outside the facility with only the hose and wand brought inside, or where a truck-mounted unit cannot reach, by a portable system brought into the facility.

**A list of cleaning products that have been tested and certified in the Carpet and Rug Institute (CRI) Seal of Approval Program may be found at [www.carpet-rug.org](http://www.carpet-rug.org).** For additional assistance contact Inforum at 877-502-7429.

The Hot Water Extraction method using high performance equipment should be the *primary* scheduled method to clean carpets. Shaw Industries recommends the use of Hot water extraction equipment which has obtained a Gold Rating in the **Carpet and Rug Institute (CRI) Seal of Approval Program. A list of equipment that has obtained the Gold Rating may be found at [www.carpet-rug.org](http://www.carpet-rug.org).**

Self-contained, walk-behind machines are another type of hot water extraction equipment commonly used. They apply the cleaning solution at a rate which is balanced with the recovery capability of the machine. This type machine is often employed where cleaning is done by in-house maintenance staffs. Since these machines cannot equal the performance of high performance extractors, their use should be scheduled as an interim frequency supplemented by periodic high performance cleaning.

When necessary interim cleaning systems are successful when used to supplement the extraction program. These interim cleaning processes help enhance the carpet's appearance between deep cleanings.

Low moisture encapsulation systems are also interim cleaning processes that enable the carpet's appearance to be improved and returned to service in a short amount of time. The cleaning agent is agitated into the carpet's pile with a mechanical brush, allowed to dry and vacuumed to remove the encapsulated soil from the carpet. In conjunction with scheduled Hot Water Extraction cleanings, the low moisture systems can help maintain a satisfactory appearance.

## **SHAW DOES NOT RECOMMEND!**

### **"Bonnet" Systems:**

The name for these systems is derived from the rotating bonnet of terry cloth or other absorbent material used to agitate the pile and pick up soil. A detergent solution is sprayed onto the pile, and is then worked with the bonnet attached to a rotary floor polisher. It is at best a temporary appearance enhancement because it only absorbs at the surface and does no real extraction of deep soil. **SHAW DOES NOT ADVOCATE THIS SYSTEM.** It is **not substitute for hot water extraction.**

It has very limited capability for soil removal and often leaves most of the detergent in the pile. The spinning bonnet may distort the pile of cut pile carpets and leave distinct swirl marks.  
**SHAW'S EXPERIENCE HAS BEEN THAT MORE CUSTOMER SOILING COMPLAINTS RESULT FROM THIS SYSTEM THAN ALL OTHER CAUSES COMBINED!**  
The bonnet system may damage the edges of some carpet tiles.

### **Water recycling machines**

**Shaw Industries does not recommend any cleaning machine which continuously recycles the cleaning solution.** A growing body of experience is showing that although the large particles are filtered out, the soluble materials, including detergents and soluble contaminants are distributed over the whole area. With repeated cleanings these materials become more concentrated and begin to cause rapid resoiling.

### **CHOOSING A PROFESSIONAL CLEANER**

One way to locate a nearby professional carpet cleaner who uses a hot water extraction system is to contact the **Institute of Inspection, Cleaning & Restoration Certification (IICRC)** at 800-835-4624 or [www.iicrc.org](http://www.iicrc.org).

This organization maintains a national directory of independent professional cleaners who are trained and certified in a variety of cleaning specialties. **You must specifically request a professional cleaner using hot water extraction. IICRC certified firms with the "Master Cleaner" certification are preferred.**



## BASIC GUIDELINES FOR IN-HOUSE MAINTENANCE

If you choose to maintain your carpet using in-house personnel, here are some guidelines to follow. For a good reference describing carpet cleaning and the hot water extraction method specifically, read the *Carpet Cleaning Standard*, (S100) by the IICRC, available at the number listed above.

1. Thoroughly vacuum the area to be cleaned before the hot water extraction to remove as much dry soil as possible. Use a pile lifter if necessary in high traffic areas.
2. Remove spots and stains using the procedures above or a commercially available spot removal kit. Pre-treat the heavily soiled areas and traffic lanes with traffic lane cleaner **certified in the Carpet and Rug Institute (CRI) Seal of Approval Program ([www.carpet-rug.org](http://www.carpet-rug.org))**. Agitate the carpet using carpet rake or agitation equipment. This allows the cleaning agent to penetrate. A minimum of ten minutes of dwell time is recommended to allow the cleaning agent time to loosen contaminants. Although it is advisable to minimize the use of solvents, many traffic lane cleaners do contain some solvents to help remove the stubborn oily dirt often found in traffic areas. Treat a small area and extract the liquid before the traffic lane cleaner dries.
3. On most commercial carpets, **use a detergent with a pH less than 10, preferably near 9, and with a minimum of non-sticky residue. For *printed carpets*, use a detergent solution that has a pH between 6 and 8.**

**Cleaning products that have been tested and certified in the Carpet and Rug Institute (CRI) Seal of Approval Program for Cleaning Products are recommended. For additional assistance contact Inforum at 1-877-502-7429.**

Your detergent selection is important. It is even more important to remove all the detergent you put into the carpet. A detergents' ability to bind to particles of soil and oil is what makes cleaning happen. However, the detergent residue continues to attract and hold soil even after drying. Increasing the amount of detergent beyond the recommended level does not increase cleaning performance, but makes the complete removal of detergent more difficult. **Excessive detergent residue is the most common cause of accelerated resoiling complaints.** Shaw **does not recommend the use of cleaning agents with optical brighteners.**

4. **Avoid over-wetting** the carpet. Prolonged dampness may cause discoloration, promote growth of mildew and bacteria in the carpet, or cause separation of the backing. This can be controlled by a combination of proper equipment and operator training.

5. Do **not** use any silicone-based anti-soil treatments on carpet produced by Shaw.

6. **Reduce drying time** by using several fans or air movers to move air across the carpet in combination with a dehumidifier or air conditioner to pull moisture out of the air. Carpet should be completely dry within 12 hours or less.

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