



General **Commercial** Limited Warranty

SHEET VINYL





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IVC US Sheet Vinyl Commercial Collections:

Flexites @ Work Collection

• Champion

IVC US Sheet Vinyl Commercial Warranty Chart:

		WARRANTIES						
		Manufacturing Defects Warranty	Contract & Expansion Resistant Warranty	Curl-Crack-Rip-Tear-Gouge Resistant Warranty	Scuff Resistant Warranty	Household Stain Resistant Warranty	Yellowing Stain Resistant Warranty	Wear Resistance Warranty
@ Work	Champion 	•	•	•	•	•	•	•



Warranties as defined below ensure that your IVC US floor will perform properly for the stated warranty period when installed in accordance with IVC US Commercial Installation Guide over approved substrates and underlayments and using the recommended adhesives and seam sealers with proper cleaning and maintenance.

Manufacturing Defects Warranty ensures that your floor will be free of obvious visible manufacturing defects.

Contract & Expansion Resistant Warranty ensures that your floor will not contract or expand, excluding areas of extreme localized temperature variations.

Curl-Crack-Rip-Tear-Gouge Resistant Warranty ensures that your floor will not curl, crack rip, tear or gouge from normal commercial use* and proper maintenance.

Scuff Resistant Warranty ensures that your floor will not permanently scuff from shoe soles.

Household Stain Resistant Warranty ensures that your floor will not permanently stain from common household products, excluding permanent marker, permanent dyes and finishing stains.

Yellowing Stain Resistant Warranty (on products with a polyurethane lacquer) ensures that your floor will not permanently stain or yellow from foot traffic, including asphalt track off**.

Wear Resistance Warranty ensures your floor will not wear through the wear layer under normal light commercial conditions and proper maintenance***.

** Normal Commercial use is defined as: use in environments that experience normal commercial traffic, such as those outlined in the Application Chart below. Applications considered "industrial" do not qualify for warranty coverage. If there is a question as to the type of use that is considered "commercial," please contact your IVC US representative prior to purchase and installation. This excludes pet damage, such as chewing, digging, clawing, etc.*

*** A floor discolored due to asphalt track off will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of sheet vinyl.*

**** Wear-through is defined as: complete loss of the wear layer so that the printed pattern or design is altered. Gloss reduction is not considered wear and is not covered by this warranty. See Commercial Care and Maintenance Guide (p.14) for further details and instructions.*









IVC US General Commercial Limited Warranty Conditions & Owner Obligations

These warranties only extend to the original end user and are not transferable.

In order to maintain and protect your coverage under the terms of these warranties, it is the Owner's obligation to adhere to the following:

1. Know which warranties apply to your particular vinyl flooring.
2. Keep proof of your purchase in the form of a bill, invoice or statement from your IVC retailer/contractor that shows the date and price you paid for the vinyl flooring (including labor).
3. Understand that IVC US warrants first quality products—which are used only for recommended Commercial use—will perform properly for the stated warranty period when installed in accordance with **IVC US Commercial Installation Guide** over approved substrates and underlayments and using the recommended **adhesives and seam sealers**. The warranty period, when valid, begins on the date of the original installation.
 - **Commercial use is defined as:** use in environments that experience normal commercial traffic, such as those outlined in the Application Chart below. Applications considered “industrial” do not qualify for warranty coverage. If there is a question as to the type of use that is considered “Commercial,” please contact your IVC US representative prior to purchase and installation. **PLEASE NOTE** warranty exclusions with respect to caster and rolling loads due to the unusual characteristics of this type of wheel traffic.

