



Residential
Installation, Care &
Maintenance Guide

**Flexible Luxury Vinyl
Flooring**



RESILIENT DESIGN

IVC Residential Installation Guide - LVT Click

Materials Required for Installation

- Tape Measure
- Square Ruler
- Scrap Piece of LVT
- Utility Knife
- Chalk Line
- Small Hand Roller

Acceptable Underlayment

IVC LVT Click products can be installed directly over most existing floor coverings, except carpet, laminate, floating floors systems and cushioned vinyl flooring.

Wood

Can be installed over virtually any sound wood underlayments or subfloors. Always fasten underlayment in accordance with the manufacturer's recommendations. For glue down applications to accommodate special needs (e.g. steps, ramps, landings, etc.), IVC recommends underlayment grade products warranted by the manufacturer. Any failure of the underlayment or flooring as a result of the underlayment is NOT the responsibility of IVC.

Concrete

Moisture levels of concrete slabs before, during and after installation must be 8 lbs. or less per 1,000 square feet per 24 hours using an anhydrous calcium chloride test according to ASTM F1869 and pH must be between 5.0 and 9.0; or, if using ASTM F2170 in-situ probes, readings should be less than 90% RH (relative humidity). In some instances to accommodate special needs, it may be necessary to adhere the LVT to steps, ramps, landings, Refer to the IVC LVT Glue Down instructions if adhering is necessary.

Radiant Heat Systems

Radiant heat systems must be approved by the manufacturer for use in resilient vinyl flooring applications. The subfloor temperature should not exceed 85°F (29°C), and the system should be turned off 24 hours prior to and after installation.

Note: IVC does not recommend the use of Kalm underlayment with radiant heated floors.

Storage and Handling

Acclimate the flooring for a minimum of 24 hours before installation in the area where it will be installed. Conditions between 65°F and 85°F (18°C and 29°C) are required before, during and after installation. Cartons should be evenly stacked no more than five high on a flat surface and away from any heating/cooling ducts or direct sunlight.

Subfloor and Wall/Door Preparation

Note: Do not install cabinets on top of floating LVT. The surface beneath the floor must be sufficiently prepared in advance to guarantee a successful installation of the flooring.

- Fill any low spots in the subfloor greater than 3/16 inch in a 10-foot span with a portland cement leveling compound.
- Ceramic tile and embossed flooring will require skim coating with a portland based patch to avoid bottom-up pattern telegraphing.
- Remove any existing floor molding. Removal of wall baseboards is optional as quarter round can be installed to avoid baseboard removal.
- Undercut doorjamb so the 1/4 inch expansion space is maintained, allowing the LVT to slip under doorjamb and case molding.
- Sweep the subfloor clean. The floor must also be free of all contaminants.

Warranty Exclusions

Warranty exclusions apply with respect to rolling loads. In areas with frequent or heavy rolling loads, click products can be glued down to help reduce the risk of joint separation from rolling load traffic; however our warranty excludes any problems associated with rolling loads.



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Installation Preparation and Tips

It is the installer’s responsibility to inspect the flooring prior to installation to ensure that there are no visual defects. *Do not install flooring with visible defects. If visible defects are present, contact your retailer immediately.*

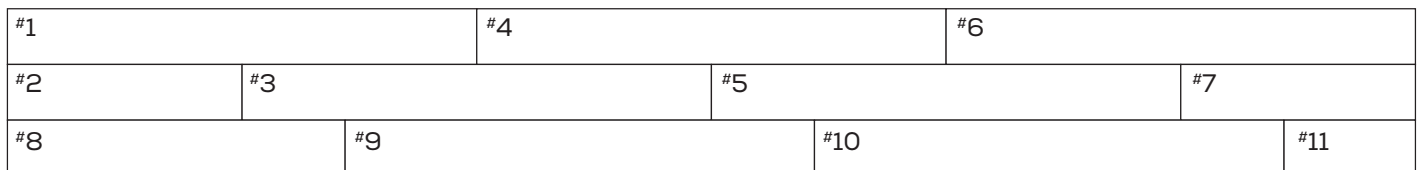
- Floor must be clean, smooth, flat and dry before installation.
- Check the tongue and groove to ensure it is free of debris or damage.
- To achieve maximum appearance, mix planks from two to three cartons from the same production lot.
- IVC LVT click products allow you to choose your own starting position and direction, working one plank or tile at a time.
- **Walls are not always straight. Snap a chalk line for your first row to follow.**
- Maintain a 1/4 inch (1/2 cm) expansion space around all walls. Quarter round or baseboard molding will cover this expansion space. **IMPORTANT:** Maintain the 1/4 inch space around cabinets, pipes, toilet flanges and any obstacle in the floor.
- For plank installation, stagger the end joints a minimum of 6 inches. For tile installation, stagger the end joints a minimum of 3 inches.

