Terms and Conditions

- Material must be examined prior to installation.
- Please check that all rolls are the correct color, pattern or direction.
- No claims will be allowed for hanging the wrong color or pattern.
- Please verify if directional marker is evident. If marker is visible, all drops should be hung in same direction.
- No adjustments will be allowed after the material is cut.
- Material should be tested by hanging NO MORE THAN 3 STRIPS. If you have any questions after hanging the first 3 strips, call Customer Service at 866-565-KTKT. KnollTextiles will not be responsible for any labor costs thereafter.

Wall Preparation

- All previous wallcovering and paint residue should be removed, and surface protrusions and low spots sanded and filled so that hanging surface is clean, smooth, and thoroughly dry.
- KnollTextiles does not recommend installing wallcovering over existing material.
- Glossy surfaces should be sanded to dull the surface, and dust removed with a dry cloth.
- Surface should be thoroughly sealed; a quality wallcovering primer should be used on all surfaces.
- Lining the walls is usually not needed. The installer should determine if necessary.
- If a paper or canvas liner is thought necessary, the same heavy duty vinyl adhesive with low water content should be used as on the actual wallcovering. This will prevent mildew.
- Any mildew must be removed from the walls and surfaces treated to inhibit further mildew growth.
- Acceptable hanging surfaces must be clean, smooth, thoroughly dry and structurally intact.
- Freshly plastered walls must be dry before application.
- Surface color should be uniform throughout the installation area. Variations in wall color may affect overall appearance of goods after installation.
- The temperature in the area of installation and/or storage should be maintained above 55° F at all times.
- Adequate lighting is necessary for a proper installation.
Adhesive

- For acrylic or Crypton® backed, paper-backed, or for Ultrasuede®, use a high quality, heavy duty, clear vinyl type adhesive with a low water content (at the discretion of installer). Do not introduce additional additives.
- For vinyl-backed fabric only, you can also use a clay-based adhesive.

Application

Paper-Backed Woven Wallcovering

- Wallcovering woven with natural fibers and hand spun yarns may experience irregularities in texture and color which may arise in and between strips. This wallcovering is not intended to create a seamless effect but a hand woven appearance (panel effect). Reversing the strips and visually matching each panel may reduce and control this condition.
- Cut and hang one strip at a time.
- Great care should be taken to trim all edges with a very sharp blade to minimize fraying of the edges. It is recommended that a new blade is used after each cut, to maintain consistency.
- The adhesive should be applied directly to the paper backing. Do not attempt to remove loose threads by pulling. Once the adhesive is absolutely dry, trim any loose threads with a sharp razor blade.
- Meticulous care should be taken to prevent the adhesive from getting on the face, as it may stain the surface.
- Smooth down edges with a felt-covered roller.
- Do not overlap.

Acrylic or Crypton® Backed Woven Wallcovering, Ultrasuede®, Pivot Wallcovering/Panel, or 24/7 Wallcovering

- Please note that the fabrics generally should have 2” – 3” from each selvage cut or trimmed off (approx. width of most straight edges) on the table with a straight edge, using a clean and sharp knife blade. Blades should be changed frequently to maintain the cleanest possible edge. It is recommended that a new blade is used after each cut, to maintain consistency.
- Make sure that the material is lying flat on a smooth surface and that the straight edge is completely parallel to the edge to be cut.
- Mark the “top” and “bottom” of each strip at the time of cutting, to avoid reverse hanging, then number the strips. Make sure to hang each of these panels in the same sequence that they came off the bolt. Each panel should be hung plumb (straight up and down).
- Please note that the markings on lighter color materials may telegraph through to the face. It is recommended that you use an alternate method to indicate “top”, “bottom” and sequence numbers.
- Do not stack your cuts.
• Prior to applying a strip, re-roll it from the bottom up on a broom handle or equivalent. Only roll one strip at a time on the handle.

• Apply a coat of undiluted adhesive to the wall. Test a small piece to determine the amount of adhesive to apply and the length of the time adhesive should be allowed to dry before putting fabric up.

• Apply the cut panels from top to bottom, without using the seam rollers, laying the leading edge against your penciled plumb line.

• Take care not to press too harshly against this surface when removing any bubbles or wrinkles that may appear in the material as a result of handling. Too much pressure can cause fabric to stretch. Stretched fabric may shrink when drying, causing seams to open. Too much force can also cause paste to bleed through the fabric, resulting in permanent stains.

• The smoothing should be done from the top of the panel down.

• Before applying the next panel, trim the excess fabric from top and bottom of the panel just adhered to the wall surface. The horizontal weave should be adjusted to appear as horizontal as possible. **Note: Be careful not to paste too far ahead of your work to avoid premature drying of the adhesive.**

• The second panel should be applied to the wall by starting out with butting, as tightly as possible, the leading edge to the panel up on the wall, being particularly careful not to overlap or to leave any gaps in the seams. The material should then be worked away from that seam, once again pressing gently to remove any air pocket or wrinkles on this panel against the wall. Once this panel is in place, trim the top and bottom as in the first panel and then proceed on with your remaining panels.

• Throughout the installation process, special care should be taken to avoid getting any adhesive on the face of the fabric.