Commercial Building Type	Examples of Business Type Commercial Use	Recommended Application
 HEALTHCARE	Hospitals, Med Clinics, Retirement Centers, Doctors' Offices, Hospice, Assisted Living, Professional Offices	All Non-required “Clean Room” Areas - Corridors, Patient Rooms, Lobby, Waiting Rooms, Cafeterias, Exam Rooms, Common Areas
 CORPORATE	Offices, Banks	Offices, Hallways, Lobby, Reception Areas, Bathrooms, Break Rooms, Conference Rooms
 RETAIL	Main street, Boutiques, Chain Retail Stores, Grocery Stores	Dressing Rooms, Corridors, Restrooms, Entire Store (excluding commercial kitchens)
 MULTI-FAMILY HOUSING	Apartments, Condos, Military Housing	Any Room in these segments will be suitable, including common areas.
 HOSPITALITY	Hotel, Motel, Restaurants, Fast Food, Theme Parks	Guest Rooms, Corridors, Lobby, Restrooms, Hallways, Changing Rooms
 EDUCATION	Daycare, Pre School, Elementary and Secondary Learning, Universities, Libraries	Corridors, Dorms, Common Areas, Cafeterias, Class Rooms, Auditoriums, Libraries, Restrooms

**@ Work Collection - Champion products are commercial grade products and therefore are recommended to be used in commercial settings within multi-family housing, including main corridors, lobbies, facility hallways, break rooms, offices, etc., and installed in accordance to the IVC US Commercial Installation Guide (p.9).*



IVC US General Commercial Limited Warranty Conditions & Owner Obligations

4. Use IVC US recommended adhesives and seam sealers when installing vinyl flooring, including **IVC iGrip Permanent Adhesive for Sheet Vinyl, iGrip Spray Adhesive** and **IVC Infuze Seam Sealer**. Approved secondary adhesive alternatives include: Taylor 2091 (Commercial) and Henry© 650 P.
5. Ensure vinyl flooring is installed in an environment that maintains a temperature range between 65° to 85° Fahrenheit (18° and 29° Celsius) 24 hours before, during and after installation.
6. Inspect flooring material prior to installation for any imperfections or manufacturing related defects. IVC US floorings receive extensive testing and visual examination in an attempt to assure your shipped floor is always first quality. It is the responsibility of the installer/end user to confirm the received material is free of any obvious visible conditions that may be detrimental to the appearance and/or performance of the product.
 - Minor color, shade and/or texture variations are normal. Any variances between actual material, product samples and/or brochures should be addressed with the manufacturer prior to installation.
7. Support furniture with wide, weight-bearing, smooth non-staining plastic floor protectors or non-staining felt pads. The protectors/pads should be at least one inch in diameter and rest flat on the floor. The heavier the item, the wider the floor protector should be. Non-staining felt pads should be inspected periodically and maintained with respect to the amount of foot traffic to remove imbedded material to avoid abrasion.
8. Perform proper cleaning and maintenance regularly and as needed. See Commercial Care and Maintenance Guide (p.14) for details.

What is NOT Covered by this Warranty

1. Product sold by the manufacturer as other than “first quality.”
2. **Improper Installation:** Material installed not in accordance with IVC US Commercial Installation Guide, including any and all problems caused by the use of non-recommended adhesive or seam sealer, underlayment and/or preparation of the substrate, are not warranted. Installation errors are not manufacturing related conditions. IVC US does not warrant installer workmanship.
3. IVC US will not pay for labor costs to repair or replace material with visible conditions that were apparent before installation.
4. Improper maintenance which results in loss of gloss or buildup of a dulling film.
5. Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.
6. Damage caused by moving appliances or heavy furniture or equipment without protecting the floor. (Always protect floor by using plywood or hard board runways when moving heavy objects and also when using an appliance dolly, heavy objects equipped with wheels or rollers, including two and four wheel carts etc.)
7. Damage resulting from accidents, casualty events, abuse or improper usage (including pet related damage, such as chewing, digging, clawing, etc.). Accidents, abuse and improper usage are defined as, but are not limited to damage caused by: casters on furniture, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as, damage resulting from unprotected furniture legs.
8. Damage caused by appliance or plumbing leaks.
9. Damage caused by rolling loads or wheel chairs (motorized and non-motorized).
10. Fading, discoloration, or other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 85 ° F (29°C) and be approved by the manufacturer for the use of their product with resilient vinyl flooring applications.
11. Problems or damage due to excessive moisture or hydrostatic pressure from the sub- floor including pH levels outside the IVC US Commercial Installation Guide. *
12. Discoloration caused by use of latex or rubber-backed floor mats. **NOTE** that some synthetic backed carpets contain latex in the manufacturing process that may discolor your vinyl. Always use mats marked as “non-staining.”
13. Damage caused by remodel or construction related activities
14. Discoloration caused by wheeled traffic.
15. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
16. Flooring installed on stairs is excluded from warranty coverage.
17. Installation of residential products that are not approved for Commercial settings. IVC US recommends installation of commercially warranted products only in commercial settings. If there is a question as to which products qualify as “Residential,” “Light Commercial” or “Commercial,” contact your IVC representative or call IVC US Technical Services at **888-225-8287**.