NOTE: Do not install four corners together, as this will not provide a stable installation.

Click Installation

- To click the end joint of the plank/tile together, click the short side of the plank/tile vertically into the previous one by pressing it by hand and rolling it with a hand roller or seam roller to ensure a fully compressed tight fit.
- To click the length joint of the plank/tile together, place long sides together, lifting slightly to engage lock. Rotate downward, clicking together for a tight fit. Use a small hand roller or seam roller to lock the compression fit joint.
- To properly seal the joint, use a small scrap of plank/tile to tap along the entire length of plank/tile. Lock the scrap piece—groove to tongue or tongue to groove—to the plank/tile requiring tightening and lightly tap the edge of the scrap. This will bring the tile edges tight together. **Do not use a tapping block.**
- Cut the plank/tile by scoring through the top wear layer with a utility knife, then snapping the plank/tile across the score. Install adjoining rows as you did the first, one piece at a time. Holding the plank/tile at a slight angle, place it against the profile in the first row. Rotate the plank/tile down to secure the length, ensuring there are no gaps along the joint.
- The adjoining planks/tiles are aligned by sliding the long joint into position, shifting it to properly match the end joint against the previous plank/tile. Repeat until you reach the final row of material.
- The final row of planks/tiles, will usually need to be cut. Recommended method: lay a panel on top of the last row installed. Lay another plank/tile against the edge of the wall. Mark the plank/tile underneath. Cut the plank/tile through the wear layer and snap along the score. Install the last row, leaving ample expansion space.

Diagram 1





Additional Notes

Molding and Transitions

For molding and transition strips, provide a 1/4 inch gap to allow expansion and contraction of the subfloor. Ensure moldings and transition strips will not pinch the flooring.

Never insert nails or screws into the LVT or the expansion zone around the flooring perimeter, as they will prevent proper expansion and contraction of the structure and flooring.

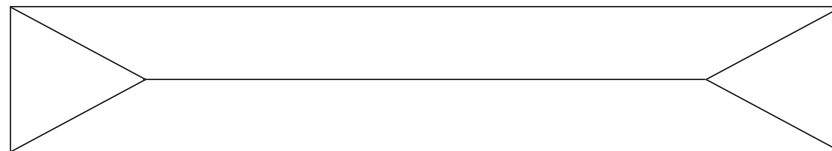
Treads, Risers and Ramps

Glue down method is required on all treads, risers and wheelchair ramps, using FlexTech Ultra Adhesive. Apply the adhesive following the manufacturer's instructions. Install the riser after installing the tread. Install stair nose moldings afterward to protect the edge of the LVT.

Plank Replacement

Should one of the planks/tiles become damaged and need to be replaced, follow these simple instructions:

1. Score top of damaged plank/tile with a utility knife. Make two triangle cuts near the end joint and then connect the points with one long cut in the middle of the plank/tile. (See diagram below.)



SCORE TILE AS SHOWN

2. Use an awl or screwdriver to tap down through plank/tile on scored triangle cut points.
3. Lift and remove damaged tile.
4. With the pattern side facing up on the new replacement plank/tile, trim off the short lip on the tongue side and the groove on the compression joint side, making it flush with the edge of the plank/tile. Be careful not to damage the finish surface of the tile.



5. Cut several pieces of acrylic double sided tape made for vinyl floors and slide under the edges of the existing floor on the two edges where the replacement plank/tile will have its lips cut off. Tape should face sticky side up; leave the paper on the side facing the floor.
6. Using IVC FLEX-SEAM Premium Seam Bond or an approved secondary alternative, run a small bead of sealer on the groove edge of the panel of the existing floor where the replacement plank/tile will rest.

NOTE: The long tongue of the replacement plank/tile and the uncut compression fit end joint will not need tape or seam adhesive as you will be using the plank's/tile's locking mechanism.



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7. Install replacement plank/tile by angling the long groove of the replacement panel under and over the tongue of the floor panel until the finish edge of the replacement panel is tight against the finish edge of the floor panel, and the compression end joint is lined up. Rotate down, locking the length tongue joint then pressing the end joint with your thumb or palm of your hand to lock into place.
8. Wipe any excess sealer that comes to the surface of the tiles with a damp cloth and follow with a dry cloth to ensure all sealer is removed from tile surface.
9. Keep foot traffic off the replaced plank/tile for 24 hours.

