



Residential Warranty Guide

**Flexible Luxury Vinyl
Flooring**



RESILIENT DESIGN

			WARRANTIES			
			Manufacturing Defects Warranty	Waterproof Warranty	Household Stain Resistance Warranty	Wear Resistance Warranty
Revel	Click		●	●	●	●
	Dry Back		●	●	●	●
Horizon	Click		●	●	●	●
	Dry Back		●	●	●	●
Embellish	Click		●	●	●	●

Warranties Defined

Warranties as defined below ensure that your IVC floor will perform properly for the stated warranty period when installed in accordance with IVC Residential LVT Click or IVC Residential LVT Glue Down Installation Guide over approved substrates and underlayments, including the recommended adhesives if applicable, with proper care and maintenance under normal household use*.

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

Waterproof Warranty ensures that your floor will not permanently discolor from topical water or moisture**.

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

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

- * Normal household use is defined as common daily activities in the home, excluding pet damage such as chewing, digging, clawing, etc.
- ** Waterproof Warranty applies to the LVT product itself and does not extend to damage of the subfloor or adhesives. It refers to topical moisture or topical water exposure and does not cover moisture or water coming from underneath the product, flooding or intentional damage or misuse.
- *** 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.

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



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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 luxury vinyl flooring.
2. Keep 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 luxury vinyl flooring, including labor.
3. Understand that IVC warrants the first quality products, for recommended residential use only, will perform properly for the stated warranty period when installed in accordance with IVC LVT Click or IVC LVT Glue Down Installation Guides over approved substrates and underlayments and using the **recommended adhesives and methods**. The warranty period, when valid, begins on the date of the original installation.
 - Residential use is defined as use in living space environments (with no light or heavy commercial traffic), including all areas of owner-occupied residence. For questions regarding the type of use considered to be residential, please contact your IVC representative prior to purchase and installation.

PLEASE NOTE: Residential Warranty exclusions apply with respect to caster and rolling loads due to the unusual characteristics of this type of wheel traffic.

4. Use IVC recommended adhesive when installing LVT flooring for glue down applications: **IVC iGrip LockSet LVT/LVP Adhesive** or **IVC iGrip for Luxury Vinyl Tile & Plank** adhesive.
5. Ensure LVT flooring is installed in an environment that maintains a temperature range of 65° to 85°F (18° to 29°C) for 24 hours for click product and 48 hours for glue down product before, during and after installation.
 - IVC LVT residential click and glue down products are warranted to be used in three-season room installations. For this application, the flooring, adhesive (if applicable) and the installation environment must maintain a temperature range between 65° and 85°F (18° and 29°C) for 72 hours before, during and after installation.

NOTE: Three-season rooms must be enclosed with no exposure to the elements or direct sunlight. If the three-season room does not meet these requirements, the warranty will be void.

Inspect flooring material prior to installation for any imperfections or manufacturing related defects. IVC 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 your retailer prior to installation. If the retailer determines the condition "unacceptable," the manufacturer should be informed immediately.
6. Support furniture with wide, weight-bearing, smooth, non-staining floor protectors or non-staining felt pads. The protectors or 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. Make sure any metal protectors are rust-proof. Replace narrow dome furniture rests with the appropriate width, weight-bearing flooring protectors.
 - Chair mats designed for hard surface floors are required under all chairs and stools with casters.
 7. Perform proper cleaning and maintenance regularly and as needed. See IVC LVF Care and Maintenance Guide for details.



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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 Residential Installation Guide LVT Click*/IVC Residential Installation Guide – Glue Down*, including any and all problems caused by the use of non-recommended adhesive, underlayment and/or preparation of the substrate, is not warranted. Installing four tile/plank corners together is not recommended for click products and therefore will not be warranted. Installation errors are not manufacturing related conditions. IVC does not warrant installer workmanship.
3. IVC 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 similar materials.
6. Damage caused by moving appliances or heavy furniture without protecting the floor. Always protect floor by using plywood or hard board runways when moving heavy objects and also when rolling an appliance dolly or heavy objects equipped with wheels or rollers, including two- and four-wheeled 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 spiked heels, cleats, etc., as well as damage resulting from unprotected furniture legs.
8. Damage caused by rolling loads or wheel chairs, motorized and non-motorized.
9. Damage caused by appliances or plumbing leaks.
10. Fading, discoloration, or other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 85°F (29°C) and must be approved by the manufacturer for use with resilient vinyl flooring applications.
11. Problems or damage due to excessive moisture or hydrostatic pressure from the subfloor, including pH levels outside the IVC LVT Click or IVC LVT Glue Down Installation Guidelines.
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 vinyl flooring. Always use mats marked as “non-staining.”
13. Damage caused by remodel or construction related activities.
14. Flooring installed on stairs.
15. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
16. Installation of residential product in a commercial environment. IVC recommends installation of commercially warranted product only in a commercial setting.

* 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 does not recommend the use of casters on any flooring without appropriate chair pads.



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Warranty Remedy

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

1. If IVC 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 will not credit or reimburse cost associated with the removal of those items.
2. IVC will reimburse reasonable labor costs up to 100% for years 1 and 2 based on a detailed statement if professional installation was paid for when the original floor was installed. 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 for installation labor.
3. Labor reimbursement will not be considered for installations not adhering to the IVC Residential LVT Click or IVC Residential LVT Glue Down Installation Guide*.
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 a "reasonable cost," please call IVC at 888-225-8287 and ask for our Claims Department.

Consequential or Incidental Damages

IVC EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE WARRANTIES. By this we mean that IVC 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 include replacement of subfloors or underlayments, trim moldings, disconnecting or reconnecting appliances or fixtures, as well as moving of furniture.

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

THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED WARRANTY. ALL OTHER WARRANTIES, INCLUDING IMPLIED WARRANTIES, WARRANTIES OF MERCHANTABILITY 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 How to File a Claim on page 6.

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



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IVC LVT Residential Limited Warranty Proration

The following prorated schedule applies to material value for all IVC Residential warranty flooring:

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 - 10th Year 0%

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%			
	1st Year 100% 2nd Year 100% 3rd Year 100% 4th Year 100% 5th Year 100%		6th Year 100% 7th Year 90% 8th Year 90% 9th Year 90% 10th Year 90%		11th Year 80% 12th Year 70% 13th Year 60% 14th Year 50% 15th Year 40%		16th Year 30% 17th Year 25% 18th Year 20% 19th Year 15% 20th Year 10%
	1st Year 100% 2nd Year 100% 3rd Year 100% 4th Year 100% 5th Year 100%	6th Year 100% 7th Year 100% 8th Year 100% 9th Year 95% 10th Year 95%	11th Year 90% 12th Year 90% 13th Year 90% 14th Year 85% 15th Year 85%	16th Year 85% 17th Year 85% 18th Year 75% 19th Year 75% 20th Year 70%	21st Year 70% 22nd Year 65% 23rd Year 60% 24th Year 50% 25th Year 40%	26th Year 30% 27th Year 25% 28th Year 20% 29th Year 15% 30th Year 10%	
	Lifetime up to 100%						

How to File a Claim

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