** The installation manual is reviewed on a regular basis, and floors must be installed according to the recommendations that are current and available at the time of installation.*



Warranty Remedy

If your IVC US floor fails to perform as stated in the applicable General Commercial Limited Warranty, IVC US will determine whether it will assist in the repair of the defective area or supply new IVC US material of the same color, design or grade if available. If unavailable or discontinued, IVC US reserves the right to select and supply similar IVC US material. At times, it may be necessary to contract a Certified Inspector to determine unknown causes; IVC US reserves the right to determine if this action is necessary or not.

1. If IVC US authorizes repairs or replacement of a section as a result of a warranty claim, you will be required to clear any items placed over the affected area subsequent to the original installation. IVC US will not credit or reimburse cost associated with the removal of those items.
2. IVC US will reimburse reasonable labor costs (up to 100%) based on a detailed statement if professional installation was paid for when the original floor was installed for years 1 and 2. For years 3 through 5, 50% of reasonable labor costs will be reimbursed if professional installation was paid for when the original floor was installed. After 5 years, there will be no reimbursement.
3. Labor reimbursement will not be considered for installations not adhering to the IVC US Commercial Installation Guidelines*.
4. Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty.

If there is a question as to what is considered "reasonable cost," please call IVC US at 888-225-8287 and ask for our Claims Department.

Consequential or Incidental Damages

IVC US EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE LIMITED WARRANTIES. By this we mean that IVC US will not credit or pay for any loss, expense, or damage other than to the flooring itself that may result from a manufacturing related defects in the flooring. Some examples of consequential or incidental damages are: replacement of subfloors or underlayments, trim moldings, disconnecting / reconnecting appliances or fixtures as well as moving of furniture.

NOTE: If your floor is replaced because of discoloration due to "bottom up staining," mold or mildew growth or asphalt / non-asphalt tracking**, this is considered a site-related condition and the replacement floor will not be warranted against future discoloration or staining.

IMPLIED WARRANTIES, WARRANTIES OF MERCHANT ABILITY OR FITNESS FOR A PARTICULAR USE, ARE EXCLUDED. PLEASE NOTE: SOME STATES AND PROVIDENCES DO NOT ALLOW EXCLUSIONS OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

For details on how to file a claim, please refer to our "How to File a Claim"(p.16) section.

* The installation manual is reviewed on a regular basis, and floors must be installed according to the recommendations that are current and available at the time of installation.

** IVC US recommends non-asphalt sealers to help avoid walk off staining.

IVC US Commercial Limited Warranty Proration

The following prorated schedule applies to material value for all IVC US Commercial warranty flooring.

Material Proration



1st Year 100%
 2nd Year 100%
 3rd Year 100%
 4th Year 100%
 5th Year 90%

6th Year 70%
 7th Year 50%
 8th Year 30%
 9th Year 15%
 10th Year 10%

Labor Reimbursement Proration (Reasonable Labor Costs)

1st Year up to 100%
 2nd Year up to 100%
 3rd Year up to 50%

4th Year up to 50%
 5th Year up to 50%
 6th + Year 0%

IVC US Commercial Installation Guide - Sheet Vinyl Flooring

IVC US recommends the following guidelines for preparation and installation of all IVC US commercial products using permanent bond adhesive. Permanent Full Spread is the required installation method for all IVC US commercial applications.

PLEASE NOTE that Commercial flooring installations require specialized applications that are different than Residential. IVC US recommends contracting a qualified commercial flooring installation service for all commercial installations. The installer should be well-versed and experienced with all procedures indicative of quality installations with resilient flooring.

Please contact IVC US Technical Services at **888-225-8287** with any questions.