**IVC will not be held responsible for problems that may arise from approved secondary alternative seam sealers. Please contact the approved secondary alternative seam sealer's manufacturer with issues.*

IVC Residential Installation Guide - LVT Glue Down with FlexTech Ultra for LVT/P

Materials Required for Installation

- Tape Measure
- Chalk Line
- 100 lb. Roller
- Utility Knife
- Square Ruler

Acceptable Underlayment

Wood: 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 flooring as a result of the underlayment is NOT the responsibility of IVC. Any porous wood underlayment must be primed.

IVC does not recommend installing resilient flooring over wood flooring or subfloors applied directly over concrete or sleeper-construction floors.

Concrete: All concrete underlayments require moisture testing.

Suspended: An acceptable suspended floor is a concrete substrate with a minimum of 18" (460mm) of well-ventilated air space beneath it. IVC 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.

VCT: Well bonded; on and above grade; in absence of waxes or sealers

Ceramic: Well bonded and properly prepared

Terrazzo: Well bonded and properly prepared

Self-leveling and patching compounds: Latex fortified portland cement based only

Resilient: One layer; well bonded; non-cushioned

Radiant heating system: Not to exceed 85°F (29°C); approved by the manufacturer for use with vinyl flooring



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Unacceptable Surfaces

- Cushion backed vinyl
- Carpet
- Laminate
- Cork
- Interflex and any perimeter bonded products
- Any floating floor system

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

Storage and Handling

Acclimate the flooring for a minimum of 48 hours before installation in the area where it will be installed. Conditions between 65°F and 85°F (18°C and 29°C) are required before, during and after installation. Cartons should be evenly stacked no more than five high on a flat surface and away from any heating/cooling ducts or direct sunlight.

Floor Preparation

Floor must be clean, smooth, flat and dry. Remove all foreign substances, such as wax, grease, dirt, construction marks and contaminants, and any substance or chemical that would interfere with a good bond. Avoid using sweeping compounds. Do not install over substrates that have been chemically cleaned. Wood subfloor or underlayment must be flat, not to exceed variation of 1/4 inch in 10 feet (1/2 cm in 3 m).

The flatness of concrete subfloors must meet or exceed the requirements of ACI FF25. Fill all holes and cracks with a latex fortified portland cement based patching compound.

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

Suitability: Regardless of the type of concrete or cement-like material used as a base for IVC LVT glue down products, the responsibility for its use or suitability rests with that product's manufacturer or specifier and not with IVC.

Moisture Testing: It is the responsibility of the flooring contractor and the installer to test all concrete substrates, both old and new, for moisture transmission using the Calcium Chloride Moisture Test according to ASTM F1869. Moisture vapor transmission should not exceed the recommended levels of 6 lbs. or less per 1,000 sq. ft. in 24 hours. This test should be performed and documented prior to installation. Also test for relative humidity in concrete floor slabs using in-situ probes, which should be no more than 85% RH per ASTM F2170 before, during and after installation.

These acceptable moisture readings are only applicable when using FlexTech Ultra for Luxury Vinyl Tile & Plank adhesive.

pH LEVELS: pH levels on concrete substrates must be between 7 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 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 48 hours before, during and after installation between 65°F and 85°F (18°C and 29°C).

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

IVC only recommends the use of portland cement based products as a satisfactory patching or leveling compound for the installation of all IVC flooring products. Common uses include:

- Leveling substrates
- Filling grooves in existing resilient floor, ceramic tile or VCT
- Filling holes
- Leveling non-water-soluble adhesives
- Filling cracks
- Filling saw cuts and/or construction joints



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Do not fill actual expansion joints or other moving joints with elastomeric fillers that are designed to absorb movement in concrete slabs. Cementitious underlayment, patches and resilient flooring installed across true expansion joints will often buckle or crack when the slabs move. Usually architects will specify expansion joint covers for use with various floor coverings.

WARNING: For installation over old resilient floor coverings or when considering removing existing resilient floors, please be advised that these products may possibly contain asbestos fibers or crystalline silica. Please follow all recommended Resilient Floor Covering Institute (RFCI) work practices at www.rfci.com.

Cutting

Tiles and planks may be cut with a small tile cutter or scored with a utility knife and snapped.

Glue Down Installation

When using planks/tiles from two or more cartons, check to be sure all pattern and lot numbers are the same to ensure proper color match. On larger installations, open several cartons and mix them as they are installed to help blend any slight shade differences from one carton to the next.

Products with directional arrows on the back should be installed with the arrows all pointing in the same direction unless you are installing custom layouts.

Before installing the material, plan the layout so plank/tile joints fall at least 6 inches (15 cm) away from subfloor and underlayment joints. Find the center point in the room. Divide the room into equal quadrants by marking two perpendicular lines on the subfloor intersecting at the center point. Depending on your layout, you may also start your row along a wall. Since walls are not always straight, snap a chalk line. Do not install over expansion joints.

Step 1

Apply FlexTech Ultra for LVT/Plank adhesive with the recommended trowel and allow to dry to the touch before installing floor. Don't install in wet adhesive. Only spread as much adhesive as you can cover within two hours, depending on temperature and humidity.

Step 2

Install all planks/tiles with directional arrows pointing in the same direction. Install the field area first.

Step 3

Apply adhesive as noted in Step 1 to the remaining portion of the room. Allow adhesive to dry and complete the installation.

Step 4

Roll the installed flooring in four directions within 30 minutes after completing installation using a 100 lb. (45 kg) roller (minimum). Use a hand roller under toe kicks and other hard to reach areas. Immediately remove any excess adhesive from the surface of the flooring using a clean white cloth dampened with a neutral detergent and water.

NOTE: Drying time will vary depending on substrate porosity and ambient temperature and humidity.

PRECAUTIONS: Planks/tiles may be walked on immediately; however, the floor should be protected with plywood when moving heavy furniture and appliances back into the room.

DO NOT wash or scrub the new flooring for at least 5 days after the installation. This will allow planks/tiles to properly seat in the adhesive and prevent excess moisture from interfering with the adhesive bond.



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IVC Residential Installation Guide - iGrip LockSet LVT/LVP Adhesive

iGrip LockSet LVT/LVP Adhesive is approved and warranted for use with all IVC manufactured luxury vinyl plank and tile (LVP/LVT) products.

Adhesive is applied using a 3/8 inch-nap roller and dries quickly to facilitate fast installation times. Coverage is approximately 350 to 400 square feet per gallon.

Required Materials for Installation

- 3/8" Nap Paint Roller
- Utility Knife
- Tape Measure
- Chalk Line
- Square Ruler
- 100 lb. Roller

Acceptable Underlayment

Wood: 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. Porous wood substrates must be primed with a thin coat of iGrip LockSet. See "Floor Preparation" section for full set of priming instructions for both Porous and Non-Porous substrates.

Any failure of the underlayment or flooring due to the underlayment is NOT the responsibility of IVC. IVC does not recommend installing resilient flooring over wood flooring or subfloors applied directly over concrete or sleeper-construction floors.

Concrete: All concrete substrates require moisture testing.

Suspended: An acceptable suspended floor is a concrete substrate with a minimum of 18" (460mm) of well-ventilated air space beneath it. IVC 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.

Self-leveling and patching compounds: Latex fortified portland cement based only.

VCT: On or above grade only; well bonded, non-cushioned, and no more than one layer. Remove waxes, sealers, floor finishes and other foreign materials by thoroughly mopping the floor with a wax stripper, and thoroughly rinsing.

Vinyl: Well bonded, non-cushioned, and no more than one layer. Remove waxes, sealers, floor finishes and other foreign materials by thoroughly mopping the floor with a wax stripper, and thoroughly rinsing.

Ceramic tile: Strip off all contaminants and lightly abrade or sand to a matte or dull finish. Grout lines must be embossed or covered with a polymer modified portland cement based self-leveling screed or skim coat.

Terrazo: Finishes must be removed by sanding to a matte or dull finish. Grout lines must be embossed or covered with a polymer modified portland cement based self-leveling screed or skim coat.

Radiant heating system: Radiant heat must not exceed 85°F (29°C) and must be approved by the manufacturer for use with vinyl flooring. The system must be on and operational for a minimum of two weeks prior to the installation to reduce residual moisture within a concrete substrate. For 72 hours prior to the installation, lower the temperature to 65°F (18.33°C). Following the installation it is recommended to gradually increase the temperature in increments of 5°F (3°C). This will assist in avoiding overheating.

NOTE: IVC does not recommend the use of Kalm Underlayment with radiant heat.