Permanent Full Spread Bond Adhesive Installation Method (Commercial)

Materials Required for Installation:

- 1/16" X 1/32" X 1/32" U notch trowel
- IVC iGrip Permanent Adhesive for Sheet Vinyl
 - If unavailable, approved secondary alternatives include:
 - Taylor 2091 (commercial)
 - Henry® 650 P

NOTE IVC will not be held responsible for problems that may arise for approved secondary alternative adhesives. Please contact the approved secondary alternative adhesives' manufacturer with issues.

- IVC Infuze Seam Sealer
- IVC FLEX-PRIM Acrylic Latex Primer
- Sharp Utility Knife
- Straight edge
- 100 lb. roller
- Plastic putty knife, white clean cloths and denatured alcohol if seaming is required

Acceptable Underlayments:

• **Wood Underlayment**

Wood underlayment panels require a double layer construction and must be underlayment grade as specified and warranted by the manufacturer. Always fasten underlayment panels in accordance with the manufacturer's recommendations. Any failure of the underlayment or IVC US flooring as a result of the underlayment is NOT the responsibility of IVC US. Any porous wood underlayment must be primed. IVC US does not recommend installing resilient flooring over wood flooring or sub-floors applied directly over concrete or sleeper-construction floors.

- **Concrete** — See Grade Levels below. All concrete underlayments require moisture testing.

Grade Levels

Suspended: *An acceptable suspended floor is a concrete or wood substrate with a minimum of 18" (460mm) of well-ventilated air space beneath it. IVC US recommends that a moisture vapor barrier be placed on the ground below the air space.*

On-Grade: *An acceptable on-grade floor is a concrete substrate in direct surface contact with the ground at the surrounding ground level. The concrete slab should be protected from moisture penetration and incorporate a proven moisture vapor barrier.*

Below-Grade: *An acceptable below-grade floor is a concrete substrate partially or completely in contact with the ground below the average surrounding ground level. The concrete slab should be protected from moisture penetration and incorporate a proven moisture vapor barrier.*



IVC US Commercial Installation Guide – Sheet Vinyl Flooring

- **VCT** (well bonded, on and above grade – in absence of waxes or sealers)
- **Ceramic** (well bonded & properly prepared)
- **Terrazzo** (well bonded & properly prepared)
- **Self-leveling and patching compounds** (latex fortified Portland cement based only)
- **Resilient floor** (no more than 1 layer, well bonded, non-cushioned)
- **Radiant heat floors** (not exceeding 85°F (29°C) and approved by the manufacturer for the use of their product with resilient vinyl flooring applications)

Unacceptable Surfaces:

- Inter-flex and any perimeter bonded products
- Cushion-back vinyl
- Any floating floor system
- Resilient tile installed below grade
- Cork
- Carpet
- OSB
- Gypcrete

IVC US will not warrant or accept responsibility of any kind for flooring failures related to the use of unacceptable substrates and surfaces.

Floor Preparation:

Floor must be clean, smooth, flat and dry. Remove all foreign substances such as wax, grease, dirt, construction marks, paints, sealers and contaminants, and any substance or chemical that would interfere with a good bond. Fill all holes and cracks with a latex fortified Portland cement based patching compound. IVC US only recommends the use of latex fortified Portland cement based products as a satisfactory patching or leveling compound.

IVC US recommends priming extremely porous floors with IVC FLEX-PRIM Acrylic Latex Primer to prevent over absorption of adhesives, dust containment, and to insure a better bond of the adhesive to the subfloor/underlayment.

Moisture Testing: It is the responsibility of the flooring contractor and the installer to confirm all concrete substrates, both old and new, for moisture transmission using the Calcium Chloride Moisture Test according to ASTM F-1869. Moisture vapor transmission should not exceed the recommended levels of 8 lbs. or less per 1,000 sq. ft. in 24 hours. This test should be performed and documented prior to installation. A second testing option determines relative humidity in concrete floor slabs using In-Situ Probes, which should be less than 90% RH per ASTM F-2170 before, during and after installation. These acceptable moisture readings are only applicable when using iGrip adhesive for Sheet Vinyl.