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Unacceptable Surfaces

- Cushion backed vinyl
- Carpet
- Cushion underlayment
- Laminate
- Cork
- Interflex and any perimeter bonded products
- Any floating floor system

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

Storage and Handling

The installation site must be acclimated with HVAC in operation. The floor and room temperature, as well as flooring materials and adhesive, must be maintained at 65°F to 85°F (18°C to 20°C) and the humidity between 40% to 65% for 48 hours before, during, and after the moisture testing and installation.

Cartons of flooring material should be evenly stacked no more than five high on a flat surface and away from any heating/cooling ducts or direct sunlight.

Floor Preparation

NOTE: A CLEAN, DUST-FREE SUBSTRATE IS ESSENTIAL. All substrates must be clean, smooth, dry and free of waxes, existing adhesives, dirt, dust, grease, oil, paint, sealers, silicates or curing compounds. It is necessary to properly sweep and vacuum the substrate prior to applying the adhesive. Wood subfloors or underlayments must be flat, not to exceed variation of 3/16 inch in 10 feet (0.476 cm in 3 m)

The flatness of concrete subfloors must meet or exceed the requirements of ACI FF25. Fill all holes and cracks with a latex fortified portland cement based patching compound. IVC only recommends the use of latex fortified portland cement based products as a satisfactory patching or leveling compound.

It is recommended a test bond be performed on any questionable substrate to ensure appropriate adhesive bond will be achieved. This adhesive cannot be used over chemically cleaned substrates.

Porous Surfaces: For porous substrates apply a thin coat of iGrip LockSet to act as a bonding coat. Allow to completely dry and follow with a medium coat of iGrip LockSet, leaving a slight orange peel texture to ensure thorough application of adhesive.

Non-Porous Surfaces: The surface must be clean and free from all contaminants. Using a 3/8 inch-nap roller, apply a medium coat of iGrip LockSet, leaving a slight orange peel texture. Make sure the coat is even. A test bond must be performed to ensure the adhesive adheres properly to the substrate. Further floor preparations may be needed to achieve a satisfactory bond.

Suitability: Regardless of the type of wood, concrete or cement-like material used as a base for IVC LVT glue down products, the responsibility for its use or suitability rests with that product's manufacturer or specifier and not with IVC.

Moisture Testing: Moisture testing of concrete slabs is required to be performed in strict accordance with the latest versions of ASTM F2170 to determine in-situ relative humidity (RH), and for moisture vapor emission rate (MVER) per ASTM F1869. iGrip LockSet must only be applied to properly prepared or bare concrete substrates in acclimated conditions according to these installation guidelines.

For concrete, MVER in-situ readings must be 90% RH or less (per ASTM F1869). Calcium Chloride must be 8 lbs. or less (per ASTM F2170). In addition, pH levels must be between 7.0 and 10.



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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 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.

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.

IVC only recommends the use of portland cement based products as a satisfactory patching or leveling compound for the installation of all IVC flooring products. Common uses include:

- Leveling substrates
- Filling grooves in resilient floor, ceramic tile or VCT
- Filling holes
- Leveling non-water-soluble adhesives
- Filling cracks
- Filling saw cuts and/or construction joints

Do not fill actual expansion joints or other moving joints with elastomeric fillers that are designed to absorb movement in concrete slabs. Cementitious underlayment, patches and resilient flooring installed across true expansion joints will often buckle or crack when the slabs move. Usually architects will specify expansion joint covers for the use with various floor coverings.

Cutting

Tiles and planks may be cut with a small tile cutter or scored with a utility knife and snapped.

Glue Down Installation

When using planks/tiles from two or more cartons, check to be sure all pattern and lot numbers are the same to ensure proper color match. On larger installations, open several cartons and mix them as they are installed to help blend any slight shade differences from one carton to the next.

Products with directional arrows on the back should be installed with the arrows all pointing in the same direction unless you are installing custom layouts.

Before installing the material, plan the layout so plank/tile joints fall at least 6 inches (15 cm) away from subfloor and underlayment joints. Find the center point in the room. Divide the room into equal quadrants by marking two perpendicular lines on the subfloor intersecting at the center point. Depending on your layout, you may also start your row along a wall. Since walls are not always straight, snap a chalk line. Do not install over expansion joints

Application

A roll-on application method is necessary using a 3/8 inch-nap roller to achieve a smooth, even full-spread coating. Spread rate and drying time of the adhesive will depend on the porosity and texture of the substrates and the ambient temperature, humidity, and air flow. Once the coating has dried, it must be kept clean and avoid any contact with other surfaces until ready to begin the bonding process.

Do not spread more adhesive than can be covered in a four-hour period after the adhesive has dried.