PH LEVELS: PH must be between 5 and 9

Inspection of flooring material prior to installation is required. Any defects should be immediately reported to the retail store from which the flooring was purchased before installation. IVC US will not be responsible for labor costs to repair or replace material with defects that were apparent before or noticed at the end of an installation. The job site and all flooring material and adhesive must be kept for 24 hours before, during and after installation between 65° F and 85° F (18°C and 29°C).

PLEASE NOTE: *If removal of existing resilient floor covering is required, follow all recommended Resilient Floor Covering Institute (RFCI) work practices at www.rfci.com.*

Trowel Specifications		
Application Width x Depth x Spacing	Spread Rate	Type of Installation
1/16" x 1/16" 1/16" Square Notch Trowel (1.6 mm x 1.6 mm x 1.6 mm)	Up to 180 sq. ft./ gal (Up to 4.42 sq. meters/ liter)	Porous Substrates
1/16" x 1/32" 1/32" U Notch Trowel (1.6 mm x 0.8 mm x 0.8 mm U)	Up to 260 sq. ft./ gal (Up to 6.38 sq. meters/ liter)	Non-Porous Substrates

Permanent Full Spread Adhesive Installation (Commercial) Steps:

Step 1

Align the pattern with the most dominant wall, and using a sharp utility knife trim away excess material along the walls, cabinet and other permanent objects, leaving approximately 2” of material (rough cut) to be trimmed off later.

Step 2

Make relief cuts at corners to allow the material to lay flat before the final cuts are made. Final trimming does not require a 1/8” to 1/4” expansion gap when using IVC iGrip Permanent Adhesive for Sheet Vinyl as this is a permanent installation.

Step 3

Fold back half of the material and apply IVC iGrip Permanent Adhesive for Sheet Vinyl to the substrate using the appropriate trowel. If a seam is required, leave an 18” dry zone at the edge of the seam. Then follow the Seaming Instructions in a Permanent Full Spread Bond Installation (Commercial) found below.

Step 4

Do not immediately place the material into wet adhesive. To avoid bubbling, allow time for the adhesive to flash before positioning the material. There will be a slight transfer of adhesive to the skin when it’s ready for installation. Do not allow the adhesive to dry completely.

Step 5

Slide the material in place and remove air and vapors under the material using a 100 lb. roller over the entire adhered vinyl.

Step 6

Repeat steps 3-5 for the remaining half of the flooring material.

Seaming Instructions in a Permanent Full Spread Adhesive Installation (Commercial):

1. After positioning the flooring, over-lap the seam edges (make sure to match patterns). For non-descript/non-patterned/random designs which do not have (an obvious) pattern repeat, over-lap the seam edges an average of 2 inches (however, some patterns may require extending beyond this suggestion). This is valid for all sheet products from IVC.
2. Place a 4”-5” wide scrap of the vinyl between the substrate and vinyl, under the seam area.
3. Double cut through the layers of vinyl, creating a compression fit when the seam edges are joined.
4. Fold back both sides of the seam area and apply the IVC iGrip Permanent Adhesive for Sheet Vinyl to the dry zone. Allow the adhesive to flash before placing the material into the adhesive.
5. Place one side of vinyl into the adhesive and roll the seam area using a 100 lb. roller.
6. Apply small bead of IVC Infuze Seam Sealer along the edge of the installed vinyl.
7. Place the edge of the uninstalled vinyl against the edge of the installed vinyl and press into place.
8. Remove excess bond/sealer using a plastic putty knife followed by wiping the seam area using a clean dry cloth followed immediately with a clean cloth dampened with denatured alcohol.
9. Using a clean cloth, repeat until all residue is removed from the surface of the vinyl and protect the seam for six hours minimum.

****Heat weld seams do not require IVC Infuze Seam Sealer.***

Heat Weld Seams

- Cut in all seams and allow all material to cure for at least 12 hours before applying the heat weld.
- Follow the equipment manufactures' instructions for heat welding the seams, ensuring the temperature does not exceed 550° Fahrenheit.
- Use a grooving tool to remove 75 percent of the vinyl
- Do not allow any traffic on the seam for approximately one hour. **NOTE:** The durability of the weld is based on the proper application and product specified. IVC US is not responsible for alternate products or installation errors.

Additional Instructions/Notes:

- Always inspect the flooring thoroughly before installation. Report any defects PRIOR to installation.
- After installation is complete, keep traffic off of floor for at least 24 hours and heavy objects or rolling loads for 72 hours.
- DO NOT slide heavy appliances or furniture over or across the flooring. Always lift objects and place them on a hard board between the flooring and object and gently reposition them.
- Use permanent caulk next to bathtubs, showers, sliding doors, patio doors, around metal door jambs or similar areas.
- Make sure furniture legs have large surface, non-staining plastic floor protectors or non-staining felt pads. The protectors should be at least one inch in diameter and rest flat on the floor. The heavier the item, the wider the floor protector should be. Replace small, narrow metal or dome-shaped glides with smooth, flat glides that are in flat contact with the floor.

iGrip Spray Adhesive Installation Steps:

iGrip Spray Adhesive is engineered for commercial application of IVC fiberglass sheet vinyl flooring products. Projected coverage is approximately 140 square feet per 22 ounce can. However, actual coverage will depend on substrate. It is up to the end user to determine the coverage that is appropriate for flooring and job site conditions.

Step 1

To begin, measure each portion of the installation into 140 square foot grids, marking with a chalk line. One can of adhesive will be applied to each grid area.

Step 2

Align the pattern with the most dominant wall, and using a sharp utility knife trim away excess material along the walls, cabinet and other permanent objects, leaving approximately 2" of material (rough cut) to be trimmed off later.

Step 3

Next, make relief cuts at corners to allow the material to lay flat before the final cuts are made. Final trimming does not require a 1/8" to 1/4" expansion gap when using IVC iGrip Spray Adhesive as this is a permanent installation.

Step 4

Fold back the material within the area in which you are about to spray.

Step 5

Shake can well before each use. Point can downwards, and press the side of the nozzle tip as you slowly walk back and forth in the area you have folded back for adhesive application. Do not use a sweeping motion, as this will create uneven coverage. Clean up drips.

Step 6

Allow adhesive to dry completely with no transfer to fingers when lightly touched. Open time will vary depending on the adhesive coverage, substrate porosity and the ambient conditions. Working time for the adhesive should not exceed 4 hours.

Step 7

Position the material in place and immediately roll in 4 directions using a 100 lb. roller over the entire adhered vinyl.

Step 8

Apply adhesive to the remaining portion of the room, allow adhesive to dry and complete the installation. Use a hand roller under toe kicks and other hard to get areas.

IVC US Commercial Sheet Vinyl flooring seams may be heat welded immediately after installation.

IVC US Commercial Care & Maintenance Guide

To help keep your commercial flooring clean, there are three proper care and maintenance methods, which are as follows:

1. No Polish, No Buffing Maintenance Method
2. Machine Spray Buff Maintenance Method
3. Polish Maintenance Method

Choose which method is most appropriate and follow the respective care and maintenance guidelines below.

No Polish, No Buffing Maintenance Method

Preventative Maintenance:

- When moving heavy items/objects, always lift and never slide them across the surface of your vinyl flooring.
- Always use strips of hard board or plywood when using furniture glides, carts, and/or dollies with wheels.
- Furniture legs should be equipped with large plastic, non-staining flat surface protectors or glides.
- IVC US recommends that you protect IVC Commercial Flooring with heavy cardboard or craft paper on construction sites where other trades are active. (Never place the printed side of any material against the vinyl).
- Never use asphalt-saturated felt paper (roofing felt) to protect your vinyl floor.
- **CAUTION:** Rubber-backed mats may cause permanent staining when placed directly on the vinyl. Place walk-off mats/rugs outside the entrances to the building to capture soil particles prior to entering the environment. Use non-staining mats/rugs, inside the entrances if outside locations are not feasible.
- Some solutions contain chemicals that may permanently stain or damage flooring if not cleaned up immediately. Asphalt driveways (particularly those recently installed or re-sealed with asphalt type sealers) can cause permanent staining in high traffic areas.
- Allow adhesive and sealers to cure a minimum of 48 hours before cleaning the vinyl floor. If this is not possible, avoid over wetting or saturating the seam areas.
- Remove scuffs and any adhesive smears with a clean cloth dampened with mineral spirits while being careful to avoid contaminating the seam areas. Immediately clean the area using a neutral pH floor cleaner to remove any residue remaining from the mineral spirits.

DAILY MAINTENANCE:

- Sweep or dust with an untreated dust mop daily to remove loose soil contaminants.
- Spills should be cleaned up immediately.
- Never use sweeping compounds or oil treated mops.
- Damp mop with a neutral pH floor cleaner using overlapping strokes.
- Rinse the mop frequently and changing the rinse water often as needed.
- Avoid over wetting the floor.
- Allow floor to dry before allowing any foot traffic on the cleaned area.

PLEASE AVOID:

- The use of detergents, abrasive cleaners or “mop and shine” products. These products may leave a residue on your floor or scratch the surface.
- Applying paste wax or solvent-based polishes.
- Using highly abrasive scrubbing tools, pads, etc.

REMEMBER TO:

- Clean floors on a regular schedule (additional cleaning, when needed).
- Use a clean mop head.
- Rinse the mop head often to remove soil particles and build up.
- Replace rinse water frequently to keep it clean.

Tips – Dealing With Spills

- Food and beverage, chemicals and other foreign matter need to be cleaned immediately to avoid staining:
 - Wipe up spills with an absorbent cloth.
 - Wash thoroughly with a neutral pH floor cleaner until the spill is completely clean.
 - Rinse with clean water and allow to dry completely.
- Always follow the neutral pH cleaning instructions and comply with safety warnings.

Machine Spray Buff Maintenance Method

NOTE: ALL BUFFING TYPE EQUIPMENT MUST BE LOW SPEED (450 RPM OR LESS)

- Follow the **Preventative Maintenance and Daily Maintenance** instructions listed above in the No Polish, No Buffing Maintenance Method prior to using buffing machinery:
 - If normal maintenance incorporates the use of a low speed scrubber, the machine should be fitted with a **WHITE** pad. (Never use darker colored pads, as they are more abrasive).
 - Spray cleaning may also be used to maintain the surface appearance. Pour the manufacturers recommended mixture using a neutral pH floor cleaner into a suitable spray container.
 - Apply solution onto an area, approximately 20 square feet at a time. Use a low speed rotary (450 RPM or less) buffing machine fitted with a **WHITE** scrubbing pad. Work in parallel overlapping passes until the floor is clean.
 - Rinse with clean water and mop as needed to remove residue.
 - **DO NOT** continue buffing after the floor has dried as this may burnish the vinyl.
- A neutral pH floor cleaner is the recommended product to maintain the vinyl flooring.
- IVC US recommends following the manufactures' specific instructions for maintenance products and to comply with all safety warnings. IVC US does not warrant other manufacturers' maintenance products. Any claim associated with the use of another manufacturer's product will not be considered part of the Commercial warranty.

Polish Maintenance Method

- Prior to applying polish to a newly installed IVC US Commercial floor, it is required that the floor be thoroughly cleaned with a neutral pH floor cleaner, manufactured for use on commercial sheet vinyl products.
- An auto-scrubber or slow speed scrubbing machine using a tan pad or soft bristle brush can be used for cleaning.
- Rinse thoroughly and allow the floor to dry fully before applying polish.
- Apply two or more coats of commercial floor polish, allowing for adequate dry time between coats. The floor polish used must be manufactured for use on commercial sheet vinyl products.
- Please follow the commercial floor polish manufacturer's instructions carefully.



How to File a Claim

If you find a defect or other matter covered by any of the limited warranties described previously, promptly notify the retailer who sold you the floor covering material. The retailer will review and if necessary file a claim with IVC US and help you answer any questions you may have.

After a warranty claim is properly filed, IVC's service coordinator will designate a representative to evaluate the warranty claim. This warranty is conditioned upon your reasonable cooperation with IVC and its service coordinator and representative in the evaluation of your warranty claim and the implementation of any remedy.

What You'll Need

Proof of your purchase in the form of a bill, invoice or statement from your IVC retailer that shows the date and price you paid for the vinyl flooring (including labor).