Bonding

Once the iGrip LockSet has completely dried, carefully position the flooring to achieve a precise fit and proper alignment before securing. Once in place, use a hand roller to secure the LVT in place. When the tiles or planks are down, roll the entire assembly in both directions with 100 lb. roller to achieve full adhesive contact. **NOTE:** After the assembly is rolled, re-positioning is usually not possible. Clean up spills and drips with a clean cloth dampened with water. Dry adhesive may require the use of an appropriate solvent cleaner.

NOTE: Normal traffic on flooring installations may resume as soon as the installation is completed. Wait at least 72 hours before full cleaning and polishing.

For additional information contact our Technical Services Department 1-888-225-8287, option 5.



RESILIENT DESIGN

IVC LVT Care & Maintenance Guide – Residential

Your IVC LVT flooring will provide years of carefree use. You will find that it is not only beautiful, but durable. It is also much easier to maintain than most other flooring products, thanks to its tough protective finish and moisture resistance. It only takes a few simple care and maintenance steps to keep your IVC floor looking beautiful for years to come.

Preventative Maintenance

- Prevent indentations and scratches with the use of non-staining floor protectors on the legs of chairs, appliances and all heavy furniture. Floor protectors should be at least one inch in diameter.
- Do not flood floor or subject to standing water.
- Protect your floor from tracked-in dirt by using mats at all outside entrances. Mats should have a non-rubberized backing and be marked as non-staining.
- Avoid tracking in tar or asphalt from driveways.
- Avoid high heeled shoes on your floor, as they can cause permanent indentations.
- Protect your floors against burns. Burns from cigarettes, matches or other extremely hot items can cause permanent damage.
- Avoid exposure to direct sunlight for prolonged periods, as this can cause discoloration.

Cleaning and Maintenance

- Sweep the floor regularly with a soft bristle broom to remove loose dirt.
- Wash the floor with non-abrasive, neutral pH floor cleaner.
- For every day maintenance, a mop moistened with warm water will suffice.
- Spills should be cleaned up immediately.

DO NOT use the following on your IVC LVT floor:

- Soap based detergents
- Abrasive or mop-and-shine products
- Floor wax
- Ammonia or bleaches; for spot treatment or stain removal, use a diluted 10:1 solution of water to liquid bleach
- Vacuum cleaner with a rotating beater bar

Always read the cautionary information on all cleaners prior to use.

IMPORTANT: Never push, pull or drag furniture, appliances or other items across the floor. Always place hardboards over flooring or lift and carry furniture and other heavy items.



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Treating Stains, Spills and Scuffs

Follow the remedies in order. Unless instructed otherwise, use a clean, white cloth or towel with products recommended for IVC US LVT flooring. Always rinse the affected area with clean water after treatment.

Stain or Spill: acids, alkalis, blood, ketchup, mustard, food, fruit, fruit juices, candy, cleaners, strong soaps, dye, dye markings, urine and feces, grass, iodine, mercurochrome and rust

Remedy

- First, remove as much solid material as possible.
- Scrub area with cleaner at full strength.
- Rub the area with a 10:1 dilution of water to liquid bleach.
- Rub the area with isopropyl alcohol.
- If stain does not respond, use lemon juice or a cream of tartar solution.

Stain or Spill: dried cleaning fluids, lacquer and latex paint, nail polish, solvents, oil-based paints, wood stains and varnish

Remedy

- If substance is dry, gently peel it from the floor. Avoid sharp instruments that could scratch floor.
- Scrub area with non-abrasive cleaner.
- Rub lightly with odorless mineral spirits or paint thinner.

NOTE: Do not use acetone or nail polish remover.

Substances That Won't Wipe Up: adhesives, chewing gum, oil, grease, candle wax and tar

Remedy

- First, remove as much solid material as possible.
- Carefully remove excess with a spoon or fingernail. Avoid sharp instruments that could scratch floor.
- Scrub area with non-abrasive cleaner.
- Rub lightly with odorless mineral spirits, isopropyl alcohol or lighter fluid.

Scuffs and Smudges: rubber heel marks, shoe polish

Remedy

- Rub the scuff with fingertip. The friction will remove rubber.
- Scrub area with non-abrasive cleaner.
- Rub lightly with isopropyl alcohol or lighter fluid.

CAUTION: Isopropyl alcohol, lighter fluid, odorless mineral spirits and paint thinner are flammable solvents. Carefully read and follow cautionary information on respective labels. Keep traffic off treated area for 30 minutes.

Filing 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, and